

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)**, <u>Station Search</u>. 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.

Con	nection(S) App Integ	ration(C) Tools(
Q	Station Search					Sta	ation Search					
J.	Association Settings											
ł	Download Settings			Search results within the local network.								
4	Upload Settings			Station List						Required settings.		
9	Upload SSL Certificate			Building Nu Unit Num	ber Station Name	Station Type	IP Address	MAC Address	Firmware Version	Sub Firmware Version		
	-	*				IX-MV7-*	192.168.1.160	00:0B:AA:2F:9D:F3	7.20			
÷Ľ	Download Log File				Video Station1	IX-DV,IX-DVF(-*)	192.168.1.160	00:0B:AA:27:4F:78	5.70			
J.	Download Access Con	trol Log File										
8	Station Replacement											
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To see what version of IXG Support Tool is installed on the PC, navigate to **Help**, <u>About</u>. 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: <u>https://www.aiphone.com/IXG-SupportTool</u> IX and IXG Firmware Updates: <u>https://www.aiphone.com/kbtopic/firmware-ix-ixg</u>

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 that 5.00, the firmware is too old to be updated through IXG Support Tool. They will 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: <u>https://www.aiphone.com/IXFirmwareUpgradeTool</u> IX Firmware Upgrade Tool Guide: <u>https://www.aiphone.com/wp-content/uploads/Firmware-Update-Tool-Guide.pdf</u>

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**, <u>Firmware Update</u>. 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.

- Maintenance Firmware Update	Update Firmware
···· Initialization	Download the log file before updating IXG-2C7(*), IXG-DM7(*), and IXGW-(T)GW with version 1.02 or older. To download the log file, go to "Connection -> Download Log File".
syslog	To check the current firmware version, go to "Connection -> Station Search".
	Select Firmware files:
	IXG-2C7(*) Browse
	IXG-DM7(-*)(Main) Browse
	IXG-DM7(-*)(Sub) Browse
	IXG-MK Browse
	IXGW-(T)GW Browse
	IXGW-LC Browse
	IX-MV7-*

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.

	C:\Users\VIDPROD\Downloa	ads\IX-MV7_V720.I	pin		Browse		
IX-DV,IX-DVF(-*)					Browse		
IX-DVM							Do not interrupt a fi
IX-SSA(-*)							update once it has s
IX-EA,IX-EAU							including unpluggin
IX-FA						~	
					Browse		station. Doing so ca
elect Station(s) to update:		2				_	damage the station
			on List				
Select Building Nu Unit Number	Station Name	Station Type	Status			î	
01 1111	Tenant Station1	IXG-2C7(-*)	-				
01 1111	Video Door Station1	IX-DV,IX-DVF(-*)	-				
01 1112	Master Station1	IX-MV7-*	-				In order to update t
01 1112	Video Door Station1	IX-DVM					Sub Firmware on a
01 1113	Entrance Station1(Main)	IXG-DM7(-*)				~	IXG-DM7-*, the Wie
<					>		
							connection on the c
Onland Olation In Taxa							reader needs to be
Select Station by Type.							connected to an ac
All	~	Select		nselect			

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