Recovering Administrator ID and Password from Expanded IX Series Stations

Problem

During an IX Series system takeover, knowing the existing Administrator ID and Password on the stations can expedite the process. However, IX Series stations that are set to Expanded Mode have their web interface changed so that they do not display those credentials. The stations can still be factory defaulted, but this can be time consuming.

Cause

Systems set to Expanded Mode are intended for sites with more than 50 stations. The web interface would become too crowded to accommodate all of the settings properly.

> This station is set to Expanded Mode. Admin login is required, and settings will be limited. It is recommended that Support Tool is used to configure this station.

Solution

Download the Settings File from the station, which will list the existing credentials.
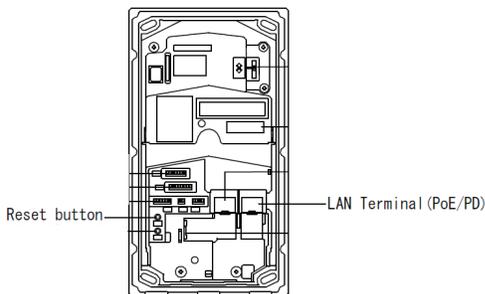
Steps

Change the programming PC's IP address to 192.168.1.100. Open a web browser window and type in https://192.168.1.160/webset.cgi?login, but do not click Enter yet.

Find the **Reset** button on the IX station.

Door/Sub Stations

The Reset button is located next to or near the LAN port on the back side.

Reset button — LAN Terminal (PoE/PD)

IXW-MA

Remove the front cover to expose the Reset button in the bottom right-hand corner.

Reset button (under the panel)
Status indicator (orange/blue)
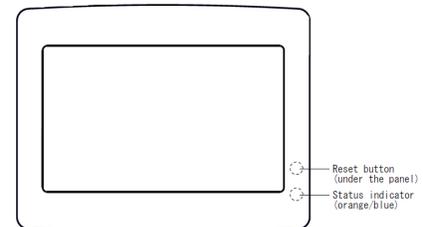
IX-MV7-*

Look for the reset button on the right side of the station near the SD Card slot.

Reset button
microSD card slot
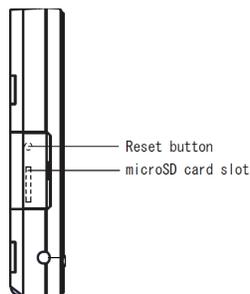
### IX-MV

The Reset button is located between the 3rd and 4th speed dial buttons, under the button label panel.

RESET button (beneath the signature plate)
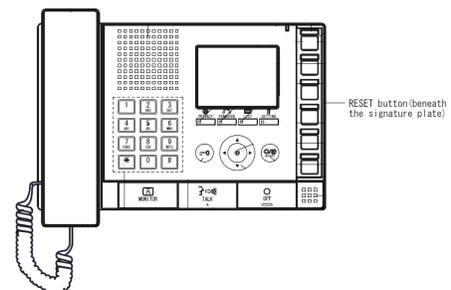
Hold the **Reset** button for approximately 5 seconds. Once the Status Light starts blinking orange, the station will be in Maintenance Mode for 60 seconds. Go back to the programming PC and navigate to the prepared web address. There will be a message saying that the site is insecure, which is normal. There will be an option to proceed, with the specific prompt depending on the browser. Continue to the next page.
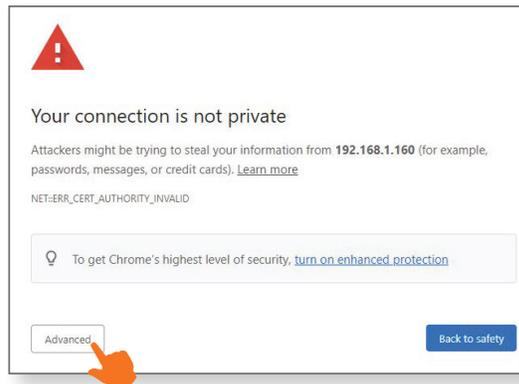
Click English on the Language Select page to proceed to the Login page. The ID and Password will both be **admin** while in Maintenance Mode**.** Enter the credentials and click Login .

Before Maintenance Mode times out, click Download Settings File under **Settings File Backup** and save the **Settings File** to a known location. The **Settings File** will be a .txt file labeled GetConfig.

Open the **Settings File**. The existing Administrator ID and Password will be listed as **BI_ADMIN_ID** and **BI_ADMIN_PASS**.
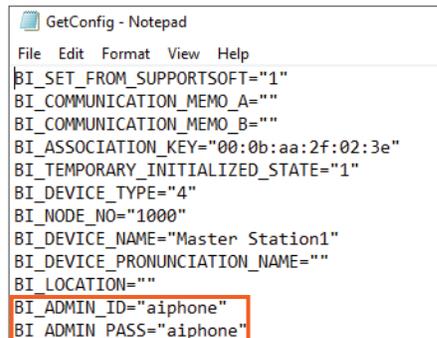
These credentials can be used to create a new system configuration in the **IX Support Tool** following the **IX Series Quick Start Programming Guide**.

This process also works for IX Series stations programmed as part of an IXG System. If taking over an IXG Series system with working mobile apps that was programmed by another company, reach out to the local Aiphone Sales Representative before continuing.

For more details about the features and information above, please contact Technical Support.
Aiphone Corporation | www.aiphone.com | (800) 692-0200

05/23   2