Release Notes

Station-IC

V1.4.0-build.17

RELEASE NOTES

Date: April 2024

Release: v1.4.0-build.17

Doc Part No: PUB-00077 Rev F

Clear-Com AN HME COMPANY

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REFRENCE LINKS:
Knowledge Center: https://www.clearcom.com/Download-Center/Knowledge-Centers/Station-IC-Knowledge-Center
Download Registration: https://www.clearcom.com/Service-Support/Station-IC-Virtual-Client-Registration

LEGAL:
Terms and Conditions: https://www.clearcom.com/agent-ic-station-ic-terms-of-service/
Privacy Statement: https://www.clearcom.com/Privacy-Statement

1 Introduction

1.1 Scope

This document describes all releases of Station-IC Virtual Client of major version 1 for Windows and MacOS.

1.2 Station-IC iOS Version 1.4.0-build.17

Minor feature enhancement and sustaining release of the Station-IC Virtual Client for Windows and MacOS operating systems capable of connecting to either Eclipse HX 12.1+ with available IVC-32 or E-IPA capacity, LQ v4.2+ and Gen-IC Virtual Intercom.

1.2.1 Features added in this release

TP155576	**Gen-IC Virtual Intercom Support** Station-IC can now connect to Gen-IC using the LQ connection type profile. When Station-IC connects to Gen-IC it will receive a license.

1.2.2 Enhancements in this release

TP142690	**Password**: Adds support for enhanced security rules when used with Eclipse 13.2 and higher. Supports passwords up to 32 character long. Note: Eclipse 13.2 allows enforcement of password length and special characters. **Remote logout:** Allows EHX 13.2 or higher to remotely log out a connected Agent-IC virtual client remotely.
TP147553	**Analytics:** Information about the version number of the Eclipse system that hosts the virtual client is collected and reported to Clear-Com if “Data Usage” is enabled by the user. This function was added to the virtual clients to optimize testing of future releases.
TP134483	**Reference Links**: Added updated links to: Clear-Com’s Knowledge Center, privacy statement and terms of service.
TP97961	**Automatic Update** Station-IC: Automatic announcement mechanism has been improved.

1.2.3 Bug Fixes in this release

None.

1.2.4 Part Number Reference

1.2.4.1 Firmware

Part No	Description	File Type	Production Rev	Dev Issue	Last updated in Release
SOF-00062	Station-IC Software for Windows	exe	1.4.0.-build.17	F	1.4.0.-build.17
SOF-00062	Station-IC Software for MacOS	dmg	1.4.0.-build.17	F	1.4.0.-build.17

1.2.4.2 Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00051	Station-IC User Guide	E	E	1.4.0.-build.17
PUB-00077	Station-IC Release Notes	F	F	1.4.0.-build.17
PUB-00068	Station-IC Client Hosted License Guide	A	A	1.0.0.-build.41

1.3 Station-IC Version 1.3.0-build.31

Minor feature release of the Station-IC Virtual Client for Windows and MacOS operating systems capable of connecting to either Eclipse HX 12.1+ with available IVC-32 or E-IPA capacity or LQ v4.2+.

1.3.1 Features added in this release

None.

1.3.2 Enhancements in this release

93866	**Main Screen Profile drawer** Main Screen Profile drawer has been enlarged for improved visibility.

1.3.3 Bug Fixes in this release

134653	**EULA/Privacy statement acceptance pop-up:** User is indented to accept End User License Agreement and Privacy statement as well as being provided ability to opt out of diagnostics collection upon first run of Station-IC. This pop-up be inoperable and require clicking outside the prompt. This has been fixed.

Please note:
As the previous release, Version 1.3-build.23, had a limited roll out it is recommended to familiarize yourselves to those release notes as well.

1.3.4 Part Number Reference

1.3.4.1 Firmware

Part No	Description	File Type	Production Rev	Dev Issue	Last updated in Release
SOF-00062	Station-IC Software for Windows	exe	1.3.0.-build.31	E	1.3.0.-build.31
SOF-00062	Station-IC Software for MacOS	dmg	1.3.0.-build.31	E	1.3.0.-build.31

1.3.4.2 Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00051	Station-IC User Guide	D	D	1.3.0.-build.23
PUB-00077	Station-IC Release Notes	E	E	1.3.0.-build.31
PUB-00068	Station-IC Client Hosted License Guide	A	A	1.0.0.-build.41

1.4 Station-IC Version 1.3.0-build.23

Minor feature release of the Station-IC Virtual Client for Windows and MacOS operating systems capable of connecting to either Eclipse HX 12.1+ with available IVC-32 or E-IPA capacity or LQ v4.2+.

1.4.1 Features added in this release

97815	**Keyset Zoom Control:** Station-IC now has the ability to enlarge keysets with a zoom function to up to 185% of the original size. This is in addition to being able to adjust the window size/shape/position of the application to further tailor the use of the application to various screen sizes and applications. The feature can be accessed via the Station-IC Settings and are saved with the application.
100692	**Permanent Eclipse Licenses:** Station-IC 1.3+ includes the additional license option to retrieve a license hosted on an Eclipse frame running 13.0+. Eclipse hosted licenses are served to Station-IC users on a first come, first serve bases upon their connection if Station-IC does not find a Subscription or Event License locally on the computer running Station-IC. **Note:** This option does not replace existing license options. New part numbers for this type of a license are; STATION-IC-HX for 1 user and STATION-IC8-HX for 8 Permanent Station-IC Licenses hosted on LQ are not available.

1.4.2 Enhancements in this release

101177	**Tally Icon Contrast** Keyset tally icons, which include indicators for; in-use, audio presence, panel connected, and similar have been updated to increase contrast and readability.
	Manual: User manual was updated as a part of this release.

1.4.3 Bug Fixes in this release

130273 130390	**Issues with Reply key area on Station-IC connected to Eclipse:** Overlapping graphic elements could partly cover elements of the Reply key area. This has been fixed.
128582	**Reply key displays ????? if active during Eclipse NID:** If the reply key was active with a call while a change was being applied to the Eclipse, it would display ?????? in the Reply key during the remainder of the call. This has been fixed.
132359	**Cloud Profiles:** Issues were found with Cloud Connection Profiles, icons and profile images. This has been fixed.
130269	**Station-IC processes do not shut down on exit:** It has been noticed in rare occurrences that Station-IC does not close all processes when shut down on Windows computers. This has been fixed.

Please note:

As the previous release, Version 1.2-build.78, had a limited roll out it is recommended to familiarize yourselves to those release notes as well.

1.4.4 Part Number Reference

1.4.4.1 Firmware

Part No	Description	File Type	Production Rev	Dev Issue	Last updated in Release
SOF-00062	Station-IC Software for Windows	exe	1.3.0.-build.23	D	1.3.0.-build.23
SOF-00062	Station-IC Software for MacOS	dmg	1.3.0.-build.23	D	1.3.0.-build.23

1.4.4.2 Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00051	Station-IC User Guide	D	D	1.3.0.-build.23
PUB-00077	Station-IC Release Notes	D	D	1.3.0.-build.23
PUB-00068	Station-IC License Install Guide	A	A	1.0.0.-build.41

1.5 Station-IC Version 1.2.0-build.78

Minor feature release of the Station-IC Virtual Client for Windows and MacOS operating systems capable of connecting to either Eclipse HX 12.1+ with available IVC-32 or E-IPA capacity or LQ v4.2+.

1.5.1 Features added in this release

83871 87371 83865 83864	**Cloud Profiles:** Station-IC (version 1.2) and Agent-IC (iOS version 2.10, Android version 2.8) Virtual Clients now can store intercom system connection Profiles to a Clear-Com Cloud Storage. This allows a Virtual Client user to enter the Profile settings, including the IP address of the intercom system, port number, user name and password, amongst other settings, and have them stored in a Clear-Com Cloud Storage, protected by the users Google, Microsoft, Apple, E-mail or SSO/SAML* credentials and make them easily accessible between the users devices or on a device that is used by many users, who need different settings. **Note:** This feature shares the Virtual Client Profile and settings between Clients only. Profile settings such as usernames and passwords must still be established in the EHX/LQ CCM and manually entered into the Station-IC and Agent-IC Virtual Client. * Use of SSO/SAML is only available for Station-IC (not available for Agent-IC) and requires a chargeable Clear-Com Service for setup and a unique code each client user must add to their Station-IC setup. Contact Clear-Com for further information and quote.
83794	**Themes *(i.e. "Dark Mode")*:** Station-IC now includes the ability to change the color scheme of the Station-IC Virtual Client between Light (in previous versions) and Dark modes. The addition of the Dark mode is to provide an improved user experience in light sensitive environments such as theatres and control rooms where the ambient light is dimmed or fully blacked out while the Light mode is intended for use in daylight. The Themes can be manually switched, by the user, under Settings – General. An additional "System" selection will change between Light and Dark modes depending on the configuration of the Operating System.
95044	**Upgrade Notifications:** Station-IC will announce to the user if a newer version of Station-IC or the CodeMeter License Manager is available from Clear-Com. To detect the availability of a newer version Station-IC will check in with Clear-Com's servers over the Internet. The upgrade announce prompt will includes high level release notes and an optional user-initiated download and upgrade for the relevant software. **Note:** This feature will become visible to the user the next time Station-IC updates.
81774	**Collect Support Files:** Station-IC now includes the ability for the user to retrieve all logs for the Station-IC Virtual Client, compress and save a single archive. The feature can be accessed from the "?" icon on the left toolbar at any time. This feature is intended for troubleshooting with Clear-Com Technical Support or Engineering teams.

1.5.2 Enhancements in this release

87374	**License Manager Installation:** For local licensing of Station-IC the License Manager (CodeMeter) must be installed on the computer. Prompt is added to allow the user to automatically download and install the License Manager or to install from an available installer. Some IT environments do not allow Station-IC to download an application and this selection will allow the download to be done with an IT approved browser. Contact Clear-Com for a direct download link to the License Manager. Station-IC shows an additional progress bar whilst downloading and installing the License Manager.

98421	**Manual:** User manual was updated as a part of this release.

1.5.3 Bug Fixes in this release

None

1.5.4 Part Number Reference

1.5.4.1 Firmware

Part No	Description	File Type	Production Rev	Dev Issue	Last updated in Release
SOF-00062	Station-IC Software for Windows	exe	1.2.0.-build.78	C	1.2.0.-build.78
SOF-00062	Station-IC Software for MacOS	dmg	1.2.0.-build.78	C	1.2.0.-build.78

1.5.4.2 Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00051	Station-IC User Guide	D	D	1.2.0.-build.78
PUB-00077	Station-IC Release Notes	C	C	1.2.0.-build.78
PUB-00068	Station-IC License Install Guide	A	A	1.0.0.-build.41

1.6 Station-IC Version 1.1.0-build.21

Release of Station-IC for MacOS and Windows operating systems.
This version connects to either an Eclipse HX Frame or an LQ unit.

1.6.1 Features added in this release.

- Connectivity with LQ units

1.6.2 New operation/Bug Fixes added in this release.

71662	Navigation: Selection Focus is not in visible therefore Tab key disrupts some operations when is used.
71983	On HX frame resets: Disconnection is immediate on Agent-IC/IVC Panel/Iris, but 12 sec. late on Station-IC.
76071	Disconnecting In-Use audio device: Station-IC will occasionally show a blank window when disconnecting the audio device currently in-use.
78269	Keyset Volume adjustment: Keyset Volume level slowly and progressively reach the desired level.

1.6.3 Part Number Reference

1.6.3.1 Firmware

Part No	Description	File Type	Production Rev	Dev Issue	Last updated in Release
SOF-00062	Station-IC Software for Windows	exe	1.1.0.-build.21	B	1.1.0.-build.21
SOF-00062	Station-IC Software for MacOS	dmg	1.1.0.-build.21	B	1.1.0.-build.21

1.6.3.2 Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00051	Station-IC User Guide	B	B	1.1.0.-build.21
PUB-00077	Station-IC Release Notes	B	B	1.1.0.-build.21
PUB-00068	Station-IC License Install Guide	A	A	1.0.0.-build.41

1.7 Station-IC Version 1.0.0-build.42

Initial release of Station-IC for MacOS and Windows operating systems.
This is a virtual Intercom client application that connects to an HX frame.

1.7.1 Part Number Reference

1.7.1.1 Firmware

Part No	Description	File Type	Production Rev	Dev Issue	Last updated in Release
SOF-00062	Station-IC Software for Windows	exe	1.0.0.-build.42	A	1.0.0.-build.42
SOF-00062	Station-IC Software for MacOS	dmg	1.0.0.-build.42	A	1.0.0.-build.42

1.7.1.2 Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00051	Station-IC User Guide	A	A	1.1.0.-build.42
PUB-00077	Station-IC Release Notes	A	A	1.1.0.-build.42
PUB-00068	Station-IC License Install Guide	A	A	1.0.0.-build.42

2 Known Issues

This section details those issues that contradict the relevant manuals included in this release.
These issues have not been resolved and are listed here to help you use the system more effectively.

69770	Audio Device Selection: There is no support for special characters in Windows (foreign language). **Workaround**: Rename your audio device using latin characters.
71611 71103	Live mode key assignment: Key disappearing when moving from listen to talk in live mode. Deleting listen key from EHX makes it disappear in Station IC. **Workaround**: Disconnect and re-connect Station-IC.
69692	Connecting to HX frame: Occasionally getting “Unable to reach Server” instead of "User Already Logged In". **Workaround**: Disconnect the existing user or select a different user.
70104	Windows Remote Desktop Connection: Accessing Station-IC through Windows Remote Desktop Connection does not work. **Workaround**: Install and license Station-IC on computers where you need it.
73069	EHX Reply Tally Auto Clear Time: Additional OS Notifications will not occur during Reply Tally Auto Clear Time. For example, Windows Notifications do stay up for 5 seconds by default, Reply Tally Auto Clear Time is 10 seconds by default. If you receive a Call, do not answer it, and receive a second call 5-10 seconds later, the second Call will not trigger an additional OS notification. **Workaround**: Configure OS Notification Up time to same time as Reply Tally Auto Clear Time.
75097	Headsets showing up twice in device list: Some Headset/headphone devices will show up twice in the device list, for an operating system configured communication and playback purposes. One entry might have better audio that the other depending on the manufacturer driver implementation. **Workaround**: Make sure you pick the headset/headphone entry that works well for you in Station-IC.
75590	Connecting to HX frame: Getting “Unable to reach server” instead of “Wrong password” in LAN mode. **Workaround**: Configure the right password.
75990	Control Keys: Buttons on Control key in Station-IC activate microphone and speakers for 2 seconds. **Workaround**: None
78350	Keyset programming: Station-IC does not support keysets with one Control key on one side and one Talk or Listen key on the other. **Workaround**: Put Control and Talk/Listen keys on different keysets.
79038	Audio device selection on MacOS: Default devices are much quieter than the actual device when echo cancellation is on **Workaround**: Explicitly select the device you are using.
79347	Tally indicators, EHX: Tally icons temporarily turn off when activating talk key. **Workaround**: None
79626	Talk only Keyset, EHX: Listen key temporarily appears along with quaver tally when there is voice activity. **Workaround**: None
81733	Matrix Black Reset:

	Keys stay activated after Matrix black reset but there is no audio. **Workaround**: Logout/Login to clear all keys.
82554	Load keys in EHX Panels Configuration: Talk-Only keysets are not loaded on Station-IC when manually applying changes to Matrix. **Workaround**: Logout/Login to Station-IC or load keys in EHX while in Live mode
83069 149876	Laptop and external screen: Disconnecting external screen or undocking laptop occasionally leaves Station-IC on "Phantom" screen **Workaround**: Quit and restart Station-IC.
166847	Station IC MacOS - Notification "Show" button does not open Station IC **Workaround:** Click anywhere the notification pop up except on the “Show” button for it to work
71429	Tallies: "Panel connected Tally" is not available with EHX 13.1 and higher. **Workaround:** None.