Agent-IC Intercom App for Eclipse HX

Eclipse HX Digital Matrix Solutions

Linking People Together

Agent-IC on various mobile devices

Key Features and Benefits

- Fully-featured intercom client for mobile access to matrix system
- Free app download via Apple iTunes or App Store and Google Playstore
- Operates on devices running iOS 9.0* or higher and Android 7.1* and higher
- Supports companion app which runs Android smartwatches
- Wi-Fi, 3G, 4G, LTE network compatible
- Up to 32 clients run on a single IVC-32-HX card
- No external server required
- Password access with bi-directional audio encryption
- Configuration controlled via Eclipse HX EHX software
- Supports wired and Bluetooth headset devices
- Allows the allocation of Agent-IC licenses on demand with floating licensing scheme

Agent-IC® is a mobile app for Eclipse® HX matrix and LQ® Series devices providing remote intercom access from tablets, smartphones or smartwatches over wireless networks.

Description

Agent-IC is a downloadable app that provides Eclipse HX administrators the option of having a fully-featured mobile user station on iOS and Android devices. Each Agent-IC Client's access is managed by the central administration control within the Eclipse HX EHX Software. The system supports user login and audio encryption for a secure and private interface with Eclipse HX. Agent-IC supports one-to-one, one-to-many, partyline, ISO and IFB communication. The app also supports local cross-point level control and notification functions.

Installation and Accessibility

Users of iPhones, iPads or devices running iOS 9.0* or higher can easily install the Agent-IC app from Apple's App or iTunes stores. Users of select devices running Android 7.1* or higher can easily install the Agent-IC app from the Google Playstore. Once installed, they can connect to any network accessible host Eclipse HX matrix. Login credentials and IVC-32-HX cards for the Eclipse HX matrix are required. Up to 32 clients can be hosted on a single IVC-32-HX card.

Operation

Agent-IC uses the G.722 codec and operates over Wi-Fi, 3G, 4G/LTE networks. Because it connects to the host Eclipse HX matrix via the IVC-32-HX card, there is no additional server required for operation. The ergonomic, easy-to-use interface is designed to be consistent with other user panels, such as V-Series. It's configured like a dedicated intercom panel, which enables users to monitor and/or contribute to assigned matrix resources.

The convenient "Swipe-to-Latch" gesture is easy to use and avoids inadvertent key latching. The large Talk and Listen keys allows easy readability and functionality on smaller devices, like iPhones. All keys include an individual mix level control.

* Please check the Apple Store and Google Playstore for compatibility with select software versions and devices.

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Technical Specifications

Platforms Supported

iOS:
Designed for Apple iOS devices and approved peripherals
iOS Version: 9.0 or higher
EHX Version: 8.5 or higher

Android:
Designed to operate on the latest smartphone and tablet devices. Download the free app from Google Playstore to test specific make and model.
Android Version: 7.1 or higher
EHX Version: 8.5 or higher

Keys Per Page
Auto-adjusts to specific device screen size and resolution.
Range: 4+ Reply Keys (smaller smartphones) to 23+ Reply Keys (iPad Pro)

Audio
Audio Codec: G.722 (7.4 K/Hz audio bandwidth)
Audio Encryption: AES-128
Local Mix Level Control: Yes
Mic Mute and LS Cut: Yes
Communication Modes: Partyline, Conference, Point-to-Point, IFB, ISO, etc.

Network
Type: Wi-Fi, 3G, 4G, LTE (as available on device)
IP Bandwidth: 140kb/s, bi-directional per client (with silence suppression disabled)
Silence Suppression: Optional
Ports Required: 1
Port Number: Default 6001 (configurable)
DNS Support: Yes
Minimum Latency: Varies depending on device make and model

Miscellaneous
Bluetooth Headset Support: Yes
Speakerphone Mode: Yes
Background Operation: Yes
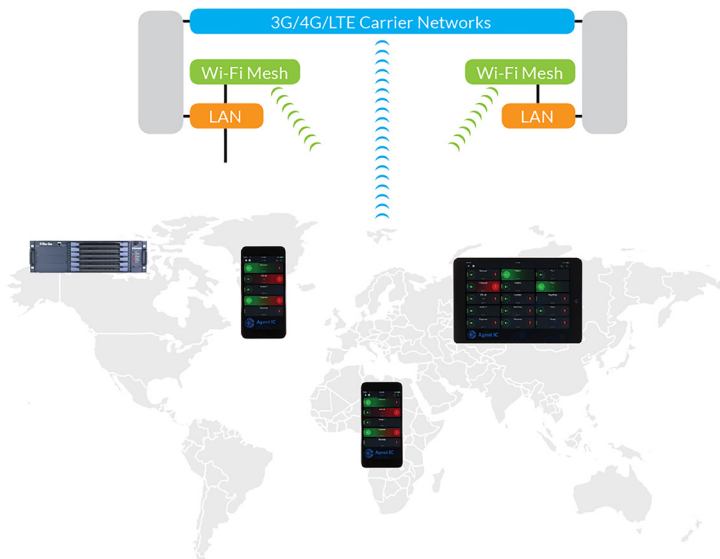**Presence Indication:** Yes, for other Agent-IC clients
Call Signaling: Yes
Reply Key Support

International Character Set
Arabic, Cyrillic, Hangeul, Hebrew, Hiragana, Kanji, Katakana

Hardware Requirements	Software Requirements
Eclipse HX Systems Frame: • Eclipse HX Delta • Eclipse HX Median • Eclipse HX Omega	EHX v8.5 or higher
IVC-32-HX Card	EHX v.8.5 or higher
iOS Device (iPad, iPhone, iPod)	iOS 9.0 or higher
Android Device (tablets, smartphones, smartwatch)	Android 7.1 or higher
Download Agent-IC App from Apple Store Download Agent-IC App from Google Playstore	
Need to provide host Eclipse HX Dongle ID (Hardware ID) with order	

Order Code

PERPETUAL LICENSE

AGENT-IC-HX: 1 user

AGENT-IC8-HX: 8 users

Permanent license for major version of Agent-IC

SUBSCRIPTION INITIATION

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 users for +1 year