



## Clear-Com Agent-IC for Android Owner's Manual

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Clear-Com Agent-IC for Android



- **Date:** April 2024
- **Release:** v2.10-build.210015
- **Doc Part No:** PUB-00203 Rev D

#### 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>



- <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>

#### Introduction

## Scope

This document describes all releases of Agent-IC Virtual Client of major version 2.8 and higher for Android devices.

## Agent-IC Android Version 2.10-build.210015

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

## Features added in this release

None.

## Enhancements in this release

TP142690	<p><b>Password:</b></p> <p>Adds support for enhanced security rules when used with Eclipse 13.2 and higher. Supports passwords up to 32 character long.</p> <p>Note: Eclipse 13.2 allows enforcement of password length and special characters.</p> <p><b>Remote logout:</b></p> <p>Allows EHX 13.2 or higher to remotely log out a connected Agent-IC virtual client remotely.</p>
TP147553	<p><b>Analytics:</b></p> <p>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.</p>
TP134483	<p><b>Reference Links:</b></p> <p>Added updated links to: Clear-Com's Knowledge Center, privacy statement and terms of service.</p>

## Bug Fixes in this release

TP143191	<p><b>Virtual Client fails to reconnect to LQ after network loss:</b></p> <p>Upon network disconnection the Android Agent IC virtual client would not attempt to automatically reconnect with its host LQ.</p> <p>This has been fixed.</p>
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## Part Number Reference

## 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

## Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB00203	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 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.

#### Features added in this release

None.

#### Enhancements in this release

None.

#### Bug Fixes in this release

	<b>Support for older Eclipse HX versions</b>  Agent-IC could not reliably connect to versions older than 12. This has been fixed.
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**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.

## Part Number Reference

## 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

## Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB00203	Agent-IC Android Release Notes	C	C	2.9.-build.383
PUB-00204	Agent-IC User Guide	C	2.2	2.9.-build.383

## 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.

## Features added in this release

None.

## Enhancements in this release

	<b>Manual:</b>  Embedded user manual was updated as a part of this release.
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## Bug Fixes in this release

128300	<b>Corruption of Connection Parameters:</b>  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	<b>Bluetooth Audio Stopped working:</b>  Upon update user reported Bluetooth Audio only working in one direction. This has been fixed.
131659	<b>Cloud Profiles:</b>  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.

## Part Number Reference

### 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

### Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB00203	Agent-IC Android Release Notes	B	A	2.8.-build.343
PUB-00204	Agent-IC User Guide	B	2.2	2.8.-build.343

### 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.

### Features added in this release

H199 H282	<p><b>Cloud Profiles:</b></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.</p> <p>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><b>Note:</b> 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 EHXLQ 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>
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## Enhancements in this release

	<p><b>Manual:</b></p> <p>Embedded user manual was updated as a part of this release.</p>
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## Bug Fixes in this release

None

## Part Number Reference

## 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

## Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB00203	Agent-IC Android Release Notes	A	A	2.8.-build.319
PUB-00204	Agent-IC User Guide	A	A	2.8.-build.319

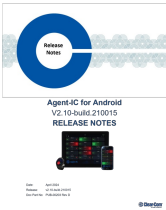
## Known Issues

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.

	<b>Hardware Compatibility:</b>  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.
132762	<b>Android Wear Compatibility</b>  With a recent update to underlying Android services, some wearOS devices will not be able to run the Agent-IC wearOS companion application. Improved compatibility is expected in an upcoming release.
134096	<b>Profile Quick access:</b>  On devices with 3D touch technology on deep press on Agent-IC main icon and selecting quick access to a profile application will stop the application.
136223	<b>Tallies</b>  “Panel connected Tally” is not available with EHX 13.1 and higher.

Agent-IC Android v2.10-build.210015 Release Note This Document Part No. PUB-00203 Rev D

## Documents / Resources

	<a href="#">Clear-Com Agent-IC for Android</a> [pdf] Owner's Manual v2.10-build.210015, v2.9-build.383, v2.8-build.343, Agent-IC for Android, Android, Agent-IC
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## References



- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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