

Release Notes

Agent-IC for Android v2.12.-build.18 **RELEASE NOTES**



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REFERENCE LINKS:

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

Google Play: <https://play.google.com/store/apps/details?id=com.clearcom.mobile.ccpanel&hl=en&gl=US>



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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 2.8 and higher for Android devices.

1.2 Agent-IC Android Version 2.12.-build.18

Major feature addition and enhancements of the Agent-IC Android 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

| | |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TP19234 | Audio Device Selection The Audio Device Selector is a simple control that lets you choose where you want your audio to go during calls or audio sessions. Think of it as a switch that lets you move between your phone's speaker, Bluetooth headphones, or wired headset with just a tap. |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

1.2.2 Enhancements in this release

None

1.2.3 Bug Fixes in this release

| | |
|----------|---------------------------------------------------------------------------------------------------------------|
| TP189458 | Agent-IC [Android]: No validation for hostname/ip in settings |
| TP190874 | Agent-IC [Android]: IPV6 mapped IPV4: Should be accepted (full equivalent of IPV4-mapped IPV6 address) |

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-00177 | Agent-IC Software for Android | APK | 2.12.-build.18 | F | 2.12.-build.18 |

1.2.4.2 Documentation

| Part No | Description | Production Rev | Doc Issue | Last updated in Release |
|-----------|--------------------------------|----------------|-----------|-------------------------|
| PUB-00203 | Agent-IC Android Release Notes | F | F | 2.12.-build.18 |
| PUB-00204 | Agent-IC User Guide | F | F | 2.12.-build.18 |

1.3 Agent-IC Android Version 2.11-build.211013

Major feature addition and enhancements of the Agent-IC Android 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

| | |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 150829 | Agent-IC [Android]: Settings: 'Serial Number' and 'Pass Code' In certain conditions the Serial Number and Pass Code are not visible in the Settings screen. |
| 177419 | Agent-IC [Android]: Keypad inconsistency In certain conditions the Agent-IC Android LQ Keypad display could display keys erroneously. |
| 182056 | 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. |

Agent-IC Android Release Note

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-00177 | Agent-IC Software for Android | APK | 2.11.-build.211013 | E | 2.11.-build.211013 |

1.3.4.2 Documentation

| Part No | Description | Production Rev | Doc Issue | Last updated in Release |
|----------------|--------------------------------|----------------|-----------|-------------------------|
| PUB-0020300203 | Agent-IC Android Release Notes | E | E | 2.11.-build.211013 |
| PUB-00204 | Agent-IC User Guide | E | E | 2.11.-build.211013 |

1.4 Agent-IC Android Version 2.10-build.210015

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

| | |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TP143191 | Virtual Client fails to reconnect to LQ after network loss: Upon network disconnection the Android Agent IC virtual client would not attempt to automatically reconnect with its host LQ. 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-00177 | Agent-IC Software for Android | APK | 2.10.-build.210015 | D | 2.10.-build.210015 |

1.4.4.2 Documentation

| Part No | Description | Production Rev | Doc Issue | Last updated in Release |
|----------------|--------------------------------|----------------|-----------|-------------------------|
| PUB-0020300203 | Agent-IC Android Release Notes | D | D | 2.10.-build.210015 |
| PUB-00204 | Agent-IC User Guide | C | 2.2 | 2.9.-build.383 |

Agent-IC Android Release Note

1.5 Agent-IC Android Version 2.9-build.383

Sustaining release of the Agent-IC Virtual Client for Android 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 WiFi networks.

1.5.1 Features added in this release

None.

1.5.2 Enhancements in this release

None.

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. |
|--|----------------------------------------------------------------------------------------------------------------------------------------|

Please note:

As the previous release, Version 2.8-build.343, 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-00177 | Agent-IC Software for Android | APK | 2.9.-build.383 | C | 2.9.-build.383 |

1.5.4.2 Documentation

| Part No | Description | Production Rev | Doc Issue | Last updated in Release |
|----------------|--------------------------------|----------------|-----------|-------------------------|
| PUB-0020300203 | Agent-IC Android Release Notes | C | C | 2.9.-build.383 |
| PUB-00204 | Agent-IC User Guide | C | 2.2 | 2.9.-build.383 |

1.6 Agent-IC Android Version 2.8-build.343

Sustaining release of the Agent-IC Virtual Client for Android 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 WiFi networks.

1.6.1 Features added in this release

None.

1.6.2 Enhancements in this release

| | |
|--|-------------------------------------------------------------------------------|
| | Manual: Embedded user manual was updated as a part of this release. |
|--|-------------------------------------------------------------------------------|

1.6.3 Bug Fixes in this release

| | |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 128300 | 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. |
| 128347 | Bluetooth Audio Stopped working: Upon update user reported Bluetooth Audio only working in one direction. This has been fixed. |
| 131659 | Cloud Profiles: Issues were found with the synchronization of data to/from Cloud Connection Profiles, icons and profile images. This has been fixed. |

Please note:

As the previous release, Version 2.8-build.319, had a limited roll out it is recommended to familiarize yourselves to those release notes as well.

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-00177 | Agent-IC Software for Android | APK | 2.8.-build.343 | A | 2.8.-build.343 |

1.6.4.2 Documentation

| Part No | Description | Production Rev | Doc Issue | Last updated in Release |
|----------------|--------------------------------|----------------|-----------|-------------------------|
| PUB-0020300203 | Agent-IC Android Release Notes | B | A | 2.8.-build.343 |
| PUB-00204 | Agent-IC User Guide | B | 2.2 | 2.8.-build.343 |

1.7 Agent-IC Android Version 2.8-build.319

Minor feature release of the Agent-IC Virtual Client for Android 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 WiFi networks.

1.7.1 Features added in this release

| | |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| H199 H282 | <p>Cloud Profiles:</p> <p>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.</p> <p>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.</p> <p>* Use of SSO/SAML is only available for Station-IC (<u>not available for Agent-IC</u>) 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.</p> |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

1.7.2 Enhancements in this release

| | |
|--|------------------------------------------------------------------------------------------|
| | <p>Manual:</p> <p>Embedded user manual was updated as a part of this release.</p> |
|--|------------------------------------------------------------------------------------------|

1.7.3 Bug Fixes in this release

None

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-00177 | Agent-IC Software for Android | APK | 2.8.-build.319 | A | 2.8.-build.319 |

1.7.4.2 Documentation

| Part No | Description | Production Rev | Doc Issue | Last updated in Release |
|----------------|--------------------------------|----------------|-----------|-------------------------|
| PUB-0020300203 | Agent-IC Android Release Notes | A | A | 2.8.-build.319 |
| PUB-00204 | Agent-IC User Guide | A | A | 2.8.-build.319 |

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.

| | |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Hardware Compatibility: Hardware and capabilities of devices running Android OS varies widely between manufacturers, devices and vintages. While much effort is spent testing on a wide variety of commonly available Android devices users are requested to validate their specific device by downloading Agent-IC from the Google Play store and connect to the Clear-Com demo system. |
| 136223 | Tallies "Panel connected Tally" is not available with EHX 13.1 and higher. |
| 181332 | Android Audio Focus Limitation Due to recent Android updates only one app can maintain "audio focus" at the same time. Agent-IC Android cannot connect if another application using device audio is running. |