

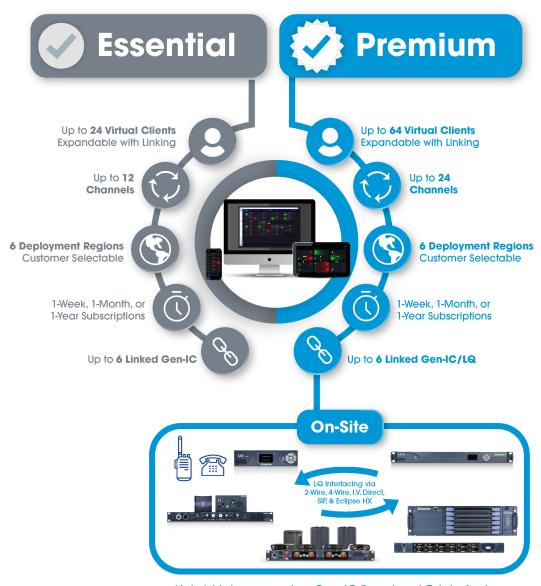
1 SkyPort Administration of Gen-IC for End Users

This document section is intended for Clear-Com end users who sign-up to the SkyPort as an Account Owner or Account Administrator with the ability to purchase, administer, configure and operate Gen-IC..

SkyPort is an Administration Portal which facilitates transactions, fulfillment and user access for Clear-Com's Gen-IC Virtual Intercom.

Gen-IC is a virtual intercom service by Clear-Com on the public Internet. The service provides either a fully virtual intercom without hardware using Agent-IC and Station-IC Virtual Clients, or with LQ interfacing to on-site hardware intercom systems. Gen-IC is configured using the Core Configuration Manager (CCM) which is accessed from the SkyPort Administration Portal.





Hybrid Intercom using Gen-IC Premium LQ Interfacing

Station-IC & Agent-IC:

Station-IC Windows



Station-I



Agent-IC Android



Agent-IC



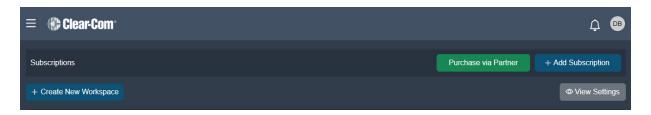
Go to skyport.clearcom.com for a Gen-IC Trial:



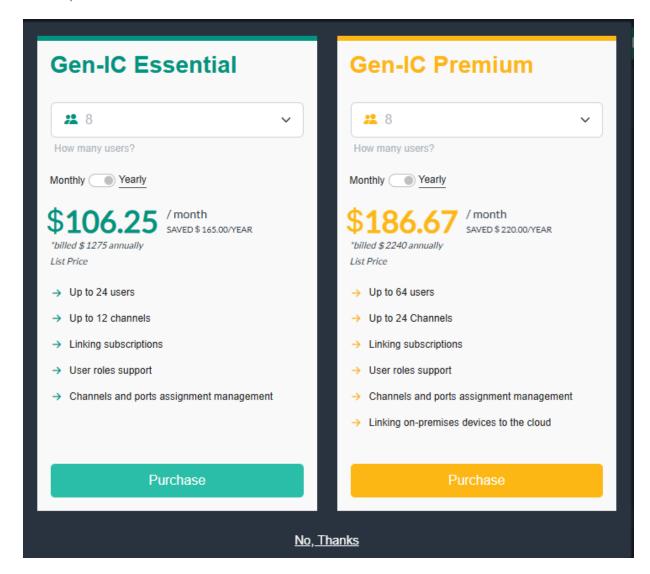


1.1 Signing Up to the SkyPort Portal

1.1.1 Purchasing Subscriptions



When you log into SkyPort for the first time, you will see your own account and its default workspace containing a Trial system. Click the blue **Add Subscription** button to purchase a subscription to Gen-IC.



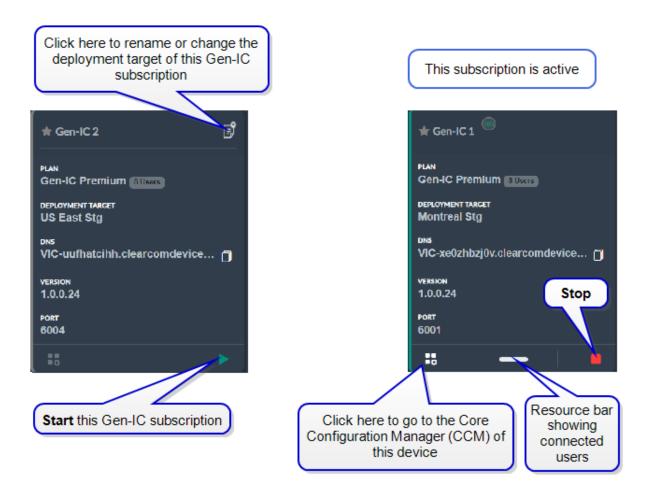


Alternatively, click the green **Purchase via Partner** button to purchase from a Clear-Com Partner. You are then directed to the Clear-Com Find a Partner site, where you can search for a Partner based on your location.

Note: The Account Owner must make the first purchase on a new account.

Note: Please upgrade your SkyPort to include workspaces after your first purchase to create SkyPort workspaces free of charge.

All new subscription purchases will be automatically added to your default workspace where you will see the subscription:



1.1.2 Notifications and Menu Options

Notifications

Regularly generated notifications keep you updated about the status and any recent changes to your system including updates. Click on the Notification icon in the header banner to view a list of messages.

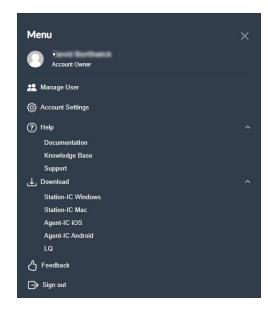




Menu Options

From the fly-out menu at the top-left of the SkyPort Dashboard you can:

- Switch between your account and others you may have been invited to use, manage users, and add new users (Manage Users)
- Change your account settings including email and password (Account Settings)
- View a list of your current subscriptions, add new subscriptions and see your billing information (Account Settings)
- Access SkyPort Help documentation and request technical support (**Help**)
- Download software and firmware including Virtual Clients (Station-IC and Agent-IC) and LQ Series (Download)
- Rate your experience of SkyPort and leave any feedback comments (**Feedback**)
- Log out of SkyPort (**Sign out**)

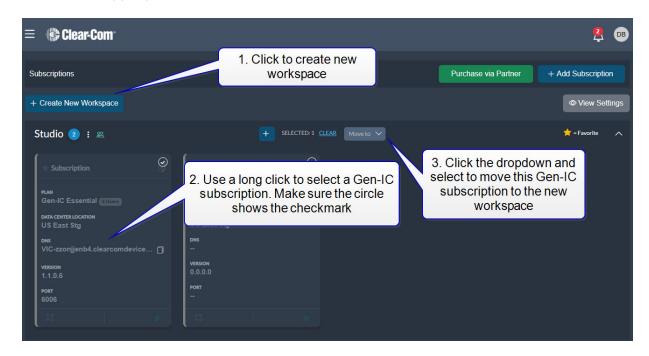




1.2 Creating a New Workspace and Moving a Gen-IC to the Workspace

SkyPort workspaces can be created to organize the Gen-IC subscriptions and linked LQ interfaces, and provide invited users with access to the contents of the workspace.

When you have upgraded to the workspaces, you will see a blue **Create New Workspace** button in the upper part of the Portal.



Click the Create New Workspace button.

You will see the new workspace, and the default workspace in the SkyPort portal. Now you can move Gen-IC subscriptions between workspaces as needed.

Note: The default workspace cannot be renamed or deleted.

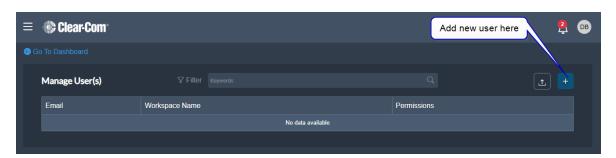
Note: You can configure a subscription in the default workspace or the new workspace. However, a subscription can only be moved between workspaces, or edited in any way, when it is stopped.

1.3 Inviting Users to SkyPort

Users can be invited to the SkyPort portal or to particular workspaces to purchase, configure or use Gen-IC. There are several levels of these administrative roles which allow users to be added with appropriate privileges to purchase on the account, to configure or to use a system within a specific workspace.



1. From the fly-out menu, select **Manage User**.



- 2. From the **Manage User(s)** screen, click the blue plus sign, and in the screen modal, input the email address of the person you are inviting.
- 3. Select the administrative role of the user, and then select **Add**.

An automatic invitation e-mail is sent to the invited user to confirm their e-mail address and provide further instructions as appropriate.

Note:

If the invited user does not accept within five days, the invitation is invalidated and you must **Re- Invite** this user.

Quick Start Guide SkyPort and Gen-IC		
Invited User	Permissions	
Account Owner	An Account Owner is a customer that makes a Gen-IC subscription purchase in SkyPort. There is only one Account Owner for each account.	
Account Admin	Account Admins are used by account owners to delegate tasks and administration. They have the same permissions as an Account Owner but they cannot delete other admins or rename the account. You can have as many Account Admins as needed.	
Workspace Owner	If you select Workspace Owner when inviting a user, all device administration and configuration rights for this workspace and the Gen-IC subscriptions in it will transfer to the Workspace Owner. You can only invite a Workspace Owner while all Gen-IC in the workspace are stopped. The Account Owner can revoke the workspace ownership. The Workspace Owner cannot make new purchases on SkyPort or see billing information. There is only one Workspace Owner for each workspace.	
Workspace Admin	A Workspace Admin has the same permissions as the Workspace Owner but they cannot invite or remove other Workspace Admins. A workspace can have as many admins as needed.	
All of the above users can register an LQ interface in a workspace.		
Gen-IC Admin	Gen-IC Admin is a role that allows a user to connect to and configure a Gen-IC via SkyPort. This role has all rights on the Gen-IC subscriptions that are within the workspace that they are invited to. Gen-IC admin can stop, start, rename, move a Gen-IC to a new deployment target, and configure roles and end users. This admin role is linked to a workspace. You can have as many Gen-IC admins as needed.	

Quick Start Guide | SkyPort and Gen-IC

Invited User	Permissions
Virtual Client User	Virtual Client User will receive an e-mail notification containing instructions on how to connect to the Gen-IC in the workspace they were invited to. When the Virtual Client User logs into the SkyPort Cloud Feature in their Agent-IC or Station-IC Virtual Intercom Client with their e-mail and password (upper left-hand corner) they will receive an up-to-date list of the Gen-IC they can connect to.

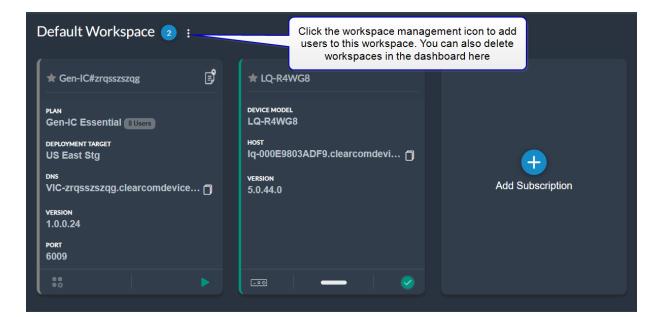
Note:

Users can be added, revoked and updated from the SkyPort Portal.





New users can also be invited to a workspace from the workspace:



2 Configuring and Operating Gen-IC

This document section is intended for anyone who has owner or admin privileges to operate SkyPort and Gen-IC including:

- Account Owner
- Account Administrator
- Workspace Owner
- Workspace Administrator
- · Gen-IC Administrator

SkyPort is an Administration Portal which facilitates user access for Clear-Com's Gen-IC Virtual Intercom.

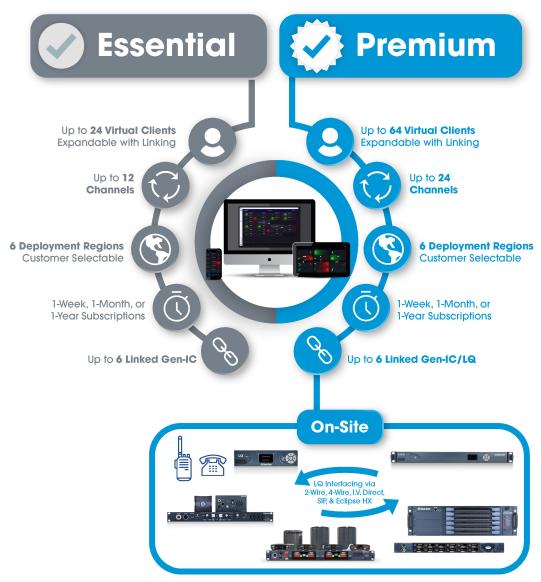
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Hybrid Intercom using Gen-IC Premium LQ Interfacing

Station-IC & Agent-IC:

Windows



Station-le



Agent-le Androi



Agent-IC



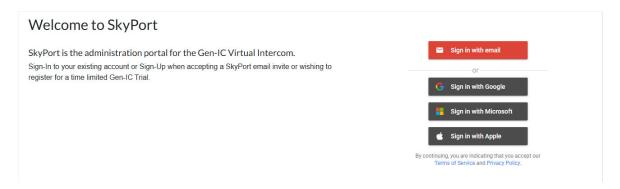
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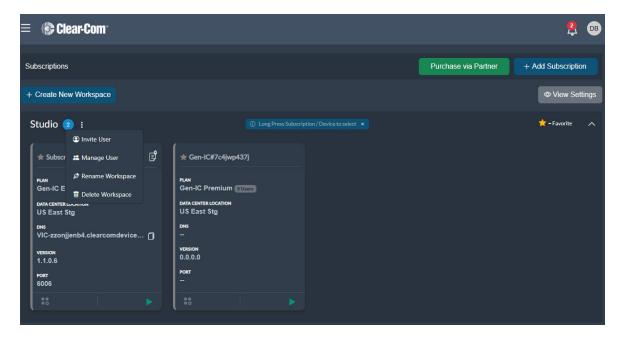
You will receive an email inviting you to join SkyPort workspace with an invitation link. Please accept the invitation by clicking the link and you will either be asked to Sign-Up to SkyPort or the workspace will be added to your existing SkyPort account.

2.1 Opening SkyPort

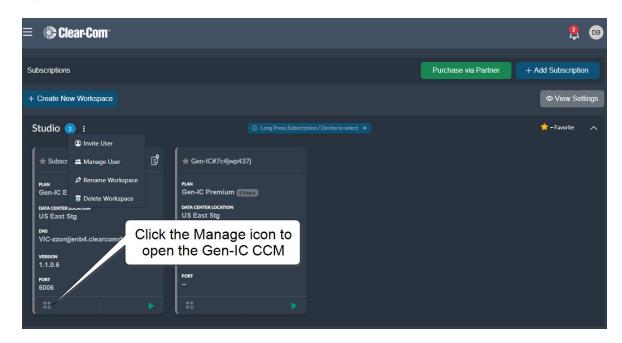
1. Click the link to open the SkyPort Sign-In page.



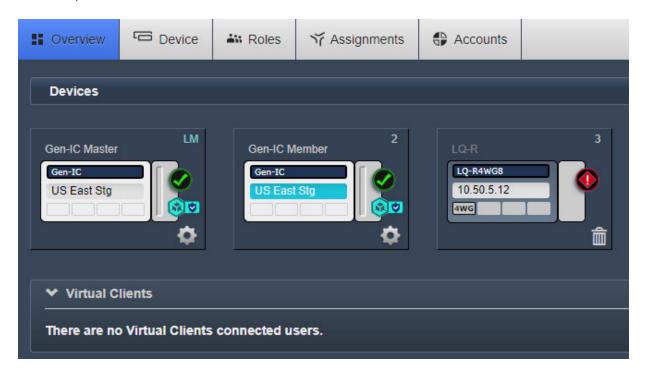
2. Sign in to SkyPort using your email or third-party authentication. You will arrive at the SkyPort Portal displaying SkyPort workspaces that you own or are an invited member of. An example is shown below:



3. Open a Gen-IC CCM:



An example of a Gen-IC CCM is shown below:



2.2 Inviting Users to SkyPort

Invited User	Permissions	
Workspace Owner	The Workspace Owner can administer all devices and configuration rights for this workspace and the Gen-IC subscriptions that it contains. The Workspace Owner cannot make new purchases on SkyPort, or see billing information. There is only one Workspace Owner for each workspace. The Account Owner can revoke the workspace ownership.	
Workspace Admin	A Workspace Admin has the same permissions as the Workspace Owner but they cannot invite or remove other admins. A workspace can have as many admins as needed.	
All of the above users can register an LQ interface in a workspace.		
Gen-IC Admin	Gen-IC Admin is a role that allows a user to connect to and configure a Gen-IC via SkyPort. This role has all rights on the Gen-IC subscriptions that are within the workspace that they are invited to. Gen-IC admin can stop, start, rename, move a Gen-IC to a new deployment target, and configure roles and end users. This admin role is linked to a workspace. You can have as many Gen-IC admins as needed.	
Virtual Client User	Virtual Client User will receive an e-mail notification containing instructions on how to connect to the Gen-IC in the workspace they were invited to. When the Virtual Client User logs into the SkyPort Cloud Feature in their Agent-IC or Station-IC Virtual Intercom Client with their e-mail and password (upper left-hand corner) they will receive an up-to-date list of the Gen-IC they can connect to.	

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Gen-IC Workspace Access Received Administration Portal facilitates: Workspace Operation **Workspace Owner** Designated by Account Owner or Admin to configure Gen-IC, manage Workspace Admins, Gen-IC Admins and invite Virtual Client Users Creates Users • Workspace Admin • Gen-IC Admin Virtual Client User • Configures Workspace's Gen-IC **Workspace Admin** • Registers LQ Designated by Workspace Owner to configure Gen-IC, manage Gen-IC Admins and invite Virtual Client Users Creates Users • Gen-IC Admin Virtual Client User • Configures Workspace's Gen-IC • Registers LQ **Gen-IC Admin** Designated by Workspace Owner or Admin to configure Gen-IC and invite Virtual Client Users Creates Users Virtual Client User • Configures Workspace's Gen-IC **Virtual Client User** Invited to use Gen-IC intercom with their Agent-IC/Station-IC Virtual Clients.



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2.3 Setting Up Virtual Client Users

Agent-IC and Station-IC Virtual Clients can be added to the Gen-IC Virtual Intercom system in two ways.

2.3.1 SkyPort Virtual Client User

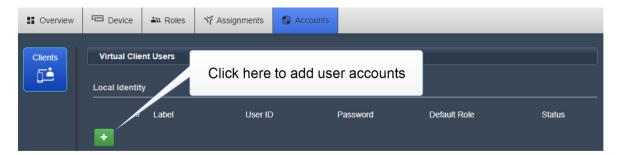
Using this method the user is invited via the SkyPort Administration portal as a Virtual Client User to a workspace(s) containing the Gen-IC they wish to use. Invited Users receive an e-mail with Virtual Client download links and can, once installed, log into the Virtual Client using their e-mail address to retrieve a list of the Gen-IC they can connect to.

2.3.2 Gen-IC Locally Configured Virtual Client User

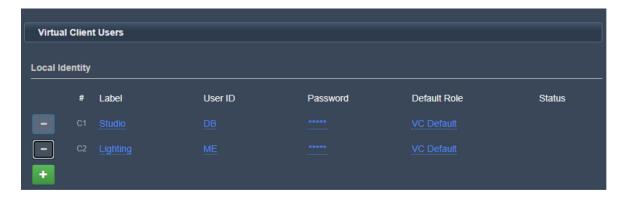
Using this method the user is manually created in the CCM of the Gen-IC, and DNS address, port number, username and password manually entered into the Virtual Client before connection.

2.3.3 Configuring Gen-IC Locally Configured Virtual Client User

1. Navigate to Accounts.



2. Enter Label, User ID, Password and select a Role. An example is shown below.



You can now use Agent-IC or Station-IC to connect to your Gen-IC subscription.

3. Open your Virtual Client, and select an LQ Profile.



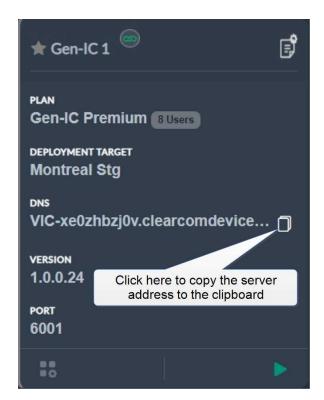




Agent-IC

4. Enter the **password**, **server address** and **port number** from the **SkyPort Portal**The DNS server address and port number are given in the SkyPort Portal.

Note: You can use the **Copy** icon to copy the server address and paste it into the Server Field of the Profile screen in the next step.



5. Click the cog icon to open the Profile page.



- Your Station-IC or Agent-IC is now connected to the Gen-IC subscription. For more
 information about your Virtual Client, see the embedded Help documentation in Station-IC
 or Agent-IC.
- 7. Navigate to the **Assignments** page. Here, you can set channel names and associate LQ interface ports, if applicable.
- 8. Navigate to the **Roles** page. Here, you can configure channel and keysets for your virtual client.

2.4 Setting Up Gen-IC Linking

You can link different Gen-IC subscriptions to increase the capacity of your intercom system. One subscription is designated Link-Master, and can link to up to five Link-Member subscriptions sharing the configuration of Roles, Channels and Accounts from the Link Master. For example, if you link two subscriptions of eight users, the link group has 16 users.

Note:

You can only link Gen-IC subscriptions of the same level, for example Premium with Premium or Essential with Essential. It is not possible to link Premium with Essential. Linked Subscriptions can have different duration.

Note:

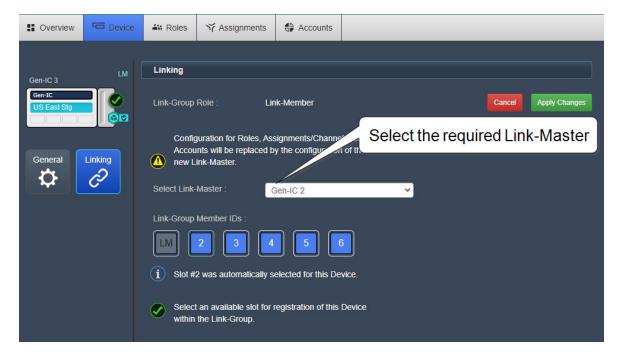
All Gen-IC subscriptions are Link Master by default.

If you link an LQ to your Gen-IC link group, your link group has the same connectivity as your on-premise LQ. For example, 2-wire audio, 4-wire audio, GPIO Controls, SIP calls, and I.V. (/IVC) Direct.

1. To add a subscription to an existing Link-Master subscription, navigate to **Device > Linking** and select the subscription to link as a Link-Member. In this example, it is Gen-IC 3.



2. Change the Link-Group Role from Link Masterr to Link Member.



- 3. From the **Select Link-Master** drop down, select the Link-Master subscription to link to. In this example, it is Gen-IC 2.
- 4. A slot is automatically selected for the device. Optionally, you can select a different slot.
- 5. Select **Apply Changes**. The subscriptions are now linked and sharing the configuration of Roles, Channels and Accounts from the Link Master.



2.5 Registering an LQ Interface Device to SkyPort

Note: Registration of LQ to SkyPort can be done by an Account Owner, an Account Administrator, a Workspace Owner and a Workspace Administrator.

Note: The LQ CCM and the SkyPort must be accessible on the same computer to perform the registration.

Note: Before registering an LQ Interface device to SkyPort, ensure that the LQ device has an internet connection.

1. From the LQ CCM, go to **Device > Register to SkyPort**.

If you are not already logged into the SkyPort portal, you will be invited to log in to your account. Once you have registered, you will see the LQ in the default workspace. Move the LQ to the required workspace.

- 2. Before linking LQ to Gen-IC check the following:
 - The LQ is running firmware 5.1 or higher
- 3. From the LQ CCM, go to **Device > Linking**.

When linking LQ to Gen-IC, Gen-IC is always Link Master. Select **Gen-IC Link Member** for the LQ, then select the required Gen-IC Link Master.

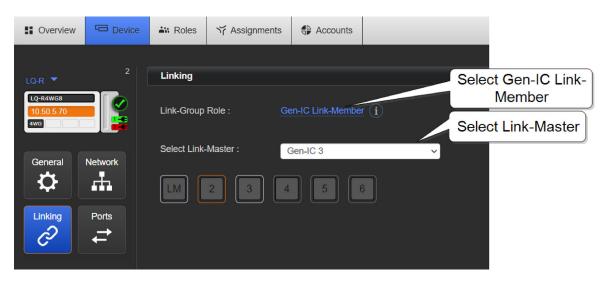


4. Apply Changes.

The LQ will appear in SkyPort, Gen-IC and LQ CCM, linked. The LQ Link Member will pull channel, role and account configuration from the Gen-IC Link Master.

2.6 Setting Up LQ Linking

1. Navigate to **Devices > Linking**.



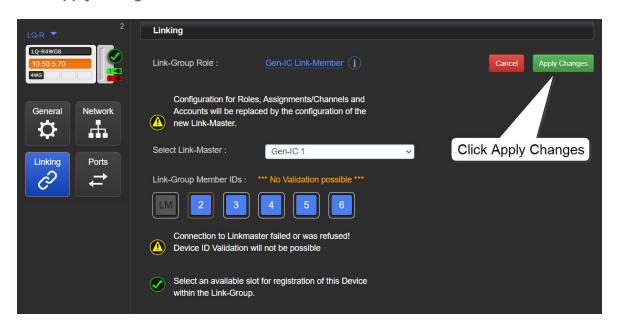
2. Set Link-Group-Role to Gen-IC Link-Member.

Note: When linking an LQ device, One Gen-IC is always Link Master, and any LQ devices are always a Link Member.

3. From the drop-down menu, select the Gen-IC Link-Master in the workspace the LQ should link to.

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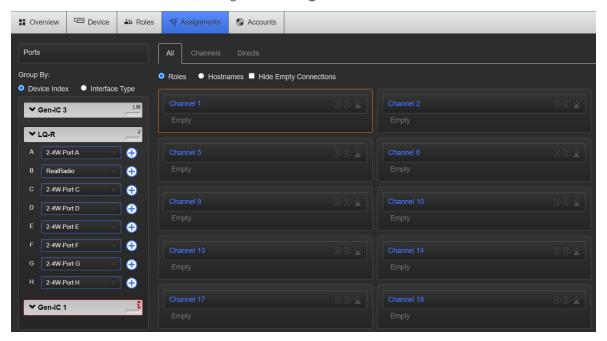
4. Click Apply Changes.



Your on-premise LQ device is now linked.

2.7 Associating LQ Ports to Channels

1. From the Gen-IC or LQ CCM, navigate to **Assignments**.



2. Click on any channel to select it

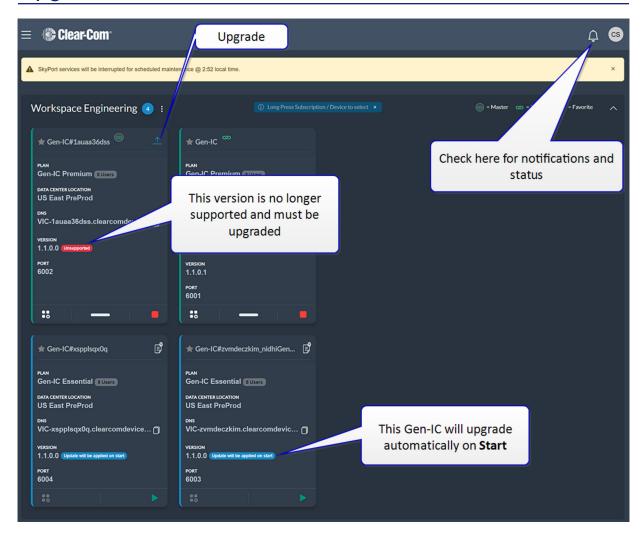
Note: Any selected channel displays with an orange border.



3. From the list of LQ ports on the left side of the pane, click to move a port to the selected channel.

The port is now added to the channel.

3 Upgrade and Maintenance



For Gen-IC updates, you will be notified by email and the SkyPort user interface. You have 30 days to upgrade:

- On active Gen-IC subscriptions you will see a blue upgrade button
- Gen-IC subscriptions that are not active will upgrade on start
- An active Gen-IC can also be upgraded by stopping and starting the subscription
- Versions of Gen-IC that are not upgraded within the 60-day period are no longer supported (red highlight) and must be upgraded as soon as possible

Note:

All Gen-ICs in a Link-Group must be running the same version. Therefore, applying an upgrade to a Gen-IC in a linked group will cause all the subscriptions to upgrade and reboot.

