

When creating SIP or Agent-IC accounts in LQ, you must first buy a license from your Clear-Com representative. Three license types are available:

- **Agent-IC-LQ.** This is a single Agent-IC client license.
- **Agent-IC8-LQ.** This is a bundle of 8 Agent-IC licenses. The bundle must be assigned to one LQ device, it cannot be broken down into individual licenses.
- **SIP8-LQ.** This is a bundle of 8 SIP client licenses. The bundle must be assigned to one LQ device, it cannot be broken down into individual licenses.

Licenses are shipped with the LQ device and activated by the user.

When you have purchased your licenses, Clear-Com will email or send you a **Ticket ID**.

The ticket ID can contain multiple licenses for more than one LQ unit. Each unit will accept 8 SIP and up to 8 Agent-IC client licenses (the software restricts licenses to the capacity of the unit).

Dear Customer,

Thank you for purchasing the Clear-Com License. Please find your license details below.

License Type: **AGENT-IC-LQ**

SO Number : 1234567

Agent-IC-LQ: 3

Agent-IC8-LQ : 0

SIP8-LQ: 0

Ticket ID: XXXX-XXXX-XXXX-XXXX-XXXX

Please keep your Ticket ID as it is used to activate the licensing process.

How to activate your LQ licenses

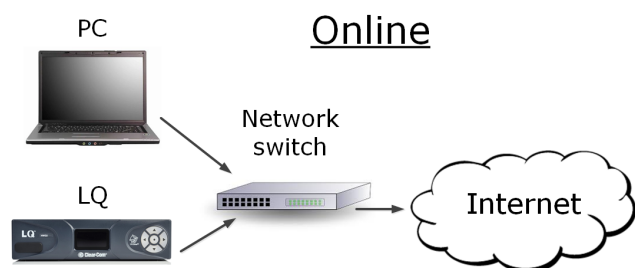
Licenses can be given to any LQ unit. However, once you have activated a license on a unit, you CANNOT move it to another unit.

Licenses can be activated:

- **Online** or
- **Offline**

Online activation is where the LQ unit has access to the Internet. Offline activation is necessary if the LQ units do not have access to the Internet.

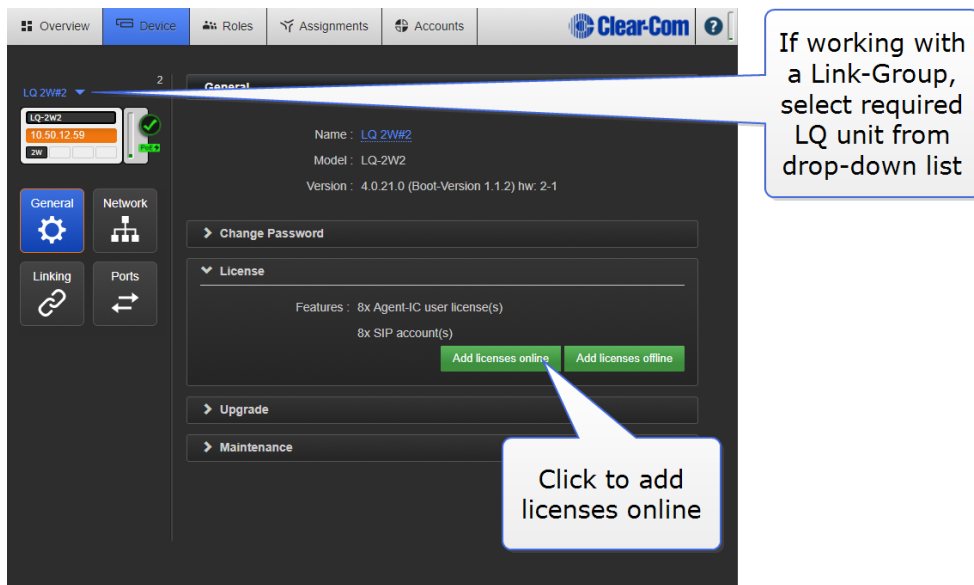
Clear-Com recommends activating licenses online where possible.



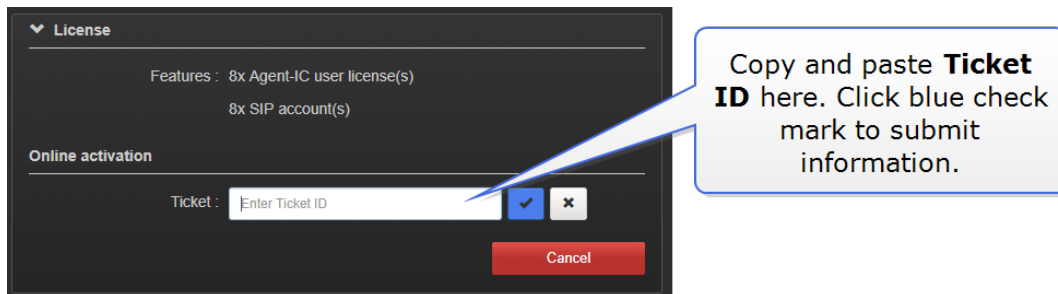
Online license activation

- 1) Open the CCM by inputting the IP address of your device into a browser URL field. Username and password: **admin, admin**. If your LQ units are set up in a Link-Group formation you can point the browser at any device in the Link-Group.

- 2) Navigate to **Device>General>License**.
- 3) If working with a Link-Group, select the required LQ unit, and then click **Add licenses online**.

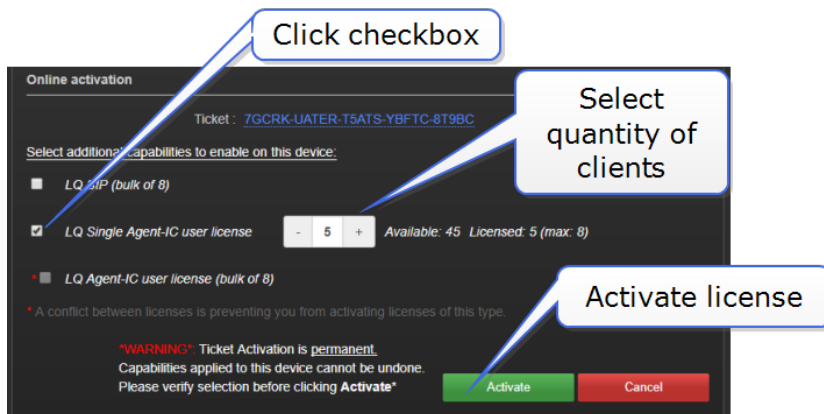


- 4) In the **Ticket** field, enter the **Ticket ID**, and then click the blue check mark.



The licensing page will show information about the quantity of licenses that are available for activation on this unit.

- 5) Select the required checkboxes, and the quantity of clients needed, and then click **Activate**.



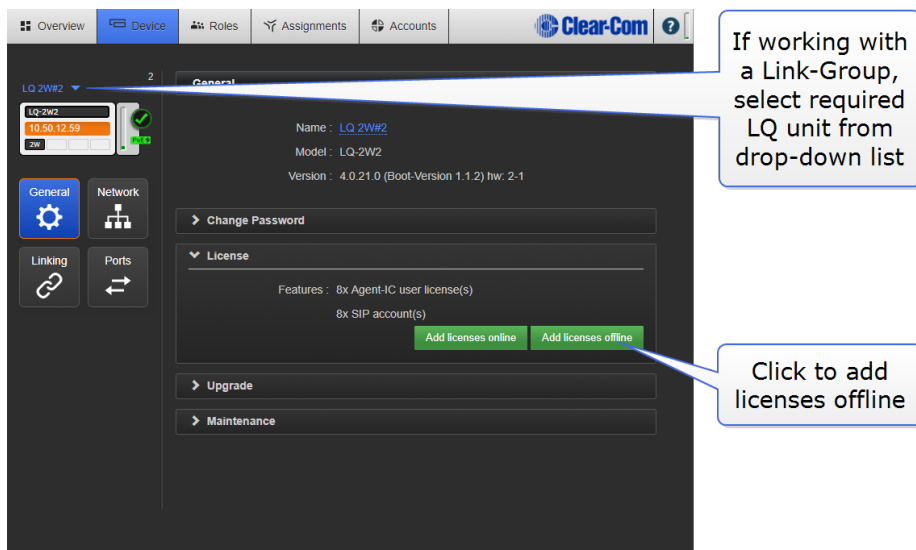
Offline license activation

When you activate licenses without internet access, you must download a **Context File** from the LQ device. The context file acts as a 'holder' for the licenses. The file is then sent to Clear-Com where it is loaded with the license. Clear-Com returns the loaded context file, which you then upload to the LQ unit.

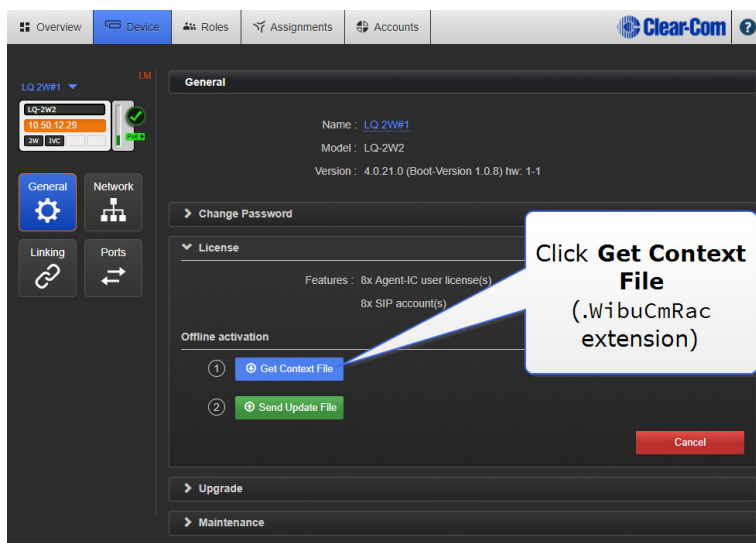
To order your license for offline activation you must send the following to Clear-Com:

- The context file
- The ticket ID
- Details of exactly which licenses from the ticket you wish to activate on this unit.

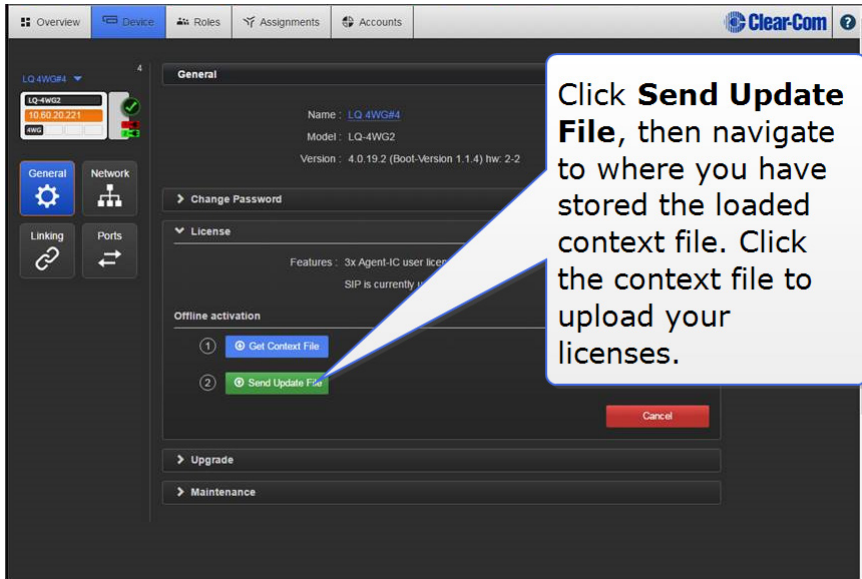
- 1) In the CCM, navigate to **Device>General>License**.
- 2) If working with a Link-Group, select the required LQ unit, and then click **Add licenses offline**.



- 3) Click **Get Context File**.



- 4) Save the context file to an appropriate location (a folder or USB stick).
- 5) Send the context file, ticket ID and details of which license you require on the unit to this address: licenses@clearcom.com
The context file will be returned to you by email, loaded with your licenses. When you receive the loaded context file go on to the next step (6, below).
- 6) In the **Licenses** tab in the CCM, click **Send Update File** and navigate to where you have stored the loaded file. Click the context file to begin activating licenses.



When the update file is loaded, the licenses are activated. The activated features appear in the upper part of the **License** section.

