

Updating Station Firmware

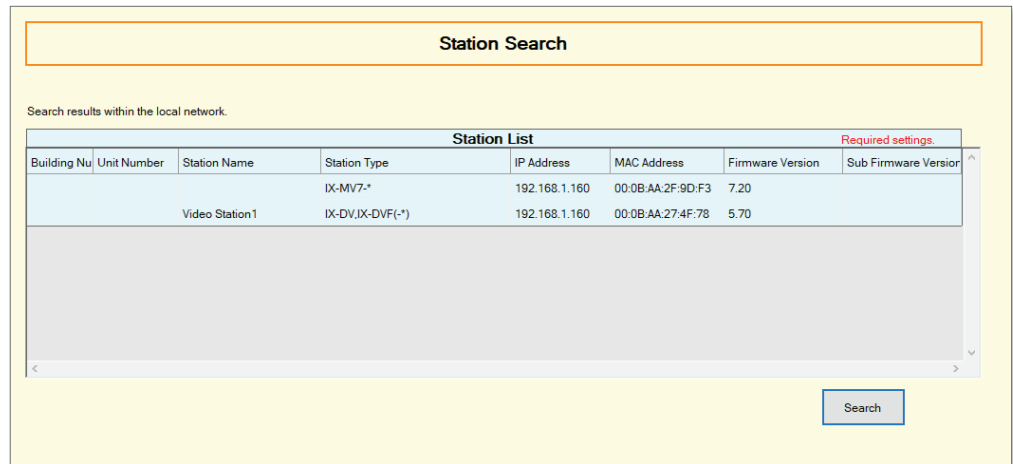
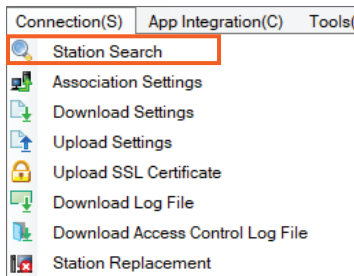
Introduction

IXG Support Tool can be used to update the firmware on both IXG Series and compatible IX Series stations. Firmware updates are recommended for valuable security and feature improvements. This guide explains how to use IXG Support Tool to update station firmware, as well as covering some situations where additional steps and resources are required.

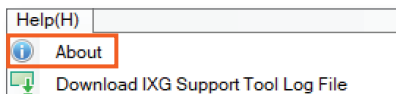
This guide assumes that all stations have been associated in IXG Support Tool. If that is not the case, follow the settings in the IXG Quickstart Guide, which is available at <https://www.aiphone.com/IXG-Series-QuickStartGuide>.

Checking Firmware and Support Tool Versions

To see if IXG Support Tool and the stations' firmware are up to date, first navigate to **Connection(S)**, Station Search. The station search will begin automatically. The search will last for sixty seconds, but the stations will normally appear after a few seconds. Click **Cancel** to end the search early. The firmware version for the stations will be listed to the right. IXG Series Stations should be at version 3.0 or higher. For most IX Series stations, they should be at version 7.2 or higher. IXW-MA stations should be at 9.25 or higher.



To see what version of IXG Support Tool is installed on the PC, navigate to **Help**, About. The software version will be listed on the popup screen. The IXG Support Tool should be at version 5.0.1.0 or higher.



Checking Firmware and Support Tool Versions

If needed, the most current versions of IXG Support Tool and IX and IXG Station Firmware can be downloaded from the links below.

IXG Series Support Tool: <https://www.aiphone.com/IXG-SupportTool>

IX and IXG Firmware Updates: <https://www.aiphone.com/kbtopic/firmware-ix-ixg>

To update IXG Support Tool, download the current version from the link, extract the compressed file, and run the setup file to install the new version of IXG Support Tool. This will not delete your existing system information.

If any of the IX Series stations have a firmware version lower than 5.00, the firmware is too old to be updated through IXG Support Tool. They will need to be updated through the dedicated IX Firmware Upgrade Tool. Instructions and a software download link are below. **This is not a concern for IXG Series stations** since their firmware numbering scheme is different. These can always be updated through IXG Support Tool.

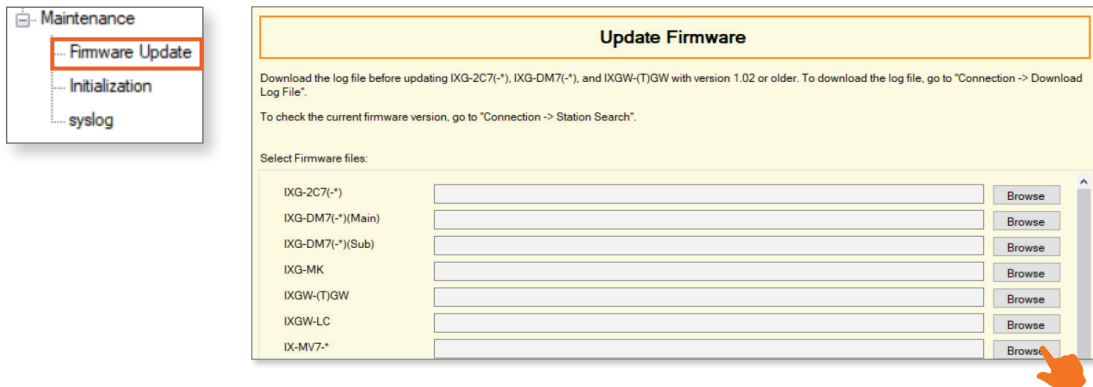
IX Firmware Upgrade Tool: <https://www.aiphone.com/IXFirmwareUpgradeTool>

IX Firmware Upgrade Tool Guide: <https://www.aiphone.com/wp-content/uploads/Firmware-Update-Tool-Guide.pdf>

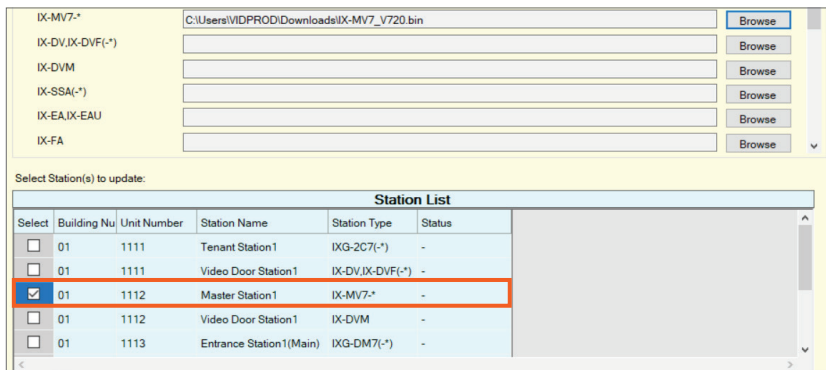
Updating Firmware Through IXG Support Tool

This method will work for both IXG and IX Series stations. Use the links above to download the required firmware updates. These will be downloaded in a compressed folder. Use the PC's built-in methods to extract the firmware update, which is stored as a .bin file.

Navigate to **Maintenance**, **Firmware Update**. The page will display a menu showing different station types. Use the **Browse** buttons to navigate to where the appropriate firmware .bin file is located. Multiple station types can have a firmware update selected at a time.



Select all of the stations to be updated and click **Update**. This process will take several minutes, and the stations will reboot during this time. Stations with a screen will display a status bar during the update. All stations will show a solid status light once the process is complete.



i Do not interrupt a firmware update once it has started, including unplugging the station. Doing so can damage the station.

i In order to update the Sub Firmware on an IXG-DM7-*, the Wiegand connection on the card reader needs to be connected to an access control system for power.

For more details about the features and information above, please contact Technical Support.