

When creating SIP or virtual client accounts in LQ®-Series, you must first buy a license from your Clear-Com representative. Three license types are available:

- **Virtual-IC-LQ.** This is a single Agent-IC® or Station-IC™ client license.
- **Virtual-IC8-LQ.** This is a bundle of 8 Agent or Station-IC licenses. The bundle must be assigned to one LQ device, it cannot be broken down into individual licenses.
- **SIP8-LQ.** This is a bundle of 8 SIP client licenses. The bundle must be assigned to one LQ device, it cannot be broken down into individual licenses.

Licenses are shipped with the LQ device and activated by the user. Virtual Client licenses for LQ allow either Agent-IC or Station-IC to connect whenever the LQ has an unused license available.

When you have purchased your licenses, Clear-Com will email or send you a **Ticket ID**.

The ticket ID can contain multiple licenses for more than one LQ unit. Each unit will accept 8 SIP and up to 24 Virtual-IC client licenses (the software restricts licenses to the capacity of the unit).

Dear Customer,

Thank you for purchasing the Clear-Com License. Please find your license details below.

License Type: **Virtual-IC-LQ**

SO Number : 1234567

Virtual-IC-LQ: 3

Virtual-IC8-LQ: 0

SIP8-LQ: 0

Ticket ID: XXXX-XXXX-XXXX-XXXX-XXXX

Please keep your Ticket ID as it is used to activate the licensing process.

How to activate your LQ licenses

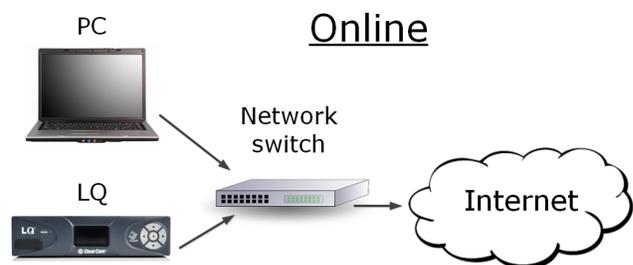
Licenses can be given to any LQ unit. However, once you have activated a license on a unit, you CANNOT move it to another unit.

Licenses can be activated:

- **Online** or
- **Offline**

Online activation is where the LQ unit has access to the Internet. Offline activation is necessary if the LQ units do not have access to the Internet.

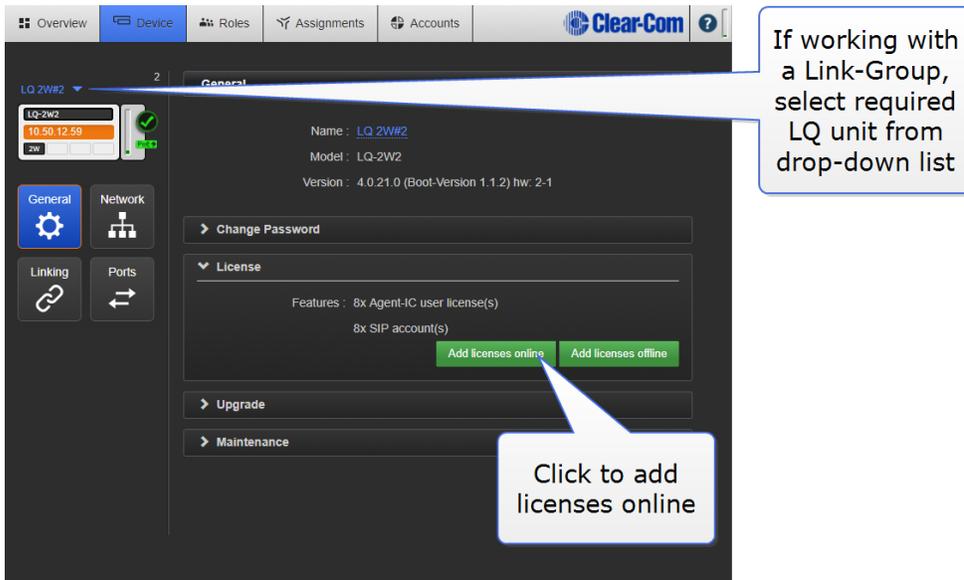
Clear-Com recommends activating licenses online where possible.



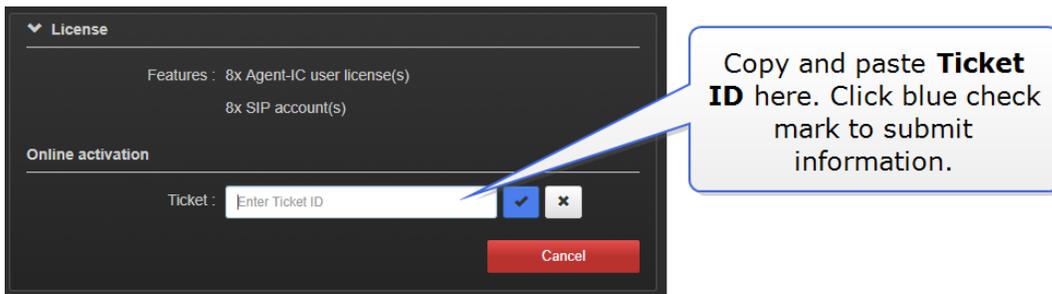
Online license activation

- 1) Open the CCM by inputting the IP address of your device into a browser URL field. If your LQ units are set up in a Link-Group formation you can point the browser at any device in the Link-Group.

- 2) Navigate to **Device>General>License**.
- 3) If working with a Link-Group, select the required LQ unit, and then click **Add licenses online**.

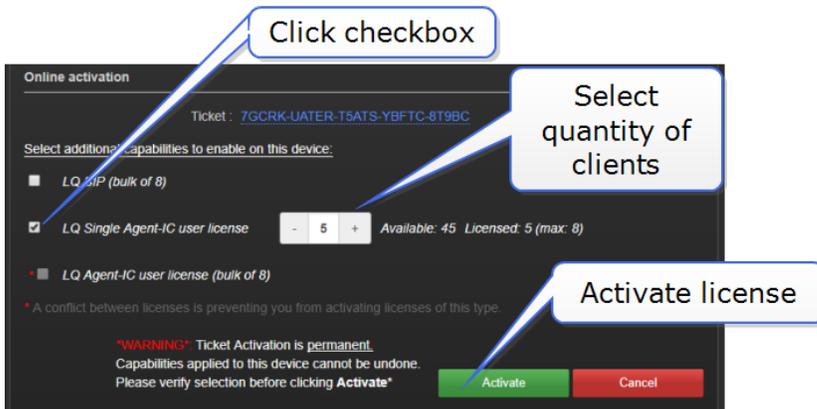


- 4) In the **Ticket** field, enter the **Ticket ID**, and then click the blue check mark.



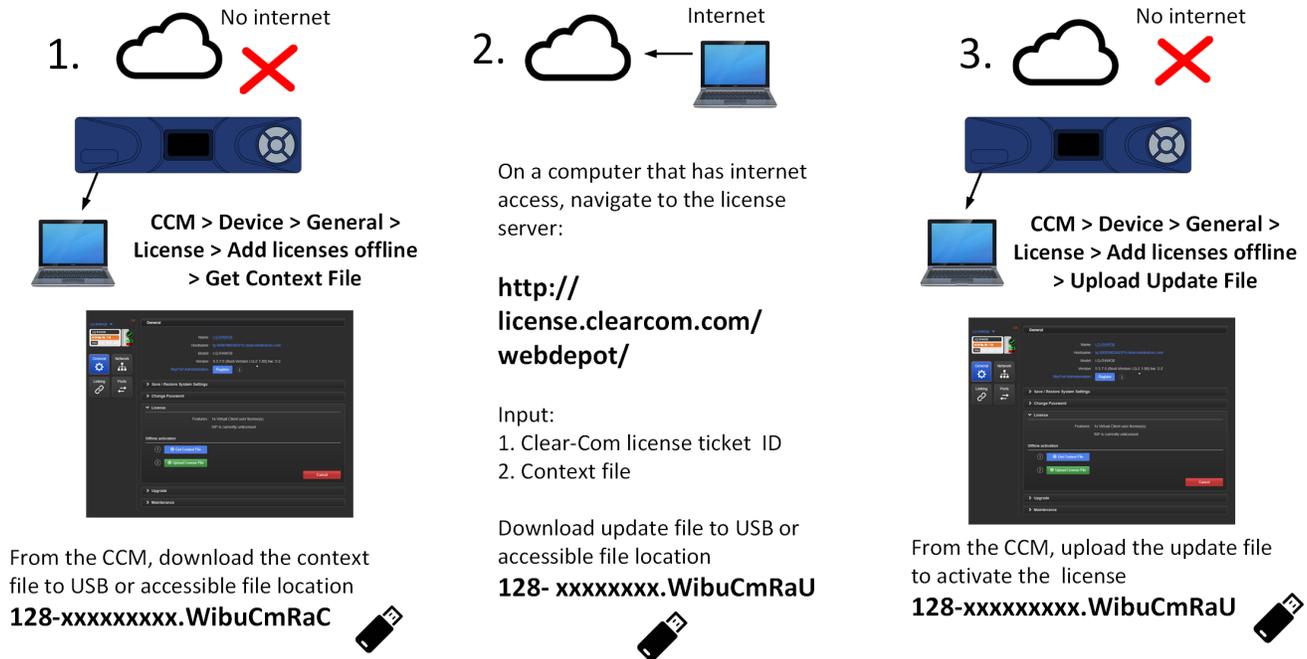
The licensing page will show information about the quantity of licenses that are available for activation on this unit.

- 5) Select the required checkboxes, and the quantity of clients needed, and then click **Activate**.



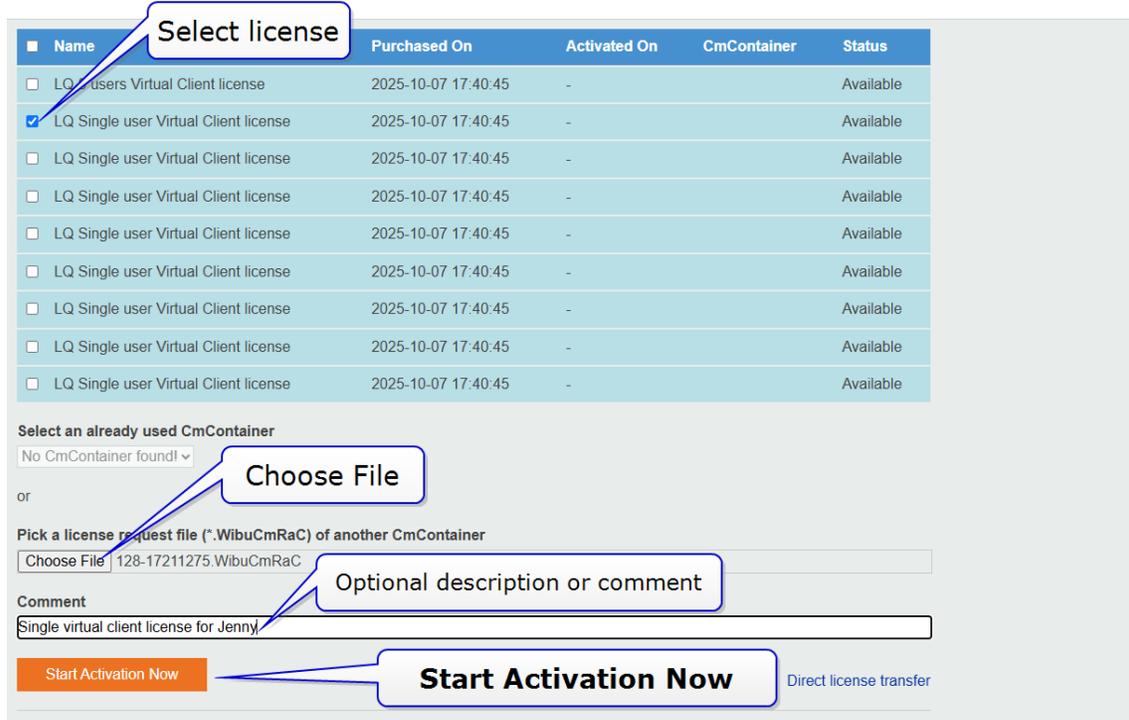
Offline license activation (file-based license transfer)

When you activate licenses without internet access, you must download a **Context File** from the LQ device and activate it via the Clear-Com **Webdepot**.

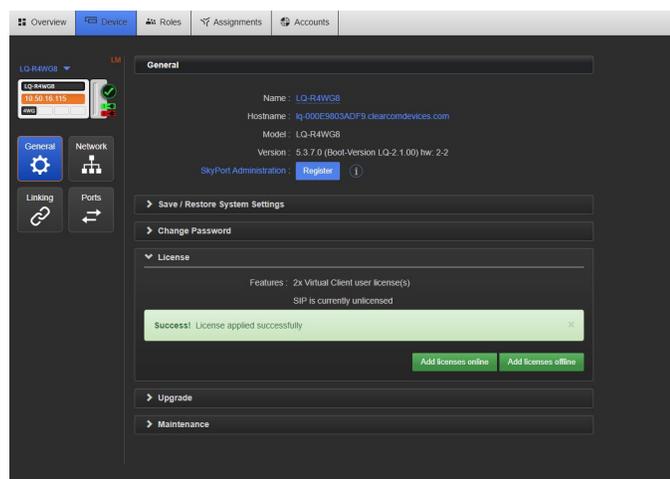


- 1) Follow steps 1 – 3 of the online process, and select **Add Licenses Offline**.
- 2) Click **Get Context File**
- 3) Save the context file (128-xxxxxxxx.WibuCmRaC) to an appropriate location (a folder or USB stick).
- 4) Go to a PC with internet access and open a browser. Go to **<http://license.clearcom.com/webdepot/>**.
- 5) Input (copy and paste) the Clear-Com ticket ID.
- 6) You will see your available licenses. Select **Activate Licenses**.
- 7) Click the check box to select the license(s) you want to activate on this LQ unit.
- 8) Select **Choose File** and navigate to where you have stored the context file. Select it.
- 9) Select **Start Activation Now**.

Note: Select licenses from your ticket carefully, once downloaded and applied, they cannot be changed.



- 10) Select **Download Update File Now** and save the file (128-xxxxxxx.WibuCmRaU) to a USB or appropriate location. You can now close the Webdepot.
- 11) Go to the offline LQ unit and open the CCM.
- 12) Go to **Device>General>License** and select **Add Licenses Offline**.
- 13) Select **Upload License File** and navigate to where you have stored the update file. Select it.



- 14) The license(s) in the upgrade file are applied, and the license update is now complete.