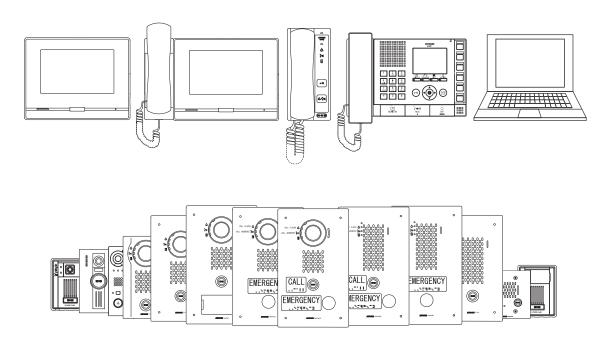
AIPHONE

IX SERIES

IP Video Intercom System

IX Series Quick Start Programming Guide

IX Support Tool Version 10.0.0.0 or later



ATTENTION:

This is an abbreviated programming manual addressing basic program settings for an IX System using the IX Support Tool. A complete set of instructions (IX Web Setting Manual / IX Operation Manual / IX Support Tool Setting Manual) can be found at www.aiphone.net. In North America for additional literature and media, visit www.aiphone.com/IX.

General Overview

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Getting Started

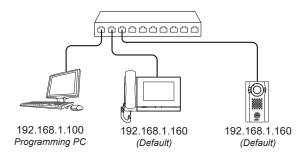
IX Series stations are set to the **default IPv4 address of 192.168.1.160**. The Support Tool programming software is designed to batch configure all IX stations simultaneously, identifying each device on the network by its MAC address. The IX Series is designed to function on managed networks, however the broadcast method used to find stations may not function properly in this environment.

It is possible that a secondary NIC card, such as a VPN or WiFi connection, may prevent Support Tool from finding stations during its station search process when attempting to associate (page 4) or upload to stations (page 7). Disabling any secondary connections before programming may prevent these issues.

When using Support Tool's programming wizard, each station is given default network and station information, and configures all stations to call, communicate, and activate door release. Additional settings are available once the programming has been completed using the wizard.

Installation Recommendations

Place all IX Series stations on the same unmanaged, PoE network switch and wait for each station to power on before launching Support Tool. Stations programmed this way can then be removed from this environment and deployed without losing their configuration data.



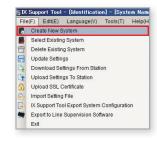
Support Tool has been downloaded and installed. Support Tool (v9.0.0.0 or later) can be downloaded from https://www.aiphone.net/support/software-documents/ix/
The PC and the IX Series stations have been connected to a PoE switch and have completed their boot up process.
A list of Station Names, Station Numbers, and network information is gathered from the end user.
The network environment, potential 3rd party port or IP conflicts, and access to administrative rights on the programing PC have been taken into consideration and addressed

Creating a System

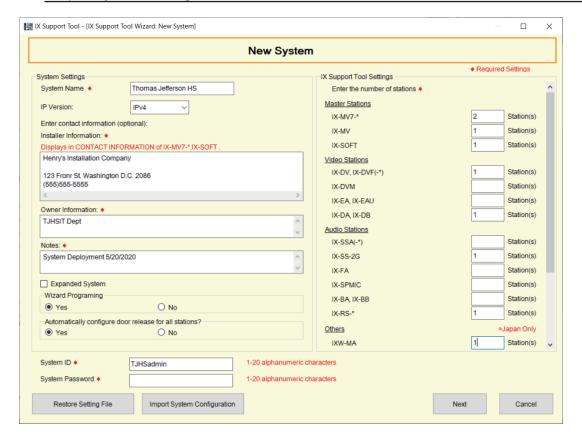
To create a New System using the Programming Wizard, launch Support Tool and enter the ID and Password. If this is the first time Support Tool is launched the New System programming window will automatically open. If an existing program file is currently in use, choose File(F) > Create New System.



Default Information ID: admin Password: admin



Step 1: System Settings



System Name, Installer Information, Owner Information, and **Notes** are customizable fields that uniquely identify the system being created.

IP Version: Select the IP version from the drop-down.

Expanded System: Select only when system capacity exceeds 500 stations.

Additionally, an Expanded System can be used when registering stations to a SIP server that requires extension numbers larger than 5 digits.

Door Release: $\underline{\text{Yes}}$ should be selected, even when using the IXW-MA relay adaptor.

Selecting No will disable door release and require manual configuration not covered in this document.

System ID / Password: Select an ID and Password that will be given to each station

System ID cannot be set "admin" and "root". System Password cannot be set "admin".

Individual and unique and ID and Passwords can be set for each station once the Wizard programming is complete.

Enter the quantities of each station that will be part of the system. Station types without values should remain blank.

IX-DV, IX-DVF(-*): IX-DVF-P, IX-DVF-2RA, IX-DVF-RA

IX-EA,EAU: IX-EA

IX-SSA(-*): IX-SSA-2RA, IX-SSA-RA

IX-SS(-*): IX-SS-2RA, IX-SS-RA

IX-RS-*: IX-RS-B, IX-RS-W

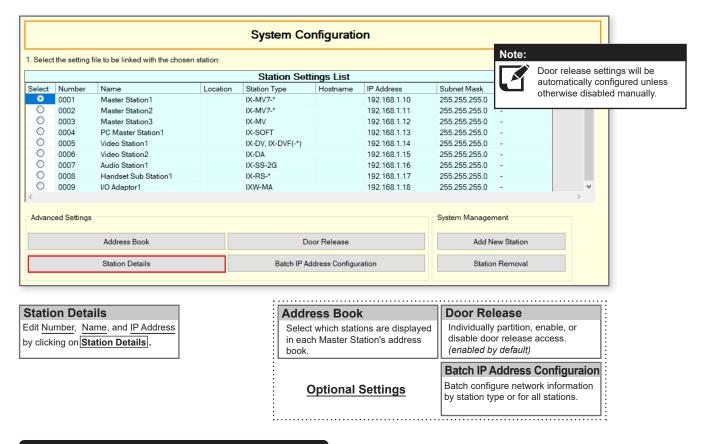
The following stations are only available in Japan.

IX-EAU, IX-SPMIC, IX-DBT, IX-BBT. IX-MV7-*T, IX-RS-*T, IX-DVT, IX-SS-2GT,

IX-EAT

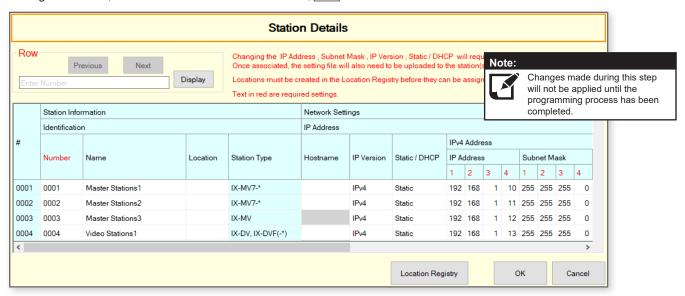
Step 2: Station Customization - Optional

Support Tool will provide each station a default Station Name, four-digit Station Number, and IP Address starting from 192.168.1.10. To edit this information, click **Station Details**. To use the default information, Click **Next**.



Editing Default Station Details (Optional)

Clicking **Station Details** will open a second screen where the default system information, the addressing method can be changed to DHCP, and Hostnames can be added. Click, **OK** to continue.



Station Number: 3-5 Digits **Station Name**: 24 characters max

Static / DHCP: Connection to the DHCP server by the programing PC is required to assign IP addresses to each station. *If this is not possible, speak to the network administrator about DHCP reservations and assign these reservations statically.*

Hostname: Do not enter a Hostname if an IPv4 or IPv6 address is already set for the station.

IP Address and Subnet Mask: IX-SOFT and PC running the IX-SOFT must share the same IP Address and Subnet Mask.

Step 3: Association

The association process is where the station information created in the previous steps (<u>Station Setting List</u>) is associated with a station found on the network (Station List). Choose one of two methods, Automatic (*recommended*) or Manual.

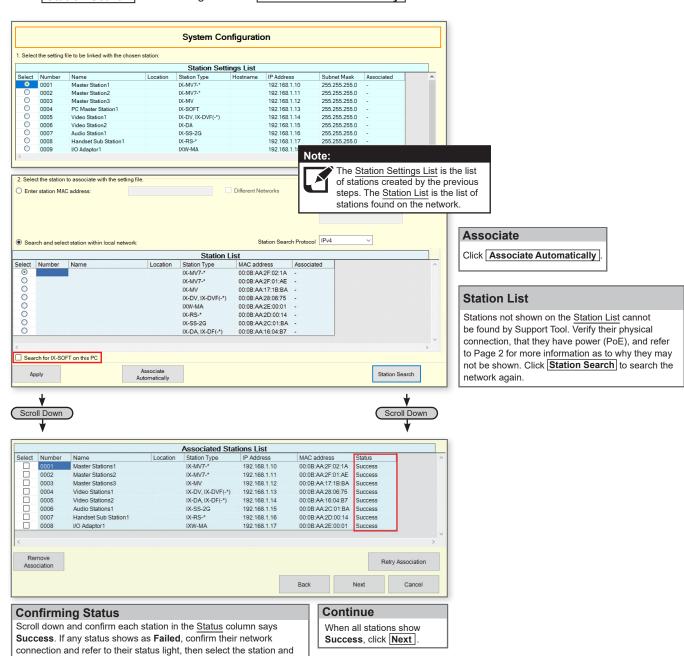
Once associated, the station will receive its Station Name and network information after a short power cycle, but a final upload of the setting file will be needed before the stations are functional.

Automatic (Recommended)

click Retry Association

Clicking the Associate Automatically button will pair station configurations from the Station Settings List to physical stations of the same type found on the Station List below. If IX-SOFT is installed on the programming PC, it must be closed to search for and associate physical stations. Refer to the notes below for steps on searching and associating IX-SOFT.

IX-SOFT: Ensure that the IX-SOFT application is installed and open on all PCs before continuing. Once all instances of IX-SOFT are installed and open, place a check mark next to <u>Search for IX-SOFT on this PC</u> (found below the <u>Station List</u>) and click **Station Search** to search again. Click **Associate Automatically** a final time to associate IX-SOFT.



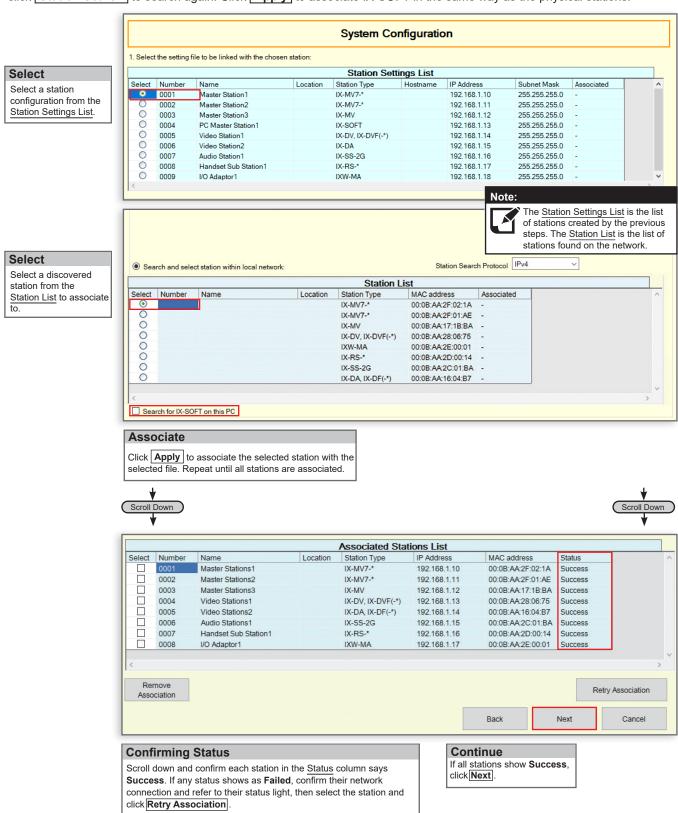
Skip to Page 7 "Setting File Upload"

Step 3: Association

Manual

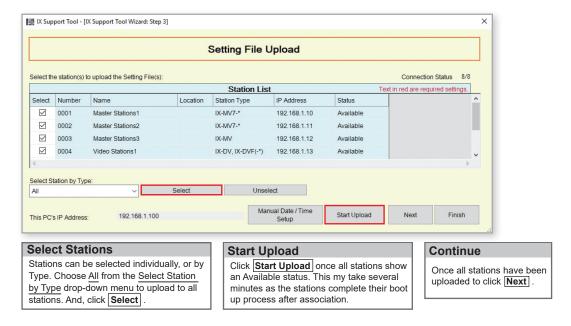
Manual Association allows the selection of a station by MAC address to pair with a station of the same type from the top Station Setting List and the Station List below it. This method is only recommended for stations that have already been deployed and their MAC Addresses noted. If IX-SOFT is installed on the programming PC, it must be closed to search for and associate physical stations. Refer to the notes below for steps on searching and associating IX-SOFT.

IX-SOFT: Ensure that the IX-SOFT application is installed and open on all PCs before continuing. Once all instances of IX-SOFT are installed and open, place a check mark next to Search for IX-SOFT on this PC (found above the Station List) and click **Station Search** to search again. Click **Apply** to associate IX-SOFT in the same way as the physical stations.



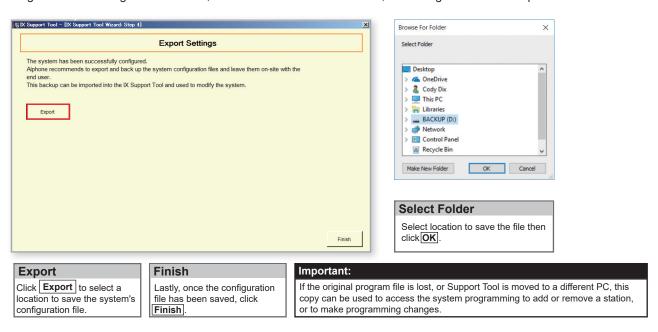
Step 4: Setting File Upload

Once each station has been associated with its individual station information, the setting file containing the rest of the system's configuration will need to be uploaded to each station. To upload the setting file, the programming PC will need to be in the same subnet as the associated stations (refer to Step 3).



Step 5: Export Settings

The final step of the Programming Wizard is to create a copy of the system's configuration file and export it to a secure location or external drive. This final step is critical in the ongoing maintenance of the system that has been created. If settings are to be changed in the future, or new stations are to be added, this configuration file is required to do so.



Adding a New Station

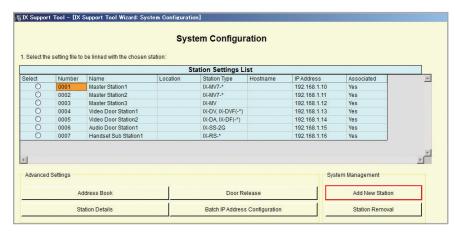
Getting Started

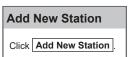
Adding a new station to an existing system requires having the system configuration file open in Support Tool and a network connection to all existing stations. The new station should be connected to the network and completed its initial boot up process before starting step one.

Step 1: Opening the System Configuration Settings

From the top menu bar, click Tools(T) and select System Configuration.

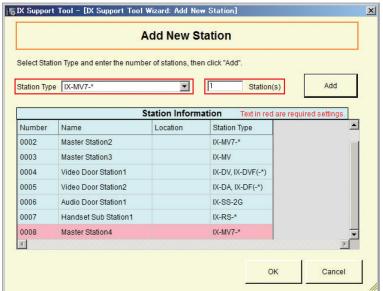


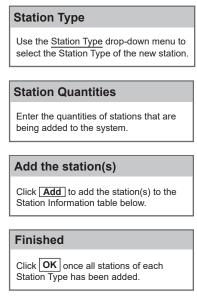




Step 2: Adding a New Station

Multiple stations and station types can be added on the Add New Station screen.





Note:

Refer to page 4 and continue through page 7 to complete the steps for editing the station information, association, and uploading the setting files.

IXW-MA Settings

Getting Started

The IXW-MA is an IP relay with 10 configurable outputs that can be remotely triggered by a station based on status conditions defined in Support Tool. Typically, these outputs are used for remote door release or external signalling activation. The following steps detail the configuration for **using the outputs of the IXW-MA for door release**.

These steps should be followed if the IXW-MA was included when creating a new system. If the IXW-MA needs to be added to the system, refer to page 8 (Adding a New Station) and return to this section once complete.

Step 1: SIF Settings

Expand <u>Function Settings</u> on the left-hand side menu and select <u>SIF</u>. Note that the SIF event trigger for door release is sent by the door station, and not the master station, so the following steps use door stations as examples. Enter the information shown below for each door station that requires remote activation for door release. This step allows communication between the IXW-MA and IX Series door and master stations.



	Station Information Identification				Function Settings							
					SIF							
#	Number			cation Station Type	SIF Functionality	SIP URI Format	No.01 SIF Settings					
		Name	Location									
							Program Type	IPv4	IPv6	Destination Port	SSL	Connection
0001	0001	Master Stations1		IX-MV7-*	Disable	Disable						
0002	0002	Master Stations2		IX-MV7-*	Disable	Disable						
0003	0003	Master Stations3		IX-MV	Disable							
0004	0004	Video Stations1		IX-DV, IX-DVF(-*)	Enable	Disable	0100	192.168.1.17		65014	Enable	Socket
0005	0005	Video Stations2		IX-DA, IX-DF(-*)	Disable							
0006	0006	Audio Stations1		IX-SS-2G	Enable	Disable	0100	192.168.1.17		65014	Enable	Socket
0007	0007	Handset Sub Station1		IX-RS-*	Disable	Disable						
8000	8000	I/O Adaptor1		IXW-MA	Disable	Disable						

SIF Functionality: Enable for each station interacting with the IXW-MA.

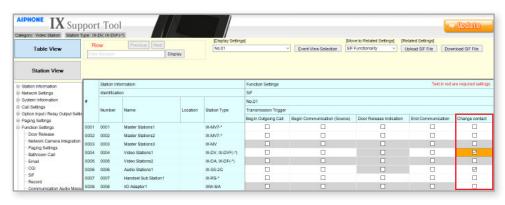
Program Type: 0100 for each station. **IPv4:** Enter the IP address of the IXW-MA.

Destination Port / SSL: 65014 when SSL is Enabled (65013 when SSL is Disabled)

Connection: Socket

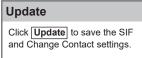


While still on the Function Settings > SIF screen, scroll right to find Change Contact.



Change Contact

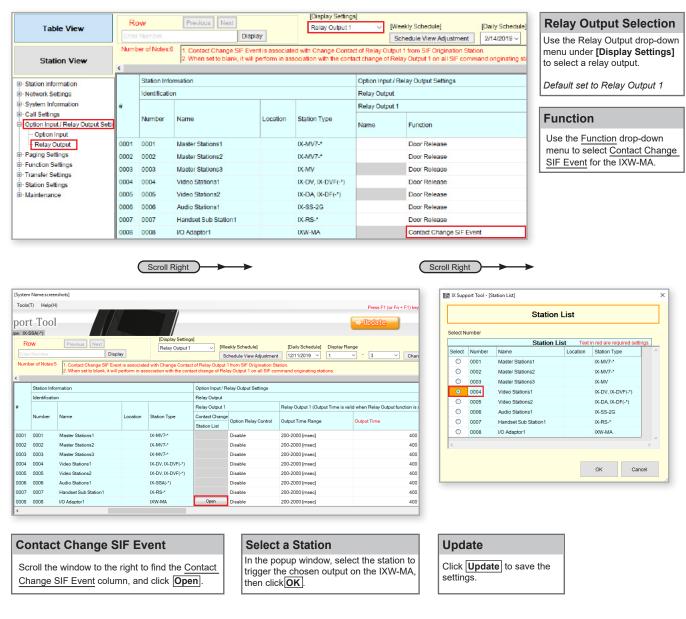
Check the <u>Change Contact</u> box for each station that will communicate with the IXW-MA.



IXW-MA Settings

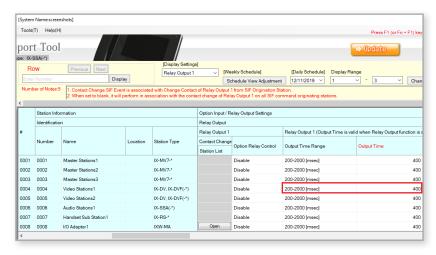
Step 2: IXW-MA Relay Output Configuration

Expand Option Input / Relay Output Settings on the left-hand side menu and click Relay Output.



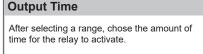
Step 3: Relay Output Time (Optional)

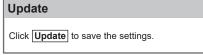
To allow individual output times for the up to 10 relay outputs, the IXW-MA output times reflect the timer settings of the station interacting with it.



Output Time Range

For the interacting station, use the drop-down for <u>Output Time Range</u> to chose between milliseconds (*msec*) and seconds (*sec*).

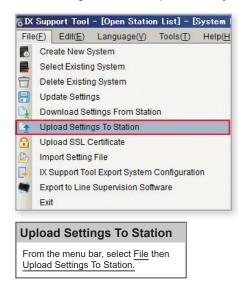


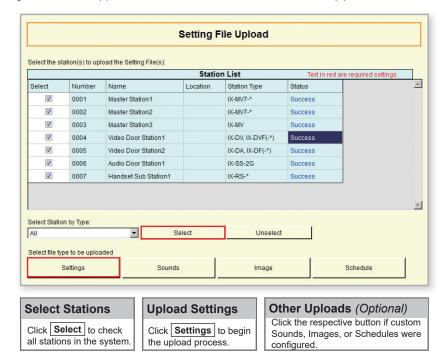


Uploading the Setting File

Setting File Upload

The final step after configuring new settings, or making changes to existing settings, is to upload the setting file to all stations. If the setting files are not uploaded, any changes made in Support Tool will not be reflected on the station(s).





Upload Status

If the status shows <u>Failed</u>, ensure the programming PC is in the same subnet as the IX Stations it is uploading to *(page 3)*, and that the stations are powered on and available (solid status light on the station).

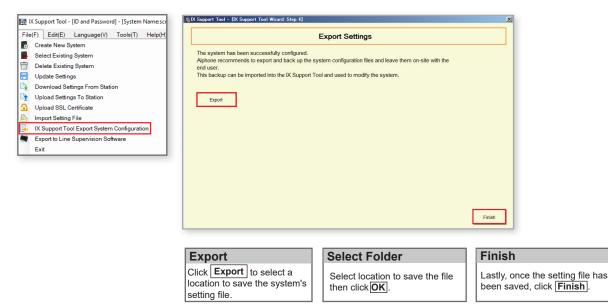
A status of <u>Changes Required</u> will be accompanied by a popup explaining "**Station vulnerabilities detected**". This is due to missing or insufficient passwords. To review the set ID and Passwords, expand <u>Station Information</u> on the left hand side window and select ID and Password.

The User, ONVIF, and RTSP passwords can be left blank. Update these settings, and upload again.

Export Settings

A copy of the system's configuration file should be exported to a secure location or external drive. This step is critical for the ongoing maintenance of this system. If settings are to be changed in the future, or new stations are to be added, this configuration file is required to do so.

To export the file, click on File at the top of the screen and select IX Support Tool Export System Configuration.



Door Call Destinations and Master Address Book

Getting Started

Setting stations to only call or communicate to other stations within a system is possible through configuring call lists and Address Books for doors and master stations, respectively. The following steps are explained for systems that have already completed the setup process shown on pages 3-7.

Master Station Address Book

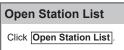
A master station's Address Book contains the station information of each station in the system by default. A station must be in the Address Book of a master station if it is to call it directly *(manually or by Speed Dial)*, activate the door release of that station, transfer that call to another station, and other station specific features.

This is NOT a requirement for setting door station call-in destinations (which doors call which masters), detailed on the next page. If Address Book partitioning is not needed, refer to page 13.

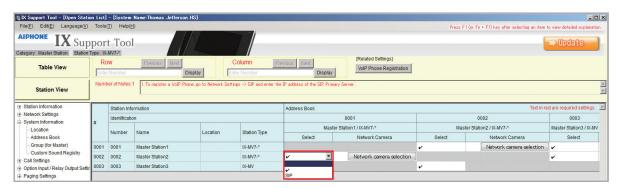
Station Types: IX-MV, IX-MV7-*, IX-SOFT

Expand System Information on the left-hand menu and select Address Book.





Displayed will be a row of master stations that are part of the system, and columns of stations with check marks indicating that they are in that station's Address Book. By default, all stations will be in each master station's Address Book. To remove a station from an Address Book, the check mark will need to be removed.



Removing Stations from an Address Book

Find the cross section between the master station and the station to be removed from its Address Book. Use the drop-down menu under <u>Select</u> and change the **check mark** to the **Blank** selection.



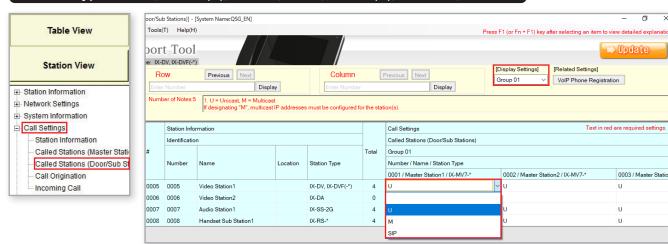
Door Call Destinations and Master Address Book

Door/Sub Station Call Destinations

Expand Call Settings on the left-hand menu and select Called Stations (Door/Sub Stations).

Displayed will be a row of door/sub stations that are part of the system, and columns of stations they are able to communicate with. By default, all door/sub stations are set to call every master station. Note the Station Type for the next step.

Station Types: IX-DV, IX-DVF(-*), IX-DVM, IX-EA, IX-SSA(-*), IX-SS-2G, IX-RS-*



Display Settings

Ensure that <u>Group 01</u> (default) is selected from the **Display Settings** drop-down menu at the top of the screen.

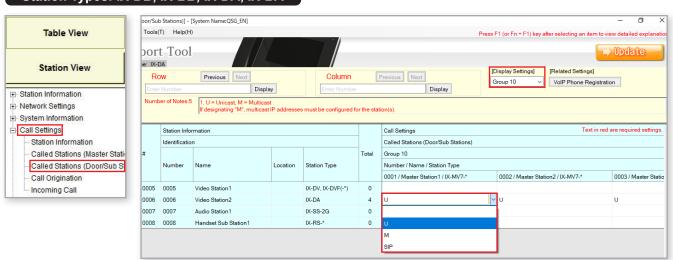
Disabling Call-in Per Station

Find the cross section between the door and master station communication will be enabled/disabled between. By default, there will be a **U** in the drop-down menu. Click this drop-down and select the **Blank** option

Update

Click the **Update** button save the changes.

Station Types: IX-DB, IX-BB, IX-DA, IX-BA



Display Settings

Ensure that <u>Group 10</u> is selected from the **Display Settings** drop-down menu at the top of the screen.

Disabling Call-in Per Station

Find the cross section between the door and master station communication will be enabled/disabled between. By default, there will be a **U** in the drop-down menu. Click this drop-down and select the **Blank** option.

Update

Click the **Update** button to save the changes.

Upload:

The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

Call Transfer - Absent Transfer

Getting Started

There are three types of Call Transfers: <u>Absent</u>, <u>Delay</u>, and <u>Schedule</u>. Before configuring transfer settings, refer to page 14 to customize door station call-in destinations and master station Address Books.

Absent: Calls are immediately transferred. **Delay**: Transfer after a set amount of time.

Schedule: Transfer after a set time of day on specified days.

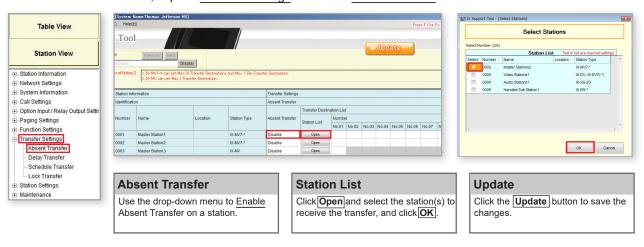
Absent Transfer

Absent Transfer is used situationally, meant to be manually activated by pressing the **Transfer** button on the master station. If Absent Transfer is **Enabled** and activated, an incoming call will be immediately be transferred.

Step 1: Enabling Absent Transfer

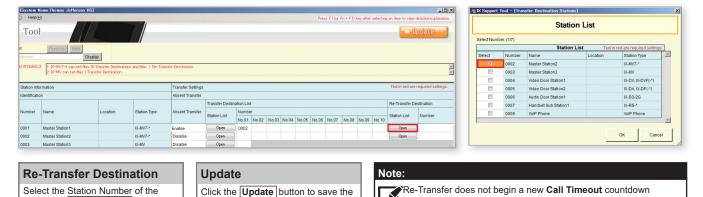
From the menu on the left, expand Transfer Settings and select Absent Transfer.

changes.



Step 2: Re-Transfer (Optional)

If the Absent Transfer destination is unavailable, **Re-Transfer Destination** allows the call to be sent to another master station with it's own transfer configuration to begin another round of transfers.



(Call Settings > Call Origination). It may be necessary to extend the

call-in time to utilize this setting.

Upload: The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

stations receiving the transfer, and

click OK

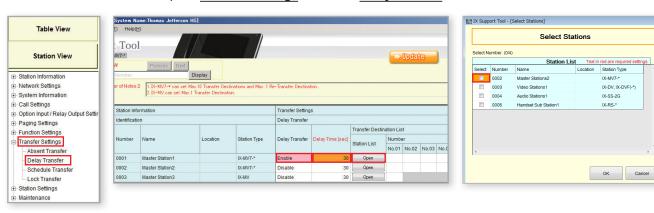
Call Transfer - Delay Transfer

Delay Transfer

Delay Transfer will automatically transfer an incoming call after a set amount of time.

Step 1: Enabling Absent Transfer

From the menu on the left, expand Transfer Settings and select Delay Transfer.



Delay Transfer

Use the <u>Delay Transfer</u> drop-down menu to select <u>Enable</u> or <u>Disable</u>.

Station List

Click **Open** and select the station(s) to receive the transfer, and click **OK**.

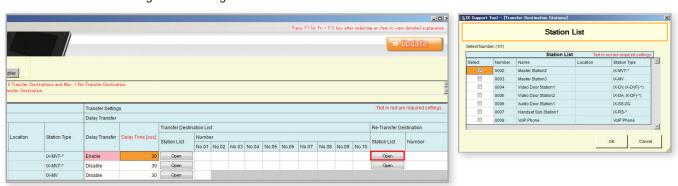
Delay Time

Enter the <u>Delay Time</u> before the call is transferred.

Update Click the Update button to save the changes.

Step 2: Re-Transfer (Optional)

If the Absent Transfer destination is unavailable, <u>Re-Transfer Destination</u> allows the call to be sent to another master station with it's own transfer configuration to begin another round of transfers.



Re-Transfer Destination

Select the <u>Station Number</u> of the stations receiving the transfer, and click **OK**.

Update

Click the **Update** button to save the changes.

Note:

Re-Transfer does not begin a new **Call Timeout** countdowr (*Call Settings* > *Call Origination*). It may be necessary to extend the call-in time to utilize this setting.

Upload:

The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

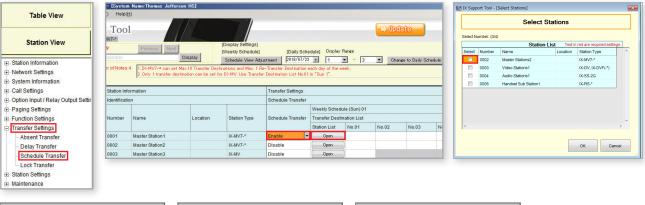
Call Transfer - Schedule Transfer

Schedule Transfer

Delay Transfer will automatically transfer an incoming call based on a created schedule that can be set for a specific time of day, and on a daily schedule.

Step 1: Enabling Absent Transfer

From the menu on the left, expand Transfer Settings and select Schedule Transfer.



Schedule Transfer

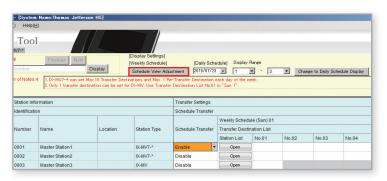
Use the drop-down menu to Enable Schedule Transfer.

Station List Click Open and select the station(s) to receive the transfer, and click OK.

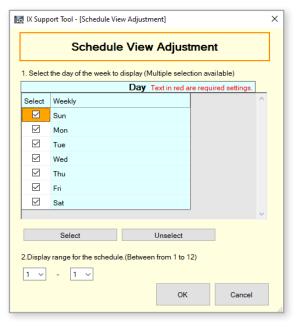


Step 2: Schedule View Adjustment

At the top of the Schedule Transfer settings page there are several ways to adjust what is displayed, and how it is displayed, in this section. Click **Schedule View Adjustment** to open these options.







Schedule View Adjustment

Day: Place a check mark next to every day in which a Schedule Transfer will be used.

Display Range: Each day can have up to 12 individual transfer times. Use the drop-down options to choose how many of those 12 to display.

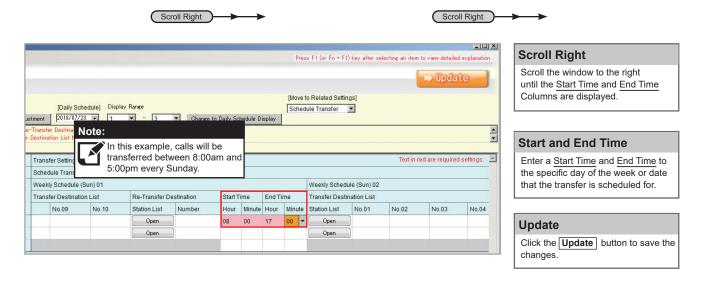
If every day of each week are to repeat themselves, select 1 in each drop-down.

Click **OK** to return close the window.

Call Transfer - Schedule Transfer

Step 2: Schedule Transfer Start and End Time

Scrolling to the right, the daily schedule will need to be created by settings a **Start and End Time** for each station and each day.





The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

IP Camera Integration

Getting Started

The IX Series allows integration of IP cameras that are ONVIF profile S compliant. These cameras can be called up by either audio or audio/video stations, as well as individually monitored by master stations.

Step 1: Opening Network Camera Registry

Network Cameras will first need to be registered in Support Tool.

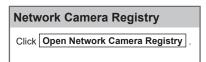




Address Book

From the menu on the left expand System Information, and select Address Book.

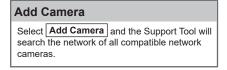


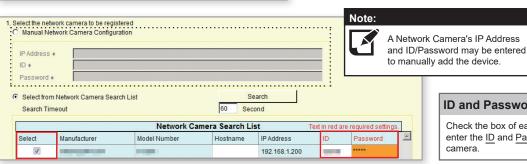


Step 2: Registering a Network Camera

Support Tool will search for available Network Cameras on the network, and any camera found will be listed in the Network Camera Search List. If a known camera is not found, place the programming PC on the same network switch as the camera(s), and attempt the search again.

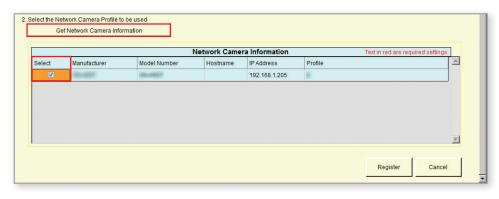






ID and Password

Check the box of each IP camera to be register. Then, enter the ID and Password required for each selected



IP Camera Information Click Get Network Camera Information to automatically find the IP camera's video profile information.

Select a Profile

Check the box of each IP camera video profile to use with the system.

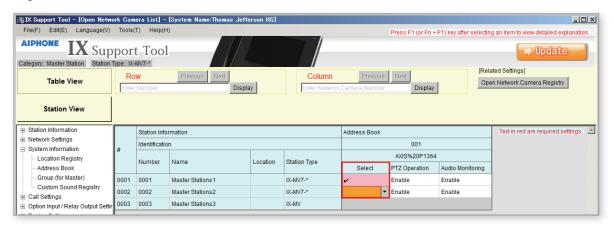
Register

Click Register to apply the selected settings and register chosen network cameras.

IP Camera Integration

Step 3: Registering a Network Camera to a Master Station

For a Master Station to interact with a Network Camera, either during a camera call-up or while monitoring, it must be registered to a Master Station's **Network Camera List**.



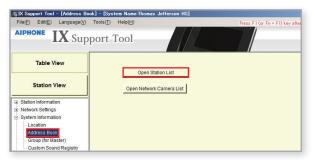
Selecting the IP Camera

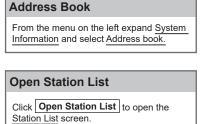
Use the <u>Select</u> drop-down menu to select each Master Station you wish to register the IP camera to.

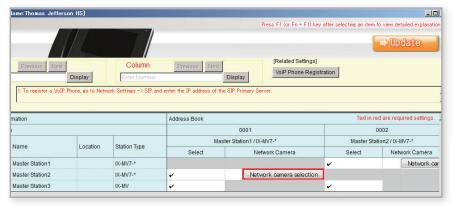


Step 4: Assigning a Network Camera to a Station

To assign a IP camera to a station for station call-up, the camera will need to be registered to each station it will interact with.



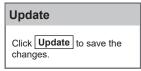






Network Camera Selection

Click Network camera selection to open a new window to select a registered IP camera.



Upload:

The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

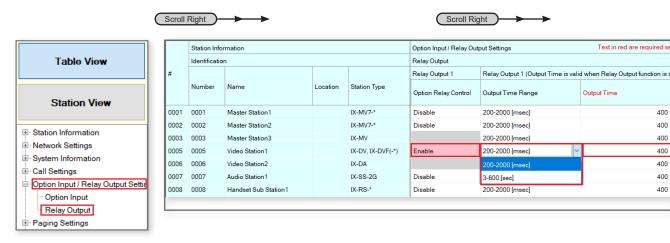
Timer Settings

Getting Started

The call-in, communication, and door release timers are found across several sections within Support Tool. The following steps will show their location, and give a simple example of adjusting the respective setting.

Door Release Output Timer

To adjust the amount of time the door release relay output activates, expand Option Input / Relay Output Settings and click Relay Output.



Option Relay Control

Use the drop-down menu to Enable Option Relay Control.

Output Time Range and Output Time

Use the drop-down menu under Output Time Range to select either 200-2000(msec) or 3-600(sec), then use the Output Time section to enter the desired value.

Update

Click the **Update** button save the changes.

400

400

400

400

400

400

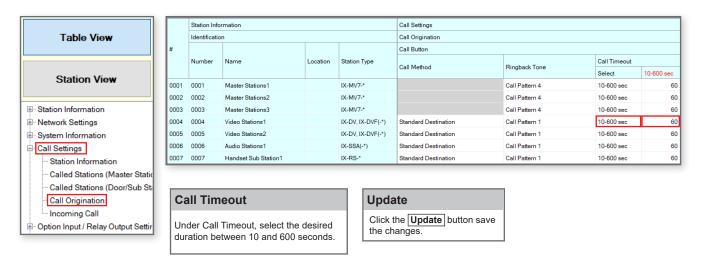
400

Upload:

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Call Timeout

To adjust the time a station will call-in to another station before ending, expand Call Settings and click Call Origination.



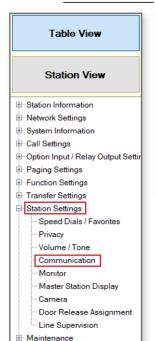
Upload:

The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

Timer Settings

Talk Timeout

To adjust the amount of time a station will communicate to another station before ending the call, expand <u>Station Settings</u> and click <u>Communication</u>.



	Station Info	rmation		Station Settings Communication			
	Identification	on					
#					Talk Timeout [se	ec]	
	Number Name		Location	Station Type	Select	30-600 sec	Communication Start Tone
0001	0001	Master Stations1		IX-MV7-*	30-600 sec	60	
0002	0002	Master Stations2		IX-MV7-*	30-600 sec	60	
0003	0003	Master Stations3		IX-MV7-*	30-600 sec	60	
0004	0004	Video Stations1		IX-DV, IX-DVF(-*)	30-600 sec V	60	None
0005	0005	Video Stations2		IX-DV, IX-DVF(-*)	Infinite	60	None
0006	0006	Audio Stations1		IX-SSA(-*)	30-600 sec	60	None
0007	0007	Handset Sub Station1		IX-RS-*	30-600 sec	60	None

Talk Timeout

Use the drop-down menu under <u>Talk Timeout</u> to select either **Infinite** or **30-600 sec**, then use the $\underline{30\text{-}600 \text{ sec}}$ section to enter the desired value.

Update

Click the **Update** button save the changes.

Upload:

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The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

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