Agent-IC Virtual Mobile Client

For Eclipse HX, Gen-IC & LQ

Agent-IC

Key Features and Benefits

Agent-IC Virtual Mobile Client

- For: Eclipse, Gen-IC and LQ
- On: Android and iOS
- Large Talk & Listen buttons
- Swipe to Latch Gestures
- Global Key state and Audio Prescence indicators
- Easy download from Apple & Google App Stores

Virtual Mobile Client for Eclipse HX

- (23) Keysets assignable to: Partylines, Groups, IFB, Point-to-Point, Directs & Controls
- Individual Keyset Listen Level Controls
- Reply for Incoming Point-to-Points
- OS Notifications for Incoming Calls

Virtual Mobile Client for Gen-IC & LQ

- (24) Keysets assignable to Channels: Listen, Talk, Call, Control Events, Remote Mic Kill
- Individual Keyset Listen Level Controls
- Reply for incoming Call Signals
- OS Notifications for incoming Call Signals
- LQ Interface Integration Options

Network Agnostic

- Supported by hardware or virtual intercom
- Robust intercom over LAN, WAN & internet
- IT friendly networking for internet connectivity
- Encrypted Connection

Licensing Options

- Perpetual Eclipse & LQ licensing
- Subscription Eclipse, Gen-IC & LQ licenses
- Intercom System Hosted License

Agent-IC® for Eclipse® HX matrix, Gen-IC virtual intercom and LQ® Series interfaces provide local and global intercom access from tablets, smartphones and smartwatches.

Description

Agent-IC is a virtual mobile client providing an intercom user station on Android and iOS tablets, smartphones and with remote control on smartwatches. Connecting to Eclipse HX IP-capable matrices, Gen-IC virtual intercom or LQ Series IP Interfaces, Agent-IC provides access to the system's available resources including partyline channels with their call signals and logic controls on Gen-IC and LQ as well as one-to-one, one-to-many, ISO and IFB communication on Eclipse systems. Individual keyset listening levels help users focus on specific channels while monitoring others. All this functionality can be tailored to each user to create an efficient intercom user station on their tablets and smartphones.

Technical Specifications

Software Application
Audio input and output automatically set by operating system / device
Audio level meters
Background operation
Far-end Silence Suppression
Echo cancellation

Audio Controls & Indicators
Talk/Listen indication and level meter
Talk/Listen master mute
Listen level per key/keyset
Master level & balance by operating systems

Eclipse
Host Connection Profiles: 2
Keys: 23
Number of keys concurrently displayed depends on the window size set by user, screen size, resolution and the applications zoom lever. 4-23 keys can be displayed simultaneously with the option to scrolls for more keys.
Assignable: Talk, Listen and Controls in EHX
Talk/Listen: Tap to latch (if allowed), push for momentary
Call Signal: Initiation and indication
Tally Indication: Audio Presence, In-Use, Panel/Client Connected
Reply Key: 1 - Showings incoming Point-to-Point talk for immediate response. Hidden by default, ops up and provides operating system notification
Character Support: Arabic, Cyrillic, Hangeul, Hebrew, Hiragana, Kanji, Katakana, Latin

Gen-IC & LQ
Host Connection Profiles: 2
Keys: 24
Number of keys concurrently displayed depends on the window size set by user, screen size, resolution and the applications zoom lever. 4-24 keys can be displayed simultaneously with the option to scrolls for more keys.
Assignable: Per assigned channel to Talk, Listen, Call, Control Events and Remote Mic Kill in Gen-IC & LQ's CCM
Talk/Listen: Swipe to latch, push for momentary
Call Signal: Initiation and indication
Tally Indication: Audio Presence, Call, Control Events 1&2
Reply Call Key: 1 - Shows incoming call signal on a channel for immediate response. Hidden by default, pops up and provides operating system notification
Character Support: Arabic, Cyrillic, Hangeul, Hebrew, Hiragana, Kanji, Katakana, Latin

LQ in HelixNet HMS-4X Link Group
Agent-IC LQ functionality is available when LQ is linked in a HelixNet HMS-4X Link Group with Latin character support.

Agent-IC Virtual Mobile Client

For Eclipse HX, Gen-IC & LQ

Technical Specifications (Continued)

System Minimum Requirements
Host Intercom System
Eclipse:
Perpetual Licenses: 8.5+ with E-IPA (or IVC-32)
Client Licenses: 8.5+ with E-IPA (or IVC-32)
LQ:
Perpetual Licenses: 4.0+
Subscription Licenses: 4.0+
Note: Maintaining intercom systems on current or previous major version is highly recommended

Android
Version: 9 (min), 14+ (recommended)
Note: Designed to operate on the latest smartphone and tablet devices. Recommended to download the free app from Google Play Store to test specific make and model

iOS
Version: 7.1 (min), 17+ (recommended)
Note: Designed for Apple iOS devices and approved peripherals

Audio
Eclipse:
Audio Encoding: G.722 - Fixed Wideband 7kHz within 64 bits/s
Frequency Response: 50Hz - 7kHz

Gen-IC & LQ:
Audio Encoding: Opus - configurable 12kHz - 20 kHz within 16-128bit/s
Frequency Response: 100Hz-12kHz, 100Hz - 20kHz

LQ in HelixNet HMS-4X Link Group:
Audio Encoding: WavPack - Fixed Wideband 10kHz within 320bit/s
Frequency Response: 100Hz-12kHz, 100Hz - 20kHz

Frequency Response is additionally filtered depending on system use

Latency
Varies depending on device make, model and infrastructure

Agent-IC Virtual Mobile Client

For Eclipse HX, Gen-IC & LQ

Network Specifications | Version Android 2.10+ / iOS 2.13+

Network Protocols

Ethernet IPv4–Unicast Audio and Control
Layer 3 - IP Routable
DNS - Domain Name Server
HTTP - License Transfer
HTTPS - Optionaal Usage Data / Diagnostic Service
IVP - Proprietary Intercom Audio and Control
G722 - Audio Codec for Eclipse IPA/IVC
Opus - Audio Codec for Gen-IC & LQ
WavPack - Audio Codec for LQ in HelixNet HMS-4X Link Group
AES-128 - Audio and Control Encryption

Network Connectivity: Ethernet, Wi-Fi, 3G, 4G, LTE (as available on host device)

Theory of Operation:

Eclipse Intercom System, Gen-IC Virtual Intercom or LQ Interface (the server) provides a network connection and includes user credentials for Agent-IC or Station-IC (the clients) in its database. Server allows use of DNS and declaration of external IP address of an optional third-party network router which may be used to cross firewalls or NAT. Client receive connection information from the server via TCP, used to log onto the server with its credentials and establish encrypted audio and control stream(s) via UDP. Single UDP and TCP port is required in each direction. Eclipse systems route and mix all audio for the client centrally and stream a complete mix to the clients running on a Windows or MacOS computer. Gen-IC and LQ systems intelligently route audio ethernet packages dependent on loudest talkers and listen levels to be mixed on the client.

Network Ports

Unicast:
Port 443 TCP - Optional Usage Data to Diagnostic Service
Port 6001 (configurable) TCP - System Management to/from Agent-IC
Port 6001 (configurable) UDP - IVP Audio Streams to/from Agent-IC
Port 22350 TCP – Online Licensing Activation to/from CodeMeter - LQ only

Multicast:
No multicast ports are used for Agent-IC

Endpoint Resource Usage:
Eclipse: 1 port on IPA/IVC card
Gen-IC: 1 Virtual Client User Capacity
LQ: 1-3 See LQ Resource Estimator
LQ in HelixNet HMS-4X Link Group: 1

Bandwidth:
Eclipse:
140 kbps from Eclipse to Agent-IC
140 kbps from Agent-IC to Eclipse
With Far-end Silence Suppression & Bidirectional
Forward Error Correction

Gen-IC & LQ:
Low:
40 kbps from LQ to Agent-IC
160 (max) kbps from Agent-IC to LQ
Balanced:
70 kbps from LQ to Agent-IC
280 (max) kbps from Agent-IC to LQ
High:
100 kbps from LQ to Agent-IC
400 (max) kbps from Agent-IC to LQ

LQ in HelixNet HMS-4X Link Group:
300 (max) kbps from each Agent-IC to LQ
1200 (max) kbps from LQ to Agent-IC

Network Jitter Tolerance:
Eclipse:
Agent-IC Rx: LAN: <=160ms, WAN: <=400ms, Internet: <=600ms
E-IPA RX: (Configurable) LAN: <=12ms, WAN: <=120ms, Internet: <=200ms

Gen-IC & LQ:
Agent-IC Rx: High: <=400ms, Balanced: <=500ms, Low: <=600ms
Gen-IC & LQ Rx: V. High, High & Balanced: <=60ms, Low: <=100ms, V. Low: <=200ms

LQ in HelixNet HMS-4X Link Group:
Agent-IC Rx: High: <=400ms, Balanced: <=500ms, Low: <=600ms
LQ Rx: <=128ms automatically adjusted to network performance

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Technical Specifications (continued)

Licensing

Perpetual Eclipse License
Part Numbers: AGENT-IC-HX, AGENT-IC8-HX
Validity: Permanent for major version of Agent-IC connecting to Eclipse
Duration: For major feature release (e.g. v2.x); license does not expire
Delivery: EHX Passcode. Requires Frame Dongle ID to generate
License Host: Eclipse Frame running EHX 8.5+
Transferable: No - works only on specified Eclispe system
Recovery: Contact Clear-Com

Subscription Eclipse Licenses
Part Numbers: A-IC-HX-1Y, A-IC-HX-ADD1Y, A-IC-HX8-1Y, A-IC-HX8-ADD1Y
Validity: Duration of a Committed Subscription. Starts with activation
Duration: 1 Year with Initiation, +1 Additional Year Extensions
Support: Duration of use or 7 years following purchase, whichever first
Delivery: EHX Passcode. Requires Frame Dongle ID to generate
License Host: Eclipse frame running EHX 8.5+
Transferable: No. Works only on specified Eclipse system
Recovery: Contact Clear-Com

Subscription Gen-IC Licenses
Active Gen-IC Virtual Client capacity can be used by the latest version of Agent-IC. Separate Agent-IC-IC license is not required for use with Gen-IC. See Gen-IC product information for details.

Perpetual LQ License
Part Numbers: AGENT-IC-LQ, AGENT-IC8-LQ
Validity: Permanent for major version of Agent-IC connecting to LQ
Duration: For major feature release (e.g. v2.x). License does not expire
Delivery: License Ticket, may include multiple licenses, can be re-loaded
License Host: LQ
Transferable: No; works only on the LQ the license has been applied to
Recovery: Contact Clear-Com

Subscription LQ Licenses
Part Numbers: A-IC-HX-1Y, A-IC-HX-ADD1Y, A-IC-HX8-1Y, A-IC-HX8-ADD1Y
Validity: Duration of a Committed Subscription. Starts with activation
Duration: 1 Year with Initiation, +1 Additional Year Extensions
Support: Duration of use or 7 years following purchase, whichever first
Delivery: License Ticket, may include multiple licenses, can be re-loaded
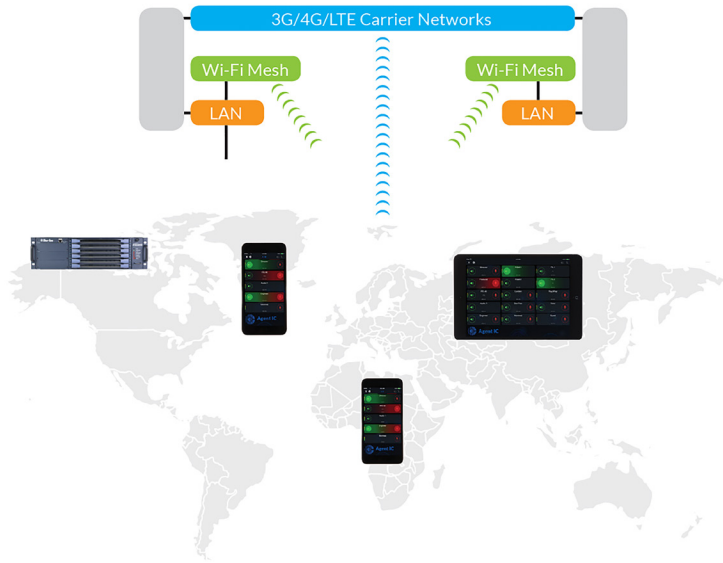**License Host:** LQ
Transferable: No. Works only on the LQ the license has been applied to
Recovery: Contact Clear-Com

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For Eclipse HX, Gen-IC & LQ

Order Codes

Perpetual Eclipse Hosted Licenses
Permanent for major version
AGENT-IC-HX: 1 user
AGENT-IC8-HX: 8 users
Permanent license for major version of Agent-IC hosted on Eclipse. Eclipse Dongle ID required with order

Subscription Eclipse Hosted Licenses
For ongoing continuous use
A-IC-HX-1Y: 1 user for 1 year
A-IC-HX8-1Y: 8 users for 1 year
Subscription Extension
A-IC-HX-ADD1Y: 1 user for +1 year
A-IC-HX8-ADD1Y: 8 years for +1 year

Subscription Gen-IC Hosted Licenses
Active Gen-IC Virtual Client capacity can be used by the latest version of Agent-IC. Separate Agent-IC license is not required for use with Gen-IC. See Gen-IC product information for details.

Perpetual LQ Hosted Licenses
Permanent for major version
AGENT-IC-LQ: 1 user
AGENT-IC8-LQ: 8 users
Permanent license for major version of Agent-IC hosted on LQ.

Subscription LQ Hosted Licenses
For ongoing continuous use
Subscription Initiation
A-IC-LQ-1Y: 1 user for 1 year
A-IC-LQ8-1Y: 8 users for 1 year
Subscription Extension
A-IC-LQ-ADD1Y: 1 user for +1 year
A-IC-LQ8-ADD1Y: 8 years for +1 year

Notice About Specifications | While Clear-Com makes every attempt to maintain the accuracy of the information contained in its documentation, that information is subject to change without notice. Performance specifications included in this document are design-center specifications and are included for customer guidance and to facilitate system installation. Actual operating performance may vary.

WARNING: Cancer and Reproductive Harm - **www.P65Warnings.CA.Gov**