

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.

Gen-IC™

Virtual Intercom

Essential

Premium



Hybrid Intercom using Gen-IC Premium LQ Interfacing

Station-IC & Agent-IC:

Station-IC Windows



Station-IC Mac



Agent-IC Android



Agent-IC iOS



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



2

Opening SkyPort

1. Open the SkyPort Sign-In page.

Welcome to SkyPort




SkyPort is the administration portal for the Gen-IC Virtual Intercom.

Please sign in to do one of the following:

- Register for a time limited Gen-IC Trial
- Register to purchase directly or when accepting a SkyPort email invite
- Sign in to your existing account

You can now order and manage Gen-IC subscriptions directly from Clear-Com. This new purchase method allows you to fulfill your intercom communication needs immediately.

While this method is timely, you may still want to consider buying your licenses through a Clear-Com Partner.

-  Partners have a deep understanding of your communication needs and Clear-Com equipment.
-  They provide tailored service and quotes on new hardware or other supporting equipment.
-  Partners offer expertise in the integration and deployment of Clear-Com or third-party equipment with Gen-IC tools.

Working with a Partner provides significant benefits beyond just license ordering.

[Sign in with email](#)

or

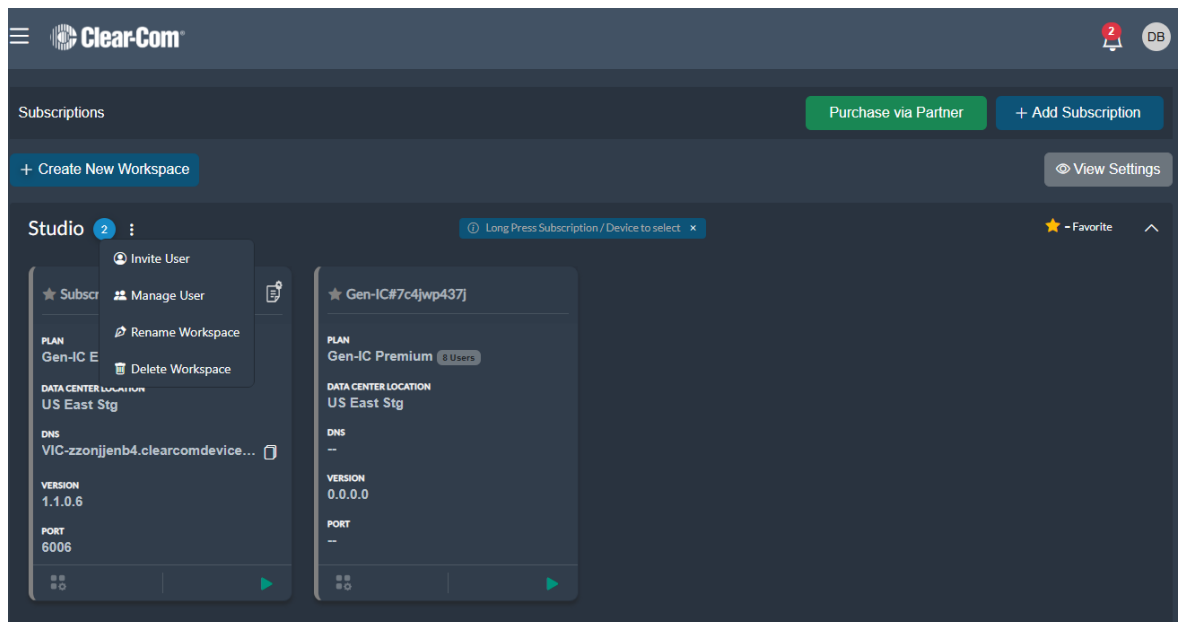
[Sign in with Google](#)

[Sign in with Microsoft](#)

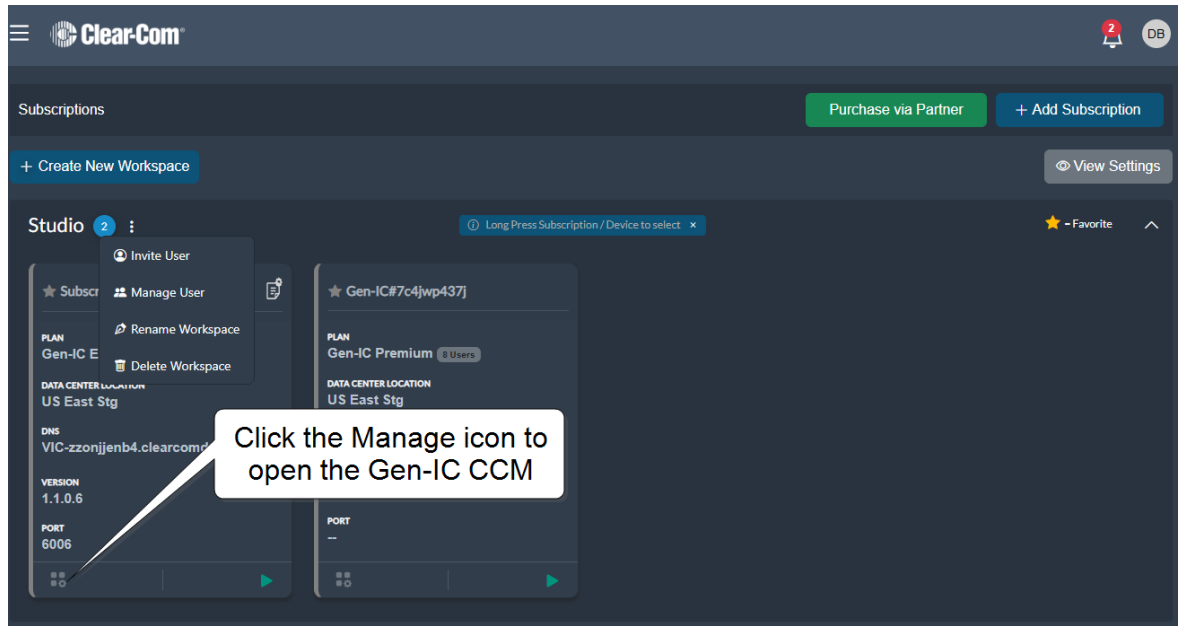
[Sign in with Apple](#)

By continuing, you are indicating that you accept our [Terms of Service](#) and [Privacy Policy](#).

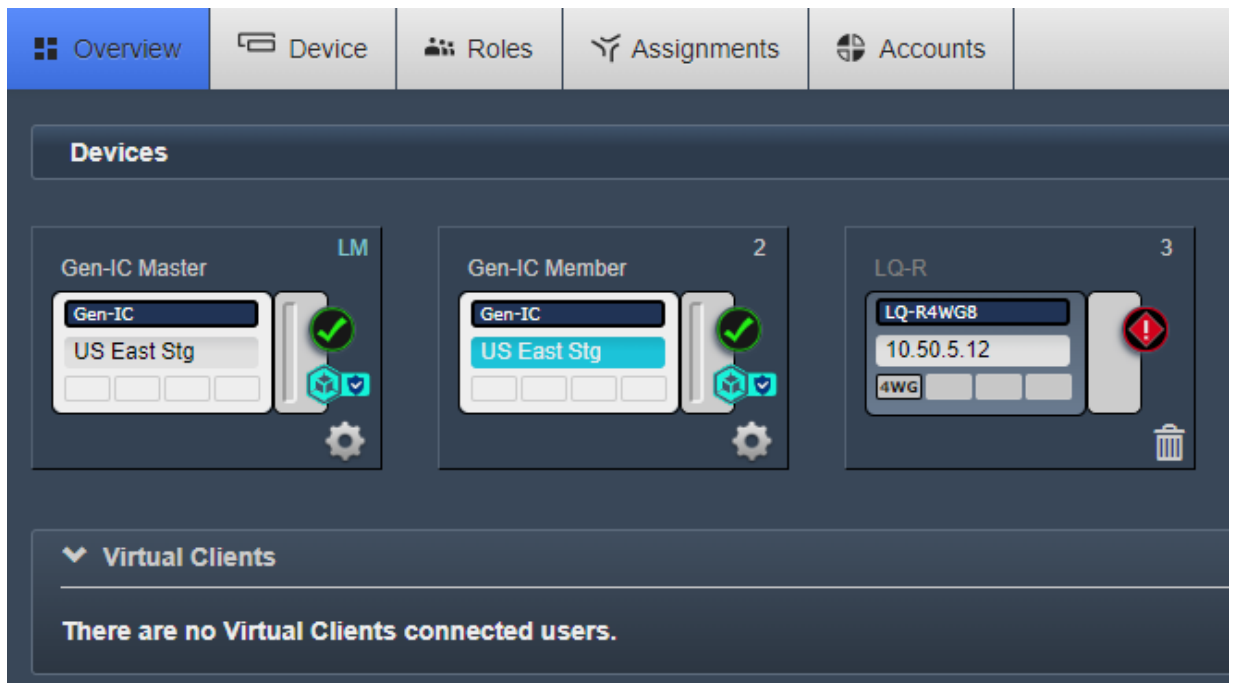
2. Sign in to SkyPort using your email or third-party authentication. You will arrive at the SkyPort Portal displaying SkyPort workspaces that you own or are an invited member of. An example is shown below:



3. Open a Gen-IC CCM:

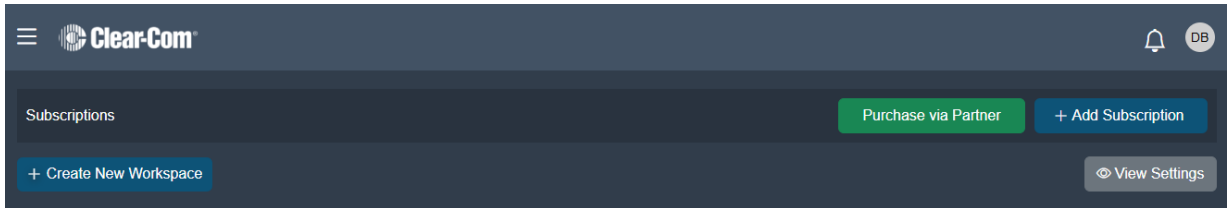


An example of a Gen-IC CCM is shown below:



3 Signing Up to the SkyPort Portal

3.1 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.

Gen-IC Essential

Weekly
Monthly
Yearly

8
 ▼

How many users?

\$110.83 / month

SAVED \$ 122.00/YEAR

*billed \$ 1330 annually
List Price

- Up to 24 users
- Up to 12 channels
- Linking subscriptions
- User roles support
- Channels and ports assignment management

Purchase

Gen-IC Premium

Weekly
Monthly
Yearly

8
 ▼

How many users?

\$194.17 / month

SAVED \$ 250.00/YEAR

*billed \$ 2330 annually
List Price

- Up to 64 users
- Up to 24 Channels
- Linking subscriptions
- User roles support
- Channels and ports assignment management
- Linking on-premises devices to the cloud

Purchase

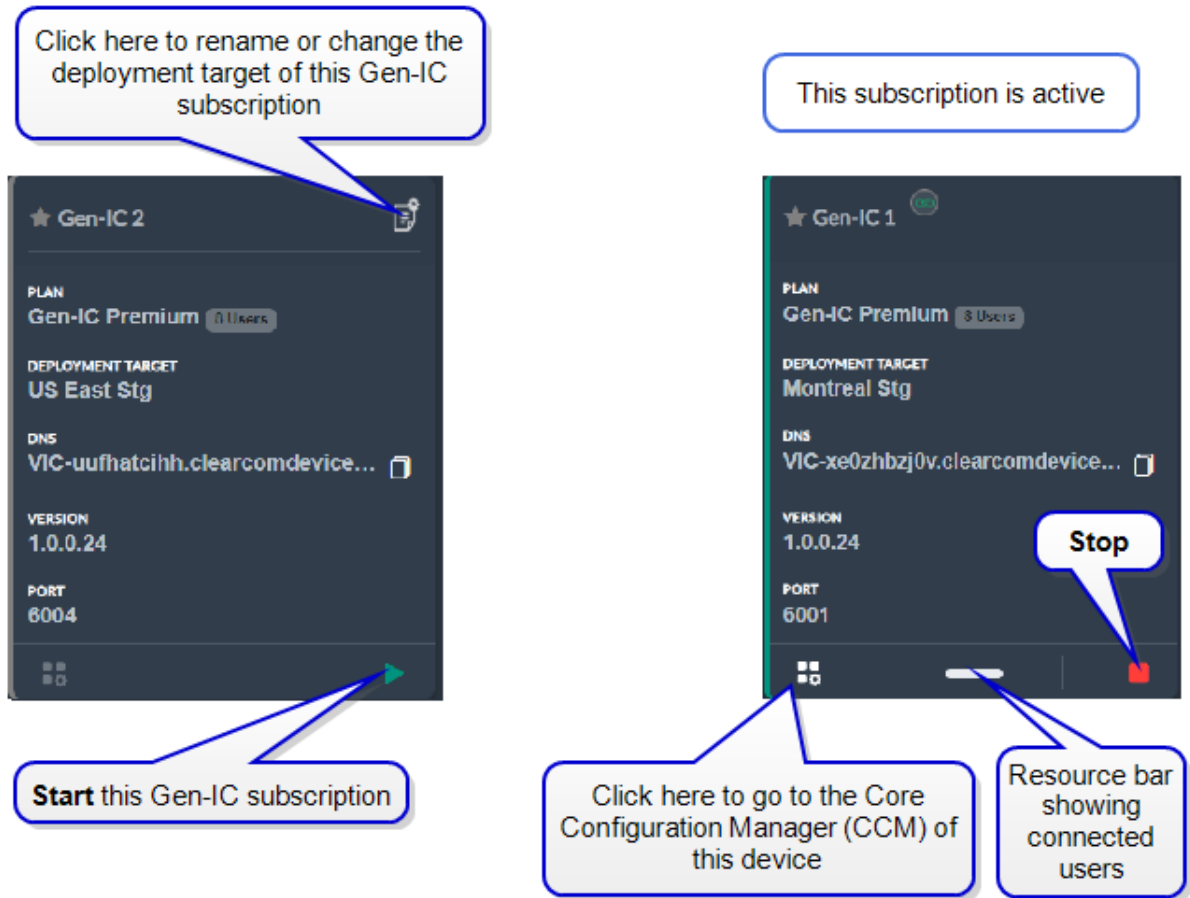
[No, Thanks](#)

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:



3.2 Notifications

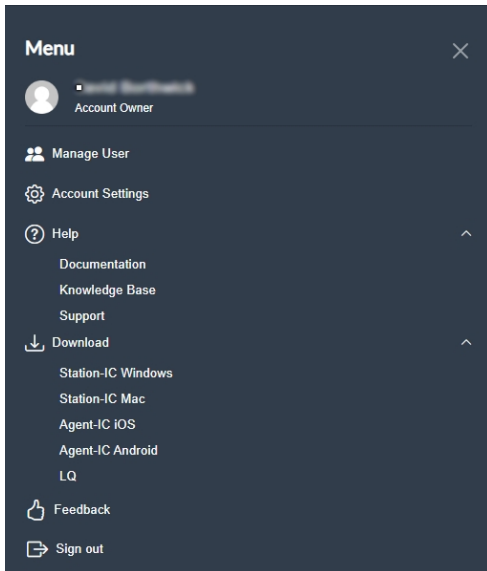
Regularly generated notifications keep you updated about the status and any recent changes to your system including updates. Click on the Notification icon in the header banner to view a list of messages.



3.3 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**)
- Upload your company logo for use in email communications (**Account Settings**)
- View a list of your current subscriptions, add new subscriptions and see your billing information (**Account Settings**)
- View of list of all updated and new features (**What's New**)
- 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**)



3.4 What's New

The What's New feature notifies you of any updates in the Virtual Intercom (VIC) Ecosystem, and then enables you to quickly access a detailed description of what has changed or been updated. This could include:

- Releases
- New features
- Bug fixes
- Improvements

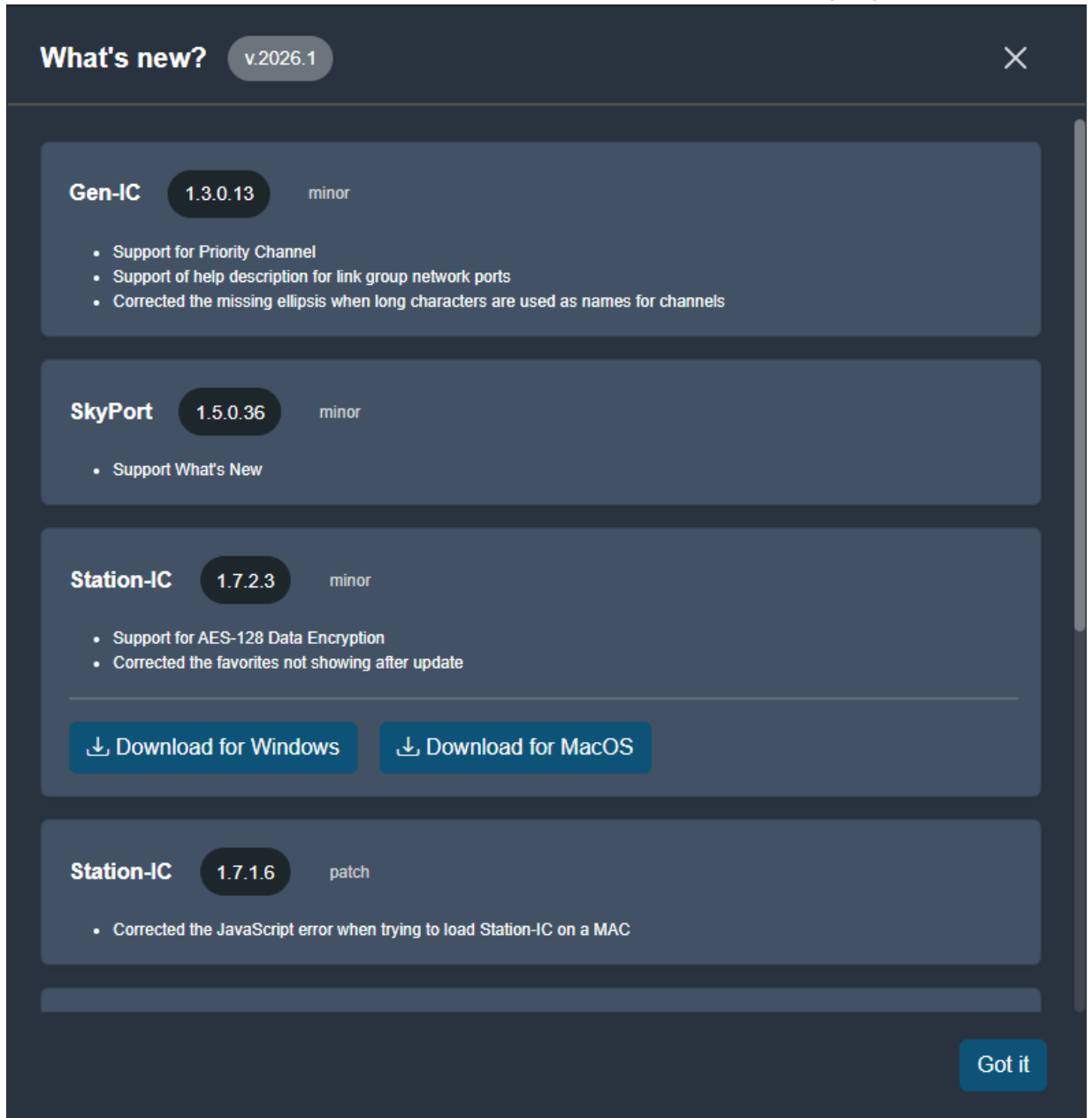
The VIC Ecosystem includes SkyPort, Gen-IC, Station-IC (for Windows and MacOS) and Agent-IC (for iOS and Android).

3.4.1 What's New Modal Screen

If there are changes or updates in the VIC Ecosystem that take place while you are logged out of SkyPort, a **What's New** modal screen will automatically display as soon as you log back in. This screen forms an overlay of your main screen, and so brings to your attention all new features and updates. An example of a **What's New** modal screen is shown below.

Note: *If you are a first-time user, you will not see the Modal screen.*

Note: *The **What's New** screen is fully responsive. The precise layout of the screen depends on your viewing platform. The example below is the large-screen layout.*

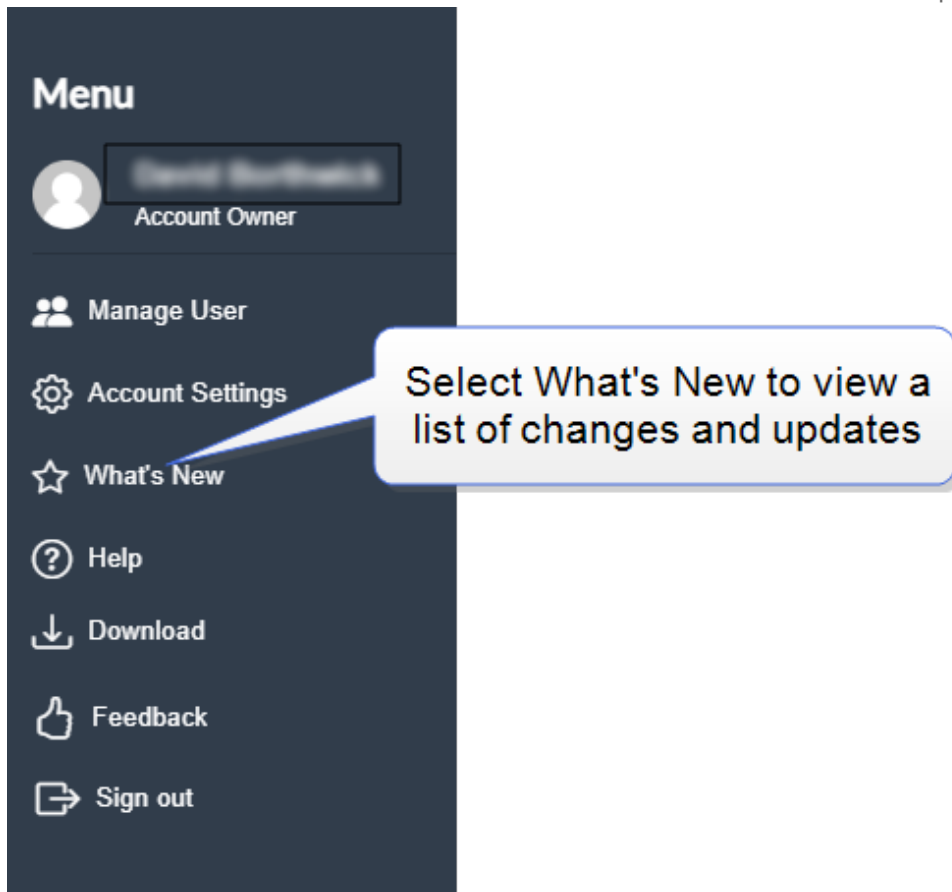


3.4.2 What's New Menu Option

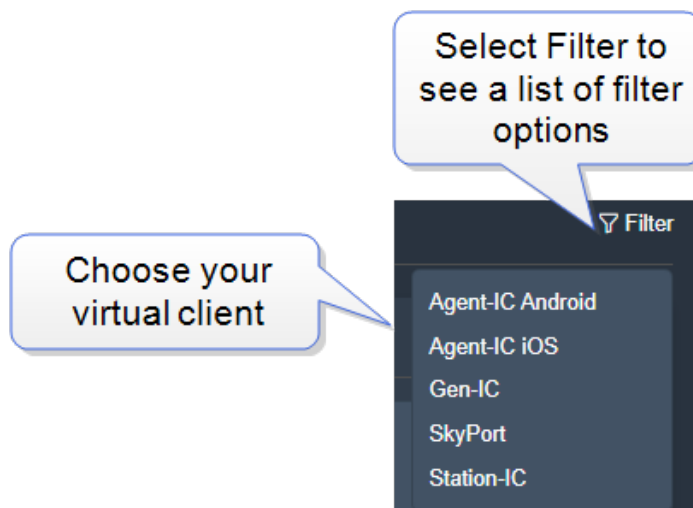
You can also access a dedicated **What's New** screen from the **SkyPort** drop-down Menu. A red dot on the **Menu** icon indicates that there are unread updates. The red dot is also visible in the drop-down list.



To view the dedicated **What's New** screen, select **What's New** from the list of menu options.



As well as viewing a detailed list of all changes and updates, you can filter the list for a specific product. To view filtered content, click the Filter icon in the top right-hand corner of the Modal screen.



The virtual client that you select will display in the Filter. The example below shows the filter active for Station-IC.

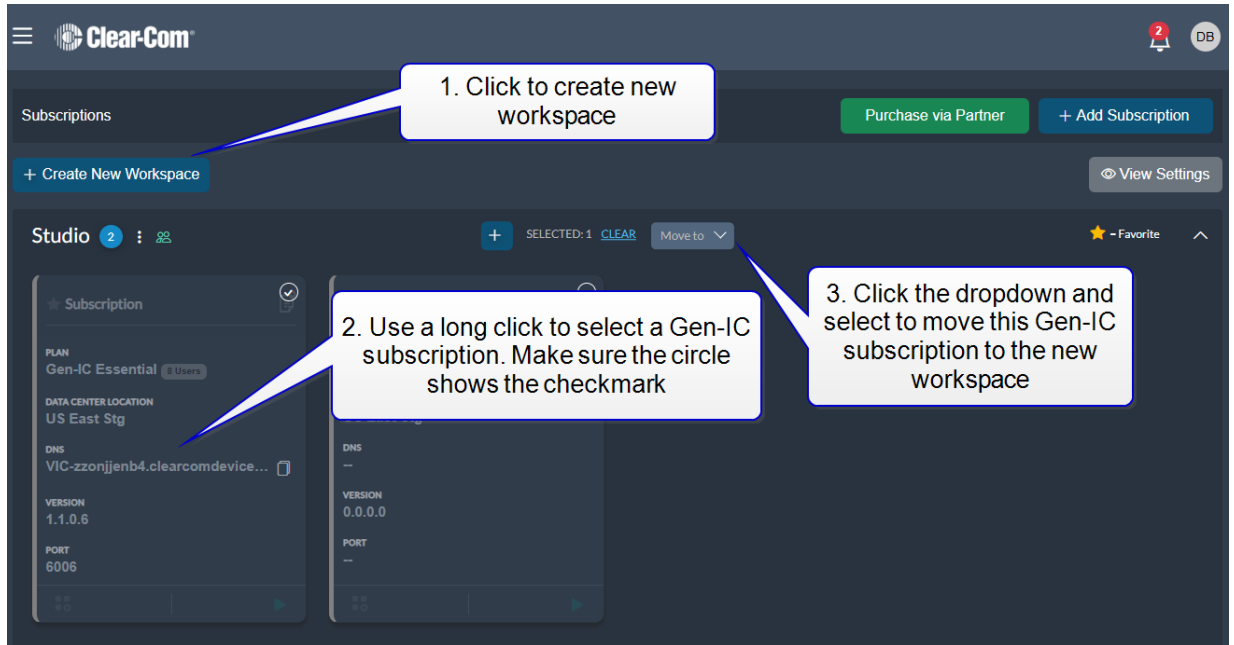


4

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.

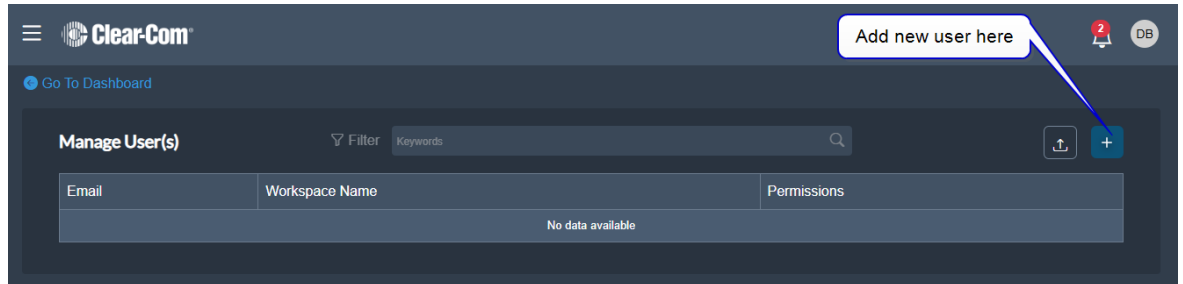
Note: *The default workspace cannot be renamed or deleted.*

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.*

5 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.*

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	<p>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.</p> <p>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.</p>
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.

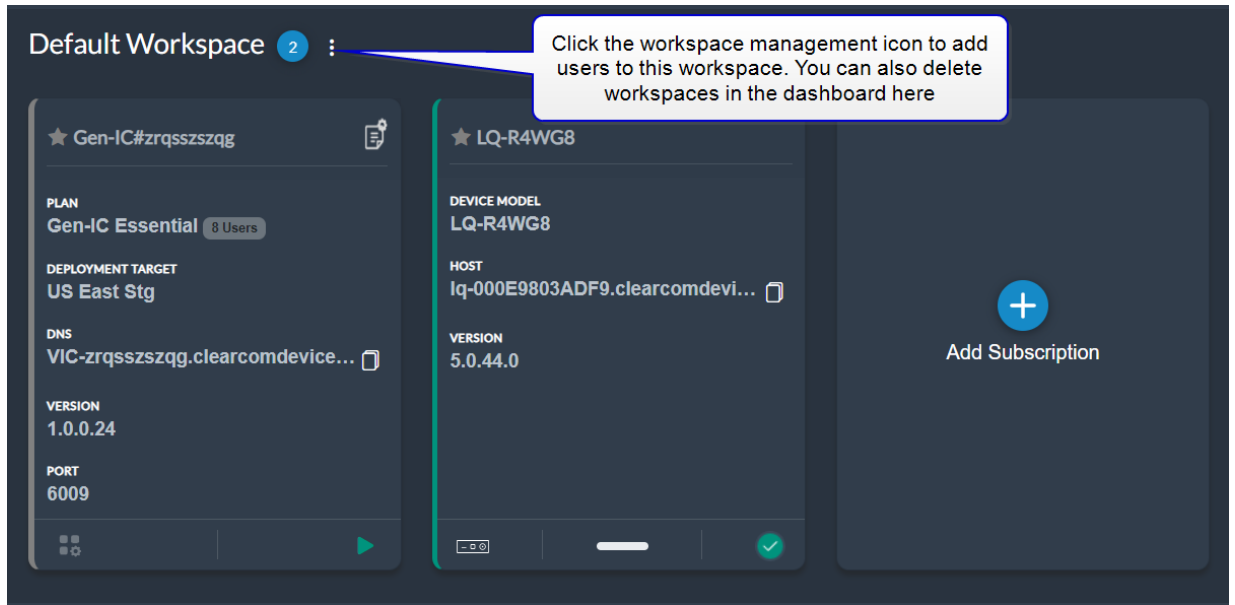
Gen-IC Admin	<p>Gen-IC Admin is a role that allows a user to connect to and configure a Gen-IC via SkyPort. This role has all rights on the Gen-IC subscriptions that are within the workspace that they are invited to.</p> <p>Gen-IC admin can stop, start, rename, move a Gen-IC to a new deployment target, and configure roles and end users. This admin role is linked to a workspace. You can have as many Gen-IC admins as needed.</p>
--------------	---

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:



6

Upgrade and Maintenance

The screenshot displays the SkyPort interface with several Gen-IC subscription cards. A yellow banner at the top indicates a scheduled maintenance interruption. A callout box labeled 'Upgrade' points to a blue button on a card. Another callout points to a red 'Unsupported' label on a card, stating 'This version is no longer supported and must be upgraded'. A third callout points to a blue 'Update will be applied on start' label, stating 'This Gen-IC will upgrade automatically on Start'. A fourth callout points to a notification bell icon in the top right, stating 'Check here for notifications and status'.

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.