Release Notes

Agent-IC for iOS
v2.15.-build.44
RELEASE NOTES

Date: 01 August 2025

Release: v2.15.-build.44

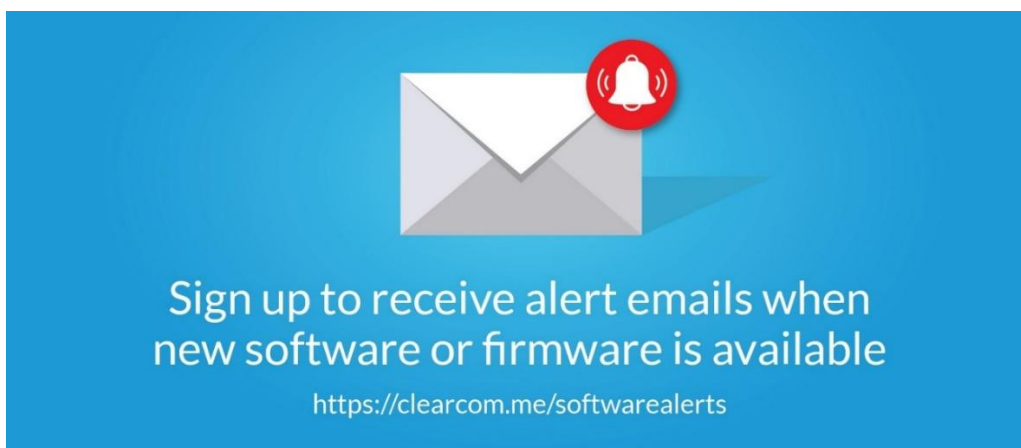Doc Part No: PUB-00201 Rev F

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REFRENCE LINKS:

Knowledge Center: https://www.clearcom.com/Download-Center/Knowledge-Centers/Agent-IC-Knowledge-Center

Apple App Store: https://apps.apple.com/us/app/clear-com-agent-ic/id962531207

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Sign up to receive alert emails when
new software or firmware is available

https://clearcom.me/softwarealerts

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 Agent-IC Virtual Client of major version 2.10 and higher for iOS devices.

1.2 Agent-IC iOS Version 2.15-build.44

Major feature addition and enhancements of the Agent-IC iOS capable of connecting to either Eclipse HX 12.1+ with available IVC-32 or E-IPA capacity, LQ v4.4+ and Gen-ICv1.0+ Virtual Intercom.

1.2.1 Features added in this release

TP192348 TP201218	**AES-128 Data Encryption Support (Basic)** Implementation of AES-128 encryption across all compatible platforms such as Gen-IC, Agent-IC (iOS and Android), and Station-IC. The primary objective is to secure audio transmission between devices, specifically addressing cybersecurity vulnerabilities in cloud-managed intercom communications.

1.2.2 Enhancements in this release

None

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-00176	Agent-IC Software for iOS	IPA	2.15.-build.44	F	2.15.-build.44

1.2.4.2 Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00201	Agent-IC iOS Release Notes	F	F	2.15.-build.44
PUB-00204	Agent-IC User Guide	E	E	2.14.-build.72

1.3 Agent-IC iOS Version 2.14-build.72

Major feature addition and enhancements of the Agent-IC iOS capable of connecting to either Eclipse HX 12.1+ with available IVC-32 or E-IPA capacity, LQ v4.4+ and Gen-ICv1.0+ Virtual Intercom.

1.3.1 Features added in this release

TP155598	**SkyPort Virtual Client User**
	New type of SkyPort user privileges allows those who manage a Gen-IC to invite users as Virtual Client Users with their e-mail address. This sends an informational email out the user with information on which systems they have been invited to along with links to the Virtual Clients (Agent-IC and Station-IC) and instructions on how to log into the Virtual Clients. Once the user has opened the Virtual Client, they can log in with their email address and will then retrieve a list of all of the Gen-IC virtual intercom systems that are currently in the workspace(s) that they have been invited to without the need to manually create and enter an account with user name, password, DNS and port number.
	The SkyPort Virtual Client User privileges make managing Virtual Client users on Gen-IC a breeze.

1.3.2 Enhancements in this release

None

1.3.3 Bug Fixes in this release

135524	**Agent-IC [iOS]: Settings: 'Serial Number' and 'Pass Code'**
	In certain conditions the Serial Number and Pass Code are not visible in the Settings screen.
164893	**Agent-IC [iOS]: Network switching**
	When switching network from WiFi to Cellular, or vice-versa, the application does not auto-reconnect.
179252	**Agent-IC [iOS]: Headset Connection**
	Low level with Apple certified headsets on LQ/Gen-IC.
182420	**Agent-IC [Android]: One way audio upon connection**
	During simultaneous connection of multiple Agent-IC Android to the same Gen-IC or LQ the device could connect with one way audio.
182434	**Agent-IC [iOS]: Mic Mode is not configurable**
	Agent-IC iOS required the echo cancelation to be toggled before the user could select the Apple iOS "Mic Mode" on compatible headsets.

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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-00176	Agent-IC Software for iOS	IPA	2.14.-build.72	E	2.14.-build.72

1.3.4.2   Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00201	Agent-IC iOS Release Notes	E	E	2.14.-build.72
PUB-00204	Agent-IC User Guide	E	E	2.14.-build.72

1.4   Agent-IC iOS Version 2.13-build.194

This release provides functional enhancements and bug fixes to Agent-IC.

1.4.1   Features added in this release

None.

1.4.2   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.

1.4.3   Bug Fixes in this release

TP101426	**Reversed display for left-to-right languages:** iOS configured for languages read left to right would attempt to mirror the application. This has been fixed.

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-00176	Agent-IC Software for iOS	IPA	2.13.-build.194	D	2.13.-build.194

1.4.4.2   Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00201	Agent-IC iOS Release Notes	D	D	2.13.-build.194
PUB-00204	Agent-IC User Guide	C	C	2.12.-build.60

1.5 Agent-IC iOS Version 2.12-build.6

Sustaining release of the Agent-IC Virtual Client for iOS operating systems capable of connecting to either Eclipse HX 8.5+ with available IVC-32 or E-IPA capacity or LQ v4.0+ over 3G, 4G, LTE and Wi-Fi networks.

1.5.1 Features added in this release

None.

1.5.2 Enhancements in this release

	DNS Support Support for DNS name as host intercom system server location without restrictions has been added.

1.5.3 Bug Fixes in this release

	Support for older Eclipse HX versions Agent-IC could not reliably connect to versions older than 12. This has been fixed.
	LTE IPv6 network LTE IPv6 network ranges could be incorrectly detected as IPv4, impeding access to the keysets. This has been fixed.

Please note:

As the previous release, Version 2.10-build.69, had a limited roll out it is recommended to familiarize yourselves to those release notes as well.

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-00176	Agent-IC Software for iOS	IPA	2.12.-build.6	C	2.12.-build.60

1.5.4.2 Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00201	Agent-IC iOS Release Notes	C	C	2.1.2.-build.60
PUB-00204	Agent-IC User Guide	C	C	2.12.-build.60

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1.6   Agent-IC iOS Version 2.10-build.69

Sustaining release of the Agent-IC Virtual Client for iOS operating systems capable of connecting to either Eclipse HX 8.5+ with available IVC-32 or E-IPA capacity or LQ v4.0+ over 3G, 4G, LTE and Wi-Fi networks.

1.6.1   Features added in this release

None.

1.6.2   Enhancements in this release

128868	**iOS Device Support Update:** This release provides full support for iPhone 14 of all sizes
	iOS Support Change: This release supports iOS versions 10 and higher. Support for iOS precious versions depreciated and will no longer be supported. This is due to Apple discontinuing support for these versions with their latest development tools which are required for newer devices such as the iPhone 14. **Note:** The oldest iOS device supported by iOS 10 is stated by Apple to be iPhone 5 (introduced in 2012), iPad (gen 4 – introduced in 2012) and iPod Touch (gen 6 – introduced in 2015). All older devices are no longer supported. Apple iOS changes have led to changes in how the iOS device handles distorted audio.
	Manual: Embedded user manual was updated as a part of this release.

1.6.3   Bug Fixes in this release

131082	**Corruption of Connection Parameters:** In rare instances, it was noticed that intercom system connection parameters could become corrupt and require the user to delete the app data and re-enter. This has been fixed.
133038	**App start and connection from Apple Watch:** Due to iOS changes Apple Watch would not notify/start Agent-IC correctly on their device. This had been fixed.
131259 131657	**Cloud Profiles:** Issues were found with the synchronization of data to/from Cloud Connection Profiles. This has been fixed.

Please note:

As the previous release, Version 2.10-build.60, had a limited roll out it is recommended to familiarize yourselves to those release notes as well.

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1.6.4   Part Number Reference

1.6.4.1   Firmware

Part No	Description	File Type	Production Rev	Dev Issue	Last updated in Release
SOF-00176	Agent-IC Software for iOS	IPA	2.10.-build.69	B	2.1.0.-build.60

1.6.4.2   Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00201	Agent-IC iOS Release Notes	B	B	2.1.0.-build.60
PUB-00204	Agent-IC User Guide	B	B	2.10.-build.60

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1.7   Agent-IC iOS Version 2.10-build.60

Minor feature release of the Agent-IC Virtual Client for iOS operating systems capable of connecting to either Eclipse HX 8.5+ with available IVC-32 or E-IPA capacity or LQ v4.0+ over 3G, 4G, LTE and Wi-Fi networks.

1.7.1   Features added in this release

H190 H268	**Cloud Profiles:**
	Station-IC (version 1.2) and Agent-IC (iOS version 2.10, Android version 2.8) Virtual Clients now have the ability to 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 user names 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.

1.7.2   Enhancements in this release

H264	**Error Messages in Settings:**
	The application now shows errors for data entry fields which input is not valid.
	Manual:
	Embedded user manual was updated as a part of this release.

1.7.3   Bug Fixes in this release

H304 93867 91716	**In Use Tallies:**
	On an iPhone, if 4 or fewer keysets were assigned first keyset would not get an In Use Tally.
	On an iPhone, if scrolling between keysets the app would lose the In Use Tally.
	These have been fixed.

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1.7.4   Part Number Reference

1.7.4.1   Firmware

Part No	Description	File Type	Production Rev	Dev Issue	Last updated in Release
SOF-00176	Agent-IC Software for iOS	IPA	2.10.-build.60	A	2.10.-build.60

1.7.4.2   Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00201	Agent-IC iOS Release Notes	A	A	2.10.-build.60
PUB-00204	Agent-IC User Guide	A	A	2.10.-build.60

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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.

134901	**Non-certified Apple Lightning to 3.5mm jack adapters:**
	When using these non-certified lightning adapters, some users may experience an application crash when trying to connect to EHX servers while Bluetooth is turned on.
	Workaround: Turn your Bluetooth off while using noncertified adapters and restart the application
134706	**Multi-purpose Apple lightning adapters:**
	Agent-IC on iOS may not recognize and use headphones devices connected through multi-purpose lightning adapters, for example, splitters for Headphone plus Charge adapter.
	Workaround: Continue using your phone microphone or speaker as input or output audio device
136223	**Tallies**
	"Panel connected Tally" is not available with EHX 13.1 and higher.

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