

1 What is Agent-IC?

Agent-IC is a new Clear-Com iOS application that connects to Eclipse HX to become a mobile intercom panel. It runs on all iOS devices supporting iOS version 8.0 and up (iPhones, iPads and even iPods).

You can use the App as soon as you download it from the iTunes Store. It is pre-configured to connect to a demo Eclipse HX system that lets you to play with Agent-IC and experiment with the intuitive user interface.

1.1 Getting started

First thing you see when you launch Agent-IC is the startup screen.

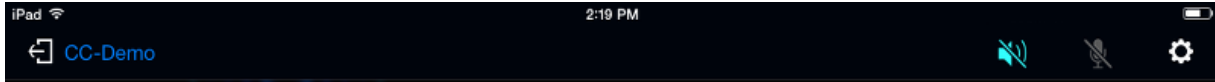


On the startup screen there is a big round button in the center of the screen that is used to connect Agent-IC to an Eclipse HX system. The connection details are displayed below the button (user and system address) so that you know what you are doing when you tap the start button. If you want to change some settings before you connect, you can tap the settings icon on the top right of the navigation bar (we'll talk about the settings later). Just tap the start button and get going.

1.2 Main keysets screen

Once you are in, you will see the main keysets screen. This is where the really interesting stuff is.

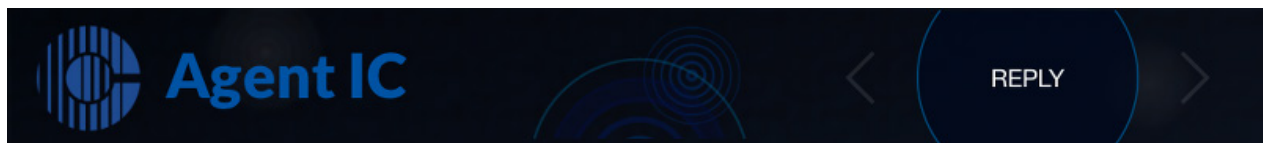
The screen is made up of the **status bar** on top,



The **keysets region** (up to 15 keysets can be displayed),

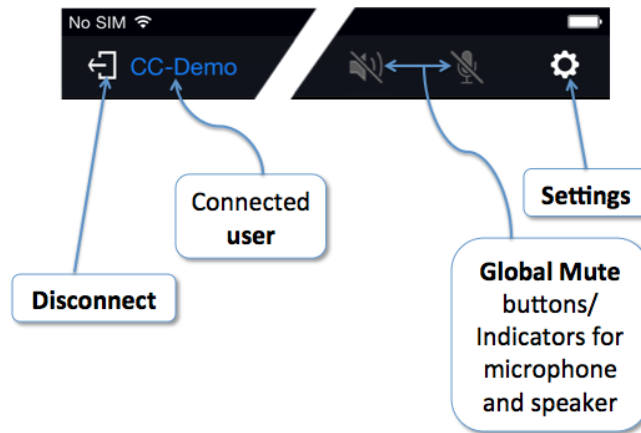


and the **Reply key** region.



1.3 The status bar

The status Bar gives you access to statuses and general purpose buttons:

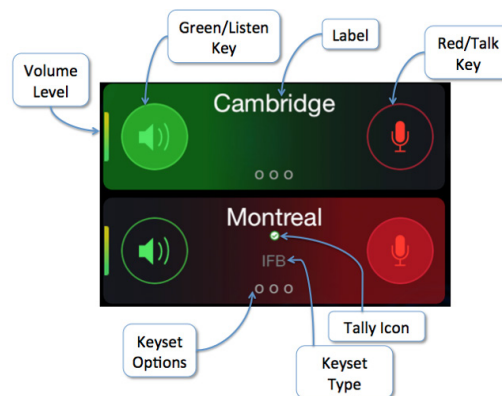


From left to right:

- The **disconnect** button (will disconnect from Eclipse and return to the starting page);
- The **connected user**;
- The **speaker mute** button; the **microphone mute** button (the mute buttons will light bright blue when activated);
- and the **settings** button.

1.4 Keypad

A keypad is a set of controls linked to a named audio resource on the Eclipse HX system. This may include a Listen (green) and/or a Talk (red) key. **Press and hold** will activate the key but if you want the key to stay activated then you must use the **swipe to latch** gesture. From the Talk or Listen button, swipe towards the middle of the key until you hear a click. To unlatch, repeat the same gesture until you hear a slightly different click.



When a key is activated, the background of the keyset changes color. Green means Listen is activated, Red means Talk is activated. The volume bar shows the volume that is set for incoming audio. The Options Menu will open a view to access additional functionality including volume adjustment.

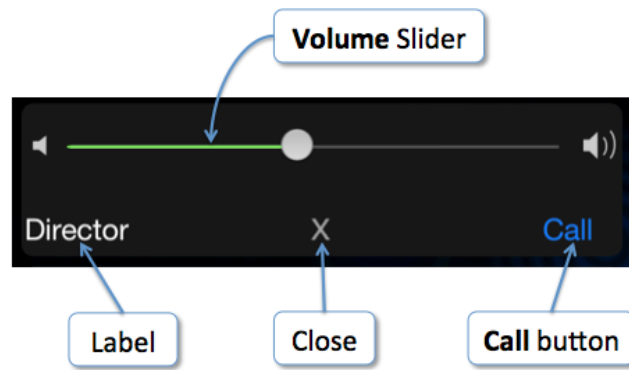
The following are the possible tally icons. They will appear if some conditions are met.



quaver: Vox, **Red:** In use, **Check:** Connected

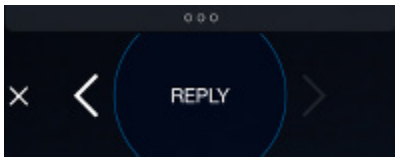
1.5 Keyset Options Menu

The Keyset Options menu is shown when the 3 dots button is tapped. Here you will find a volume slider that allows you to change the volume of audio coming from the Eclipse HX system. There is also a call button to send a call signal to the corresponding destination. The call signal is activated as soon as it is touched.



- 1) The Options menu will close automatically after each valid action, after a timeout, or after the close button (X) is tapped.
- 2) The Reply key region
- 3) The Reply region is where you find the Reply key and its associated actions. The Reply key is located on the right side and can be hidden when no call is present. You can disable the auto-hide feature in settings. When hidden, only the ear icon can be seen when someone is eavesdropping on you. Swiping the logo will display the Reply key.

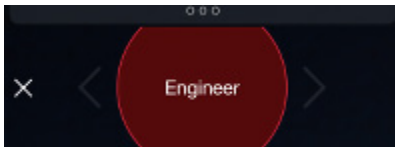
- 4) This is what is displayed when the Reply key is revealed. The dimmed arrows are lit when calls are waiting and the clear icon will appear if there is at least one call.



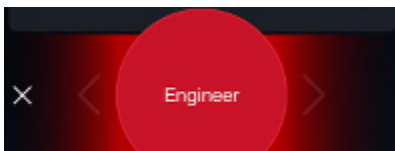
You can also see 2 bars (one green and one red) at the top of the Reply region. These serve as VU meters for incoming audio (green) and outgoing audio (red).

Reply key activated

This is the Reply key when it is active. It may be flashing an incoming call or not, but this state means that tapping the key will activate Talk towards the destination.

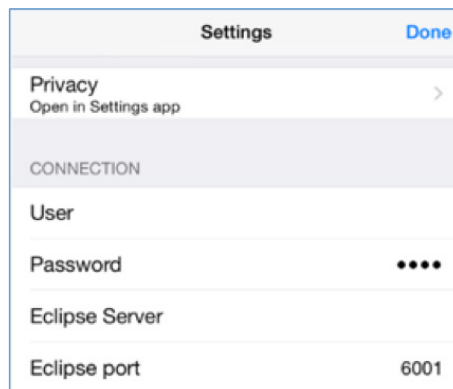


This is the state of the key when it is pressed.



1.6 Settings

The Settings page allows you to change configurable options of the App, and most importantly, to configure the details needed to connect to an Eclipse HX system.

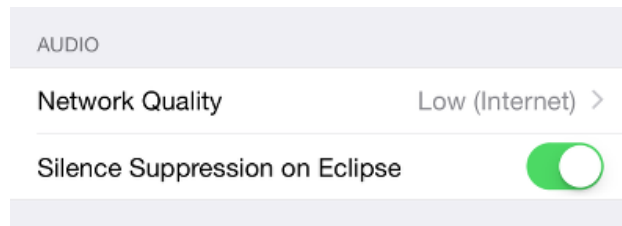


To connect to an Eclipse HX matrix you must set the IP address (or DNS name) of the Eclipse IVC-32-HX card that you want to connect to. The port is usually 6001 but may be different if the system is behind a firewall. The user and password must match the one configured in EHX and associated to a port on an IVC32.

The **Privacy section** on top brings you to the iOS system privacy settings associated with Agent-IC. You must be aware that tapping on it will bring you outside the Agent-IC App and into the system settings page. From there, you can enable/disable the microphone, and configure different notification schemes that are used for incoming call signals.

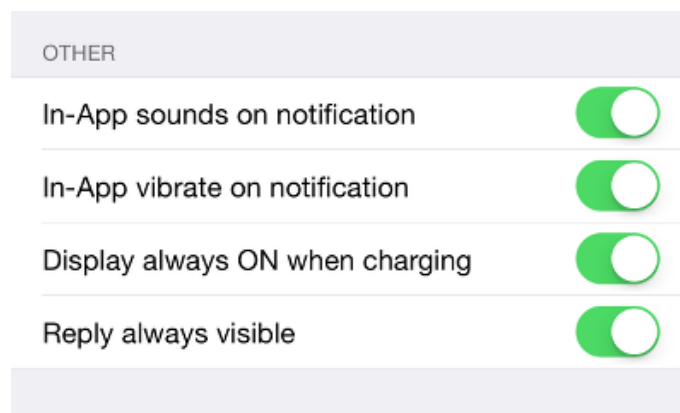
More Settings

The Audio and Others settings sections are shown here.



The **Audio** section. You can select the network quality here. ("Low" corresponds to Internet in EHX, "High" corresponds to WAN). You can also set it to "EHX Managed" in which case the quality is controlled by how EHX has configured the IVC-32-HX port (default is "High").

In the Audio section, you can also enable the silence suppression feature for audio coming from the Eclipse (default is ON).



The **Other** section includes several local features that can be enabled.

"In-App sounds" and "In-App vibrate" controls the sound and vibration on notification (currently only a call signal is considered a notification). "Display always ON when charging" controls whether you want to keep the screen ON when the iPhone is connected. Finally, the "Reply always visible" sets the display of the Reply key. It may be visible only when there is an incoming call. The ear icon will show when Agent-IC is being listened to (eavesdropping mode).

1.7 System and License information

The last section of the Settings page is read only. It shows the serial number of the Eclipse system Agent-IC was last connected to and the pass code (pass code is set in the EHX configuration software).

MATRIX LICENSE	
Serial Number	2317
Pass Code	002E-F362-9BFE-E75C

If you need additional Agent-IC licenses for your Eclipse System, give these details to your Clear-Com representative or dealer with your order and they will issue a new pass code.

2 *Troubleshooting*

2.1 I'm unable to connect to the matrix

1. Connection Parameters

2.

In Settings/Connections (insert icon) check:

- Username (do you have any leading or trailing spaces?)
- Password (passwords are case sensitive)
- Eclipse system (this may be a name or an IP address)
- Eclipse port (default 6001)

3. Network Issues

There may be a number of points where the network connection to the Eclipse-HX matrix frame has failed.

- Can you Ping the Eclipse system? (Download a Ping app from the App store).
- If you can Ping the Eclipse system but cannot connect, the problem may be that the port Agent IC uses on your local network is blocked. Check with your network administrator.
- If the problem is not with the network, it may be that your network connection is not providing enough bandwidth to support Agent IC (140 kb/s).

4. Configuration issues

Are you connecting to your own Eclipse system? If you are connecting to your own Eclipse matrix, and the issue is not with your local firewall (the port is closed) then check the following details with your Eclipse administrator:

- Hardware: is an IVC card installed and configured on the matrix?
- Software: is the matrix running on Eclipse EHX 8.5 or above?
- Eclipse configuration: is the Agent IC client correctly configured in this system?
- Role allocation: is another Role user still logged in to your Agent IC client? EHX is Role based. A Role may have many users, but only one user can log in to the Agent IC client at one time.

2.2 My audio quality is broken

This is caused by unreliable IP infrastructure. Query your IP provider and make sure that your network resources are well allocated.

2.3 I can hear an audio delay

This fault is due to the inherent delay between the matrix and Agent-IC. Using headphones should help.

2.4 I need to prolong the battery life

Turn display off when not needed.
Add an extra battery pack to your device.
Close Agent-IC when not needed.
Enable the silence suppression feature in settings.

2.5 I need to take a call on my Iphone while I'm using Agent IC

Calls to your phone will suspend or interrupt audio to Agent-IC. To prevent this (in iOS 8), use the 'Do not disturb' feature of your phone. Make sure 'Always' is checked in the 'Silence' option of this feature.

See **Systems and License** information in this guide.