


Agent-IC Intercom App for LQ Series

LQ™ Series IP Interfaces for Clear-Com



Linking
People
Together



Agent-IC on various mobile devices

Key Features and Benefits

- Fully-featured mobile intercom client for LQ devices
- Connects to Encore, HelixNet and 4-wire intercom systems via LQ devices
- Wi-Fi, 3G, 4G, LTE network compatible
- Up to 48 clients with a network of local and remote LQ devices
- Pre-configured user accounts with floating license allocation
- Unique channel configuration for each Agent-IC client
- Configurable channel access for talk, listen, call signaling and channel events
- Free app download via Apple iTunes or App Store and Google Playstore
- Operates on devices running iOS 8.0* or higher and Android 5.0* and higher
- Supports companion app which runs Android smartwatches
- Supports wired and Bluetooth headset devices
- Password access

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

Description

Agent-IC is a mobile app that implements a fully-featured mobile intercom client on iOS or Android devices. The app securely connects to any network accessible to LQ Series devices, allowing access to 24 intercom channels. Each LQ device serves as a versatile base station and supports multi-channel connection to wired analog partyline (Encore), digital partyline (HelixNet), 4-wire or matrix (Eclipse HX) systems. The app also provides local cross-point level control and notification functions.

Installation and Accessibility

Users of iPhones, iPads or devices running iOS 8.0* or higher can easily install the Agent-IC app from Apples' App or iTunes stores. Users of select devices running Android 5.0* or higher can easily install the Agent-IC app from the Google Playstore. Once installed, up to 8 mobile devices running the app can simultaneously connect to a single LQ Series device. Multiple LQ devices (max of 6) can be networked locally or remotely to support 48 Agent-IC clients in a single system. Typically, a meshed WiFi network is used for local communications with 3G, 4G, LTE networks used for remote clients. Agent-IC clients carry out an authenticated login for secure and private interface with the LQ device.

Configuration

The browser-based Core Configuration Management (CCM) tool allows the creation of multiple user accounts and associated roles. All potential Agent-IC users have an account set up for them within the CCM. The user accounts contain a set of Agent-IC client login credentials and an assigned user role. Each role, in turn, specifies access to a set of intercom channels. Up to 24 intercom channels can be assigned to each role.

Operation

Agent-IC is easily installed and connected to a selected host LQ Series device. Pre-configured buttons allocated to the user's role grant access to the required channels. Each channel is assigned with talk, listen, call signal or networked control event buttons. Individual level controls allow users to adjust their own audio mix of the monitored channels.

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Technical Specifications

Platforms Supported

iOS:

Designed to operate on all smartphone and tablet devices

iOS Version: 8.0 or higher

LQ Version: 4.0 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: 5.0 or higher

LQ Version: 4.0 or higher

Capacity

Keys Per Page: Auto-adjusts to specific device screen size and resolution.

Range: 4+ Reply Keys (smaller smartphones) to 24+ Reply Keys (iPad Pro)

Channels/Keys: Up to 24 Keys + 1 Reply Key

Max Roles per LQ Device: 100

Max User Accounts per LQ Device: >200

Max Agent-IC Clients per LQ Device: 8

Max Agent-IC Clients per LQ Linked Set : 48

Audio (LQ Mode)

Audio Codec: Opus

Silence Suppression: Optional

Data Bandwidth without Silence Suppression: <110kb/s

Local Mix Level Control: Yes

Mic Mute and LS Cut: Yes

Communication Modes: LQ Partyline/Conference

Audio (LQ/HelixNet Mode)

Audio Codec: Wavepak

Silence Suppression: Optional

Nominal Data Bandwidth: 300kb/s (increases with each source)

Local Mix Level Control: Yes

Mic Mute and LS Cut: Yes

Communication Modes: LQ Partyline/Conference.

Network

Type: Wi-Fi, 3G, 4G, LTE (as available on device)

IP Bandwidth: Variable

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

Character Set (LQ Mode):

International; Arabic, Cyrillic, Hangeul, Hebrew, Hiragana, Kanji, Katakana

Character Set (LQ/HelixNet Mode):

 Roman

| Hardware Requirements | Software Requirements |
|---|-----------------------|
| LQ Series Devices (all models) | LQ v4.0 or higher |
| iOS Device (iPad, iPhone, iPod) | iOS 8.0 or higher |
| Android Device (tablets, smartphones, smartwatch) | Android 5.0 or higher |

Download Agent-IC App from Apple Store
Download Agent-IC App from Google Playstore

Agent-IC client licenses for LQ available from Clear-Com

