Agent-IC Intercom App for LQ Series

LQ Series IP Interfaces

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 9.0* or higher and Android 7.1* 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 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, up to eight mobile devices running the app can simultaneously connect to a single LQ Series device. Multiple LQ devices (max of six) 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 for Apple iOS devices and approved peripherals
iOS Version: 9.0 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: 7.1 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: 50
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 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	
Agent-IC client licenses for LQ available from Clear-Com	
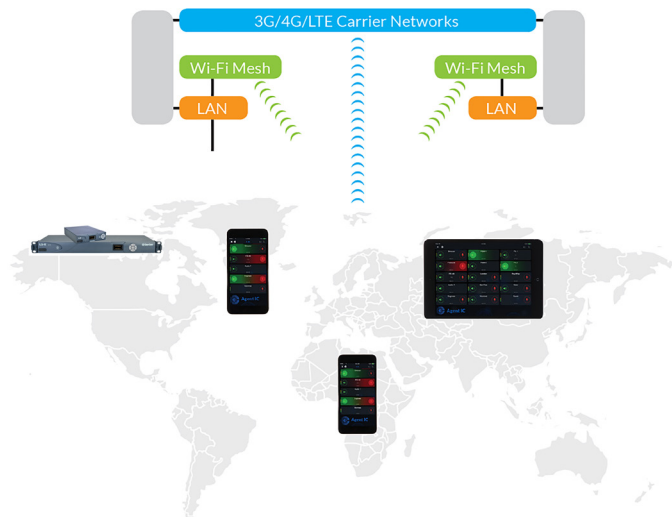
Order Code

PERPETUAL LICENSE

AGENT-IC-LQ: 1 user

AGENT-IC8-LQ: 8 users

Permanent license for major version of Agent-IC

SUBSCRIPTION INITIATION

A-IC-LQ-1Y: 1 user for 1 year

A-IC-LQ8-1Y: 8 users for 1 year

SUBSCRIPTION EXTENSION

A-IC-LQ-ADD1Y: 1 user for +1 year

A-IC-LQ8-ADD1Y: 8 users for +1 year

Notice About Specifications | While Clear-Com makes every attempt to maintain the accuracy of the information contained in its documentation, that information is subject to change without notice. Performance specifications included in this document are design-center specifications and are included for customer guidance and to facilitate system installation. Actual operating performance may vary.

WARNING: Cancer and Reproductive Harm - www.P65Warnings.CA.Gov

Rev: Feb./2023

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