

Station-IC Virtual Desktop Client

For Eclipse HX, Gen-IC & LQ



Station-IC

Key Features and Benefits

Station-IC Virtual Desktop Client

- For: Eclipse HX, Gen-IC and LQ
- On: Windows and MacOS
- Scalable UI for multitasking desktops
- Compact UI mode configured by the user
- Global Key state and Audio indicators
- Audio routing to computers I/O
- Easy download from the Clear-Com Website

Virtual Desktop Client for Eclipse HX

- (23) Keysets assignable to: Partylines, Groups, IFB, Point-to-Point, Directs & Controls
- Individual Keyset Listen Level Controls
- Reply for Incoming Point-to-Points
- OS Notifications for Incoming Calls

Virtual Desktop Client for Gen-IC & LQ

- (24) Keysets assignable to Channels: Listen, Talk, Call, Control Events, Remote Mic Kill
- Individual Keyset Listen Level Controls
- Reply for incoming Call Signals
- OS Notifications for incoming Call Signals
- LQ Interface Integration Options

SkyPort User Administration for Gen-IC

- Invite & manage Virtual Client Users in SkyPort
- Email and third-party authentication security
- System profile automatically in Virtual Client
- Invite -> Log-in -> Connect

Network Agnostic

- Supported by hardware or virtual intercom
- Robust intercom over LAN, WAN & internet
- IT friendly networking for internet connectivity
- Encrypted Connection

Remote Control

- Stream Deck® Plugin
- Bitfocus Companion 3rd party module
- SKAARHOJ® Integration (Coming Soon)
- Websocket API for custom integration

Flexible Licensing Options

- Perpetual Eclipse¹ & LQ licensing
- Intercom System Hosted License
- Subscription Gen-IC licenses
- Event Client licenses for time limited use

Station-IC™ Virtual Desktop Client for Eclipse® HX matrix, Gen-IC Virtual Intercom, and LQ® Series Interfaces provide local and global intercom access from Windows and Mac computers.

Description

Station-IC is a virtual desktop client that provides a scalable intercom user station on Windows and MacOS computers. Connecting to Eclipse HX IP-capable matrices, Gen-IC virtual intercom or LQ Series IP interfaces, Station-IC provides access to the system's available resources including partyline channels with their call signals and logic controls on Gen-IC and LQ, as well as one-to-one, one-to-many, ISO and IFB communication on Eclipse matrix intercom systems. Individual keyset listening levels help users focus on specific channels while monitoring others. All this functionality can be tailored to each user to create an efficient intercom user station on their computer.

Technical Specifications

Software Application

Audio Settings
Assignment to any operating system audio input and output
Audio test capability for computer audio
Audio level meters
Far-end Silence Suppression
Echo cancellation

Audio Controls & Indicators

Talk/Listen indication and level meter
Talk/Listen master mute
Listen level per key/keyset
Master level & balance by operating systems

Eclipse

Host Connection Profiles: 2

Keys: 23

Number of keys concurrently displayed depends on the window size set by user, screen size, resolution and the applications zoom lever. 4-23 keys can be displayed simultaneously with the option to scrolls for more keys.

Assignable: Talk, Listen and Controls in EHX

Talk/Listen: Tap to latch (if allowed), push for momentary

Call Signal: Initiation and indication

Tally Indication: Audio Presence, In-Use, Panel/Client Connected

Reply Key: 1 - Showings incoming Point-to-Point talk for immediate response. Hidden by default, ops up and provides operating system notification

Character Support: Arabic, Cyrillic, Hangeul, Hebrew, Hiragana, Kanji, Katakana, Latin

Gen-IC & LQ

Host Connection Profiles: 2 for Local displays any SkyPort / Cloud Gen-IC virtual intercom clients the user has been invited to

Keys: 24

Number of keys concurrently displayed depends on the window size set by user, screen size, resolution and the applications zoom lever. 4-24 keys can be displayed simultaneously with the option to scrolls for more keys.

Assignable: Per assigned channel to Talk, Listen, Call, Control Events and Remote Mic Kill in Gen-IC & LQ's CCM

Talk/Listen: Tap to latch, push for momentary

Call Signal: Initiation and indication

Tally Indication: Audio Presence, Call, Control Events 1&2

Reply Call Key: 1 - Shows incoming call signal on a channel for immediate response. Hidden by default, pops up and provides operating system notification

Character Support: Arabic, Cyrillic, Hangeul, Hebrew, Hiragana, Kanji, Katakana, Latin

LQ in HelixNet HMS-4X Link Group

Station-IC LQ functionality is available when LQ is linked in a HelixNet HMS-4X Link Group with Latin character support.

¹Perpetual License for a major version is only available for Eclipse v13 and higher.

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Technical Specifications (Continued)

System Minimum Requirements

Host Intercom System

Eclipse:

Perpetual Licenses¹: 13.0+ with E-IPA (or IVC-32)

Client Licenses: 12.1+² with E-IPA (or IVC-32)

LQ:

Perpetual Licenses¹: 5.1

Client Licenses: 5.1+

Note: Maintaining intercom systems on current or previous major version is highly recommended.

Windows

Version: 10 (min), 11+ (recommended)

Computer and Processor: 1.6GHz, 2 core (min)

Memory: 4.0GB RAM (min)

Hard Disk: >3.0GB (available)

Display: 1024 x 768 (min)

MacOS

Version: 11 (min), 12+ (recommended)

Computer and Processor: Intel Duo Core Processor (min), Apple M1 or M2

Memory: 4.0GB RAM (min)

Hard Disk: 1.5GB (available)

Display: 1280 x 800 (min)

Audio

Eclipse:

Audio Encoding: G.722 - Fixed Wideband 7kHz within 64 bits/s

Frequency Response: 50Hz - 7kHz

Gen-IC & LQ:

Audio Encoding: Opus - configurable 12kHz - 20 kHz within 16-128bit/s

Frequency Response: 100Hz-12kHz, 100Hz - 20kHz

LQ in HelixNet HMS-4X Link Group:

Audio Encoding: WavPack - Fixed Wideband 10kHz within 320bit/s

Frequency Response: 20Hz-10kHz

Frequency Response is additionally filtered depending on system use

Latency

Eclipse

Windows

Station-IC to 4-wire: LAN 85ms, WAN 92ms, Internet 117ms

4-wire to Station-IC: LAN 135ms, WAN 158ms, Internet 216ms

Station-IC to Station-IC: LAN 220ms, WAN 245ms, Internet 333ms

MacOS

Station-IC to 4-wire: LAN 109ms, WAN 115ms, Internet 145ms

4-wire to Station-IC: LAN 85ms, WAN 107ms, Internet 177ms

Station-IC to Station-IC: LAN 185ms, WAN 205ms, Internet 305ms

Gen-IC & LQ

Windows

Station-IC to 4-wire: High 60ms, Balanced 90ms, Low 110ms

4-wire to Station-IC: High 115ms, Balanced 115ms, Low 115ms

Station-IC to Station-IC: High 197ms, Balanced 202ms, Low 246ms

MacOS

Station-IC to 4-wire: High 66ms, Balanced 88ms, Low 109ms

4-wire to Station-IC: High 76ms, Balanced 76ms, Low 76ms

Station-IC to Station-IC: High 94ms, Balanced 140ms, Low 152ms

LQ is measured with LQ Local Mix Network Quality receiver set to High

Note: Package delay from Station-IC to Gen-IC must be added to the above latency figures.

LQ in HelixNet HMS-4X Link Group:

Windows

Station-IC to 4-wire: High 106ms, Balanced 106ms, Low 106ms

4-wire to Station-IC: High 119ms, Balanced 132ms, Low 172ms

Station-IC to Station-IC: High 177ms, Balanced 187ms, Low 223ms

MacOS

Station-IC to 4-wire: High 109ms, Balanced 109ms, Low 109ms

4-wire to Station-IC: High 77ms, Balanced 96ms, Low 137ms

Station-IC to Station-IC: High 171ms, Balanced 177ms, Low 182ms

Latency is measured on local network with user selected network presets which adds latency with processing and Forward Error Correction for network resilience. Measurements are averages due to inline adaptive Echo Cancellation and Silence Suppression. Final latency performance is heavily dependent on configuration, computer, audio peripherals and network.

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Network Specifications | Version 1.5+

Network Protocols

Ethernet IPv4–Unicast Audio and Control
Layer 3 - IP Routable
DNS - Domain Name Server
HTTP - License Transfer
HTTPS - SkyPort / Cloud Communication; Optional Usage Data / Diagnostic
IVP - Proprietary Intercom Audio and Control
G722 - Audio Codec for Eclipse IPA/IVC
Opus - Audio Codec for Gen-IC & LQ
WavPack - Audio Codec for LQ in HelixNet HMS-4X Link Group
AES-128 - Audio and Control Encryption

Network Connectivity: Ethernet, Wi-Fi, 3G, 4G, LTE (as available on host device)

Theory of Operation:

Eclipse Intercom System, Gen-IC Virtual Intercom or LQ Interface (the server) provides a network connection and includes user credentials for Agent-IC or Station-IC (the clients) in its database. Server allows use of DNS and declaration of external IP address of an optional third-party network router which may be used to cross firewalls or NAT Client receive connection information from the server via TCP, used to log onto the server with its credentials and establish encrypted audio and control stream(s) via UDP. Single UDP and TCP port is required in each direction. Eclipse systems route and mix all audio for the client centrally and stream a complete mix to the clients running on a Windows or a MacOS computer. Gen-IC and LQ systems intelligently route audio Ethernet packages dependent on loudest talker and listen levels to be mixed on the client.

Network Ports

Unicast:

Port 443 TCP - SkyPort / Cloud Communication; Optional Usage Data
Port 6001 (configurable) TCP - System Management to/from Station-IC
Port 6001 (configurable) UDP - IVP Audio Streams to/from Station-IC
Port 22350 TCP - Online Licensing Activation to/from CodeMeter

Multicast:

No multicast ports are used for Station-IC

Endpoint Resource Usage:

Eclipse: 1 port on IPA/IVC card

Gen-IC: 1 Virtual Client User Capacity

LQ: 1-3 See LQ Resource Estimator

LQ in HelixNet HMS-4X Link Group: 1

Bandwidth:

Eclipse:

140 kbps from Eclipse to Station-IC

140 kbps from Station-IC to Eclipse

With Far-end Silence Suppression & Bidirectional Forward Error Correction

Gen-IC & LQ:

Low:

40 kbps from LQ to Station-IC

160 (max) kbps from Station-IC to LQ

Balanced:

70 kbps from LQ to Station-IC

280 (max) kbps from Station-IC to LQ

High:

100 kbps from LQ to Station-IC

400 (max) kbps from Station-IC to LQ

LQ in HelixNet HMS-4X Link Group:

300 (max) kbps from each Station-IC to LQ

1200 (max) kbps from LQ to Station-IC

Network Jitter Tolerance:

Eclipse:

Station-IC Rx: LAN: <=160ms, WAN: <=400ms, Internet: <=600ms

E-IPA RX: (Configurable) LAN: <=12ms, WAN: <=120ms, Internet: <=200ms

Gen-IC & LQ:

Station-IC Rx: High: <=400ms, Balanced: <=500ms, Low: <=600ms

Gen-IC & LQ Rx: V. High, High & Balanced: <=60ms, Low: <=100ms, V. Low: <=200ms

LQ in HelixNet HMS-4X Link Group:

Station-IC Rx: High: <=400ms, Balanced: <=500ms, Low: <=600ms

LQ Rx: <=128ms automatically adjusted to network performance

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Technical Specifications (continued)

Licensing

Perpetual Eclipse License¹

Part Numbers: STATION-IC-HX, STATION-IC8-HX

Validity: Permanent for major version of Station-IC connecting to Eclipse

Duration: For major feature release (e.g. v1.x); license does not expire

Delivery: EHX Passcode. Requires Frame Dongle ID to generate

License Host: Eclipse Frame running EHX 13+

Transferable: No - works only on specified Eclipse system

Recovery: Contact Clear-Com

Perpetual LQ License

Part Numbers: VIRTUAL-IC-LQ, VIRTUAL-IC8-LQ

Validity: Permanent for major version of Agent-IC or Station-IC connecting to LQ

Duration: For major feature release (e.g. v2.x). License does not expire

Delivery: License Ticket, may include multiple licenses, can not be re-loaded

License Host: LQ

Transferable: No; works only on the LQ the license has been applied to

Recovery: Contact Clear-Com

Subscription Gen-IC Licenses

Active Gen-IC Virtual Client capacity can be used by the latest version Station-IC. Separate Station-IC license is not required for use with Gen-IC. See Gen-IC product information for details.

Subscription Client Licenses for Eclipse or LQ

Part Numbers: ST-IC-1Y, ST-IC-ADD1Y, ST-IC-8-1Y, ST-IC-8-ADD1Y

Validity: Duration of a Committed Subscription. Starts with activation

Duration: 1 Year with Initiation, +1 Additional Year Extensions

Multiple extension licenses can be Activated for extended duration

Support: Duration of use or 7 years following purchase, whichever first

Delivery: License Ticket, may include multiple licenses, can be re-loaded

License Host: Local - CodeMeter License Manager software on user's computer

Virtual Machine Support: Not available

Activation: Via WebDepot, Online (recommended) or Offline

Transferable: Yes, Re-Hostable from computer to original ticket

Recovery: Yes, using valid context files. Contact Clear-Com

Event Client Licenses for Eclipse or LQ

Part Numbers: ST-IC-1W, ST-IC-1M

Validity: Time-Limited. Starts upon first connection, to host system

Duration: 1 Week, 1 Month. One license can be installed at a time

Delivery: License Ticket, may include multiple licenses, can be re-loaded

License Host: Local - CodeMeter License Manager software on user's computer

Virtual Machine Support: Not available

Activation: Via WebDepot, Online (recommended) or Offline

Transferable: No

Recovery: Contact Clear-Com

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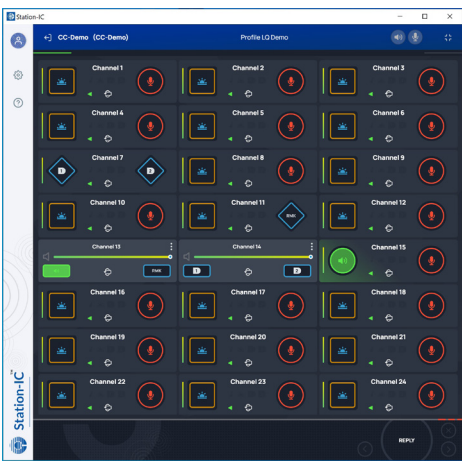
Connection Screen



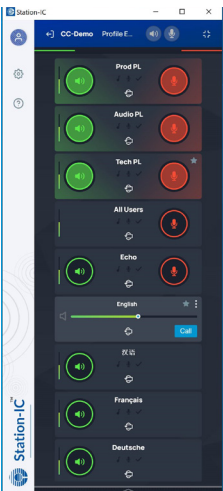
Connection Screen - Profile Selection



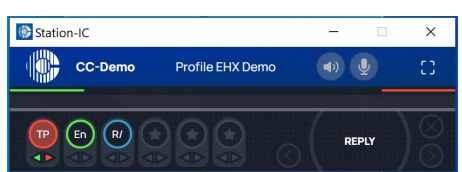
Large Screen Mode - Eclipse HX



Large Screen Mode - Gen-IC & LQ



Normal Mode - One Column



Compact Mode - Loaded with user's favorite keys

Order Codes

Perpetual Eclipse Hosted Licenses:

Permanent for major version

STATION-IC-HX: 1 user

STATION-IC8-HX: 8 users

Permanent license for major version of Station-IC hosted on Eclipse. Eclipse Dongle ID required with order

Perpetual LQ Hosted Licenses:

Permanent for major version

VIRTUAL-IC-LQ: 1 user

VIRTUAL-IC8-LQ: 8 users

Permanent license for major version of Agent-IC or Station-IC hosted on LQ

Subscription Gen-IC Hosted Licenses:

Active Gen-IC Virtual Client capacity can be used by the latest version Station-IC. Separate Station-IC license is not required for use with Gen-IC. See Gen-IC product information for details.

Subscription Client Hosted Licenses Eclipse & LQ

For ongoing continuous use

ST-IC-1Y: 1 user for 1 year

ST-IC-ADD1Y: 1 user for +1 year

ST-IC-8-1Y: 8 users for 1 year

ST-IC-ADD1Y: 8 years for +1 year

Installed on the Virtual Client Computer

Event Client Hosted Licenses Eclipse & LQ

For time-limited use

ST-IC-1W: 1 user for 1 week

ST-IC-1M: 1 user for 1 month

Installed on the Virtual Client Computer

