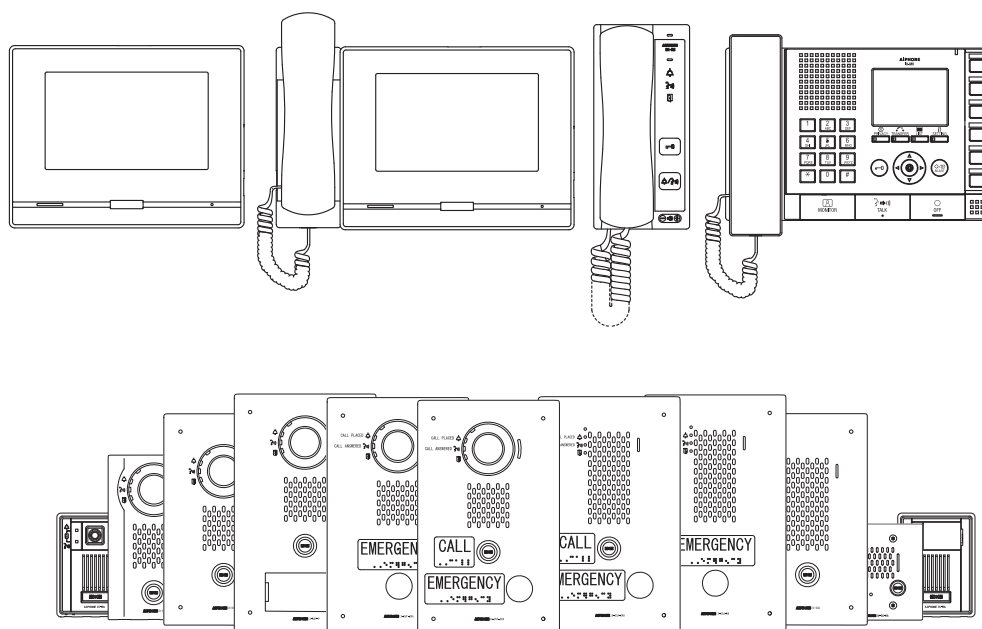


## **IX SYSTEM** IP Network-Compatible System

### Quick Start Programming Guide



#### **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](http://www.aiphone.net). In North America for additional literature and media, visit [www.aiphone.com/IX](http://www.aiphone.com/IX).

## GENERAL OVERVIEW:

### Table of Contents

<b>Pages 3-7</b>	<b>Programming a New System</b> - Create a New System Using the Support Tool Programming Wizard
<b>Page 8-10</b>	<b>Network Camera Integration</b> - Adding a 3rd Party IP Camera
<b>Page 11-13</b>	<b>SIP Server and VoIP Phone Integration</b> - Adding a VoIP phone and SIP server
<b>Page 14-16</b>	<b>Partitioning a System</b> - Master Station Address Book and Door Station Call-in
<b>Page 17-20</b>	<b>Call Transfer</b> - Setting up Absent, Delayed, and Scheduled Transfers
<b>Page 21-24</b>	<b>Adding a New Station</b> - Adding and Configuring a new IX Station

## System Preparation

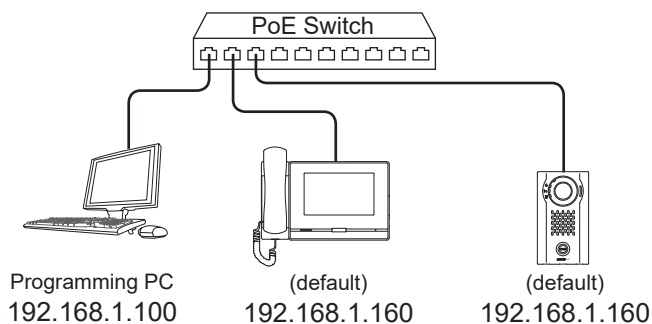
Before beginning the programming process, ensure the following steps have been completed:

- Support Tool has been downloaded and installed
- The programming PC and the IX Series stations have been connected to a PoE switch (not router) and have completed their boot up process.
- The programming PC is in the same subnet (default 192.168.1.x) as the IX Series stations.

## Network Information and Installation Requirements

IX Series stations are set to the same **default IPv4 address of 192.168.1.160**. The Support Tool programming software is designed to batch configure all IX stations simultaneously, finding each device on the network via its individualized MAC address. Note that the IX Series is designed to function on a managed network, but the broadcast protocol used to find IX 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 on a network during programming, including the association and uploading processes. Disabling these network interface cards before programming may prevent these issues.



### Note:



For best results, place all IX stations on the same unmanaged network switch and wait for each station to power on before launching Support Tool.

## System functionality when using programming Wizard

The Support Tool Programming Wizard is designed to quickly configure IX Series stations, automating the programming steps needed to configure a basic system. This configuration gives each station a default Station Name, Number, and IP address, as well as enables door release. Additional settings are available once the programming has been completed using the wizard.

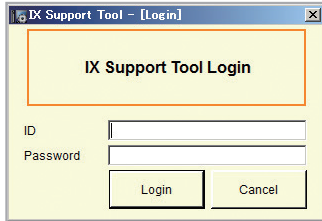
*Note: Support Tool can be downloaded from [www.aiphone.net](http://www.aiphone.net)*

# Programming a New System

## Getting Started

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

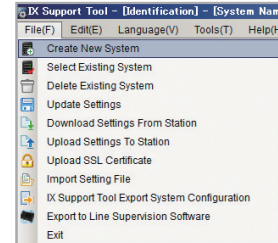
### Launch IX Support Tool



### Default Settings

ID: admin  
Password: admin

### Select Create New System



## Step 1: System Settings

### 1.1 - System Settings

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

### Protocol

IPv4 is the default. If using IPv6, select it from the drop down menu.

\*This Guide will explain network and system settings using IPv4 examples.

### 1.2-Wizard Programming

Confirm that Yes is selected.

### 1.3-Door Release Setting

Select Yes to automatically configure door release for all stations.

### 1.4 - Entering Station Quantities

Enter the quantities of each station type\* that will be a part of the system.  
Station types without values should remain blank.  
*Note: IX-EA, IX-EAU, IX-SPMIC are only available in Japan.*

### 1.5 - Creating the System

Once each field of the New System page is filled in appropriately, click **Next**.

### \* Station Type Key

- IX-MV7-\*:**  
IX-MV7-HB, IX-MV7-HW, IX-MV7-B, IX-MV7-W
- IX-DV, IX-DVF(-\*):**  
IX-DVF-P, IX-DVF-2RA, IX-DVF-RA
- IX-DA, IX-DF(-\*):**  
IX-DF-HID, IX-DF-RP10, IX-DF-2RA
- IX-SSA(-\*):**  
IX-SSA-2RA, IX-SSA-RA
- IX-BA, IX-SS(-\*):**  
IX-SS-2RA, IX-SS-RA
- IX-RS-\*:**  
IX-RS-B, IX-RS-W

# Programming a New System

## Step 2: Station Customization - Optional

Support Tool will provide each station a default Station Name, four-digit Number, and IP Address starting from 192.168.1.10. To edit this information, click **Station Details** in the Advanced Settings section, shown below. To use the default information created by Support Tool, skip to Step 3.

**System Configuration**

1. Select the setting file to be linked with the chosen station:

Select	Number	Name	Location	Station Type	Hostname	IP Address	Associated
<input checked="" type="radio"/>	0001	Master Station1		IX-MV7-*		192.168.1.10	-
<input type="radio"/>	0002	Master Station2		IX-MV7-*		192.168.1.11	-
<input type="radio"/>	0003	Master Station3		IX-MV		192.168.1.12	-
<input type="radio"/>	0004	Video Door Station1		IX-DV, IX-DVF(-*)		192.168.1.13	-
<input type="radio"/>	0005	Video Door Station2		IX-DA, IX-DF(-*)		192.168.1.14	-
<input type="radio"/>	0006	Audio Door Station1		IX-SS-2G		192.168.1.15	-
<input type="radio"/>	0007	Handset Sub Station1		IX-RS-*		192.168.1.16	-

**Advanced Settings**

- Address Book
- Station Details
- Door Release
- Batch IP Address Configuration

**System Management**

- Add New Station
- Station Removal

**Optional Settings**

- Door Release**: Individually partition, enable, or disable door release access.
- Batch IP Address Configuration**: Batch configure network information by station type or for the entire system.
- Address Book**: Select which stations are displayed in each Master Station's address book.

**2.1 - Station Details**  
Edit Number, Name, IP Address by clicking on **Station Details**.

**Station Details**

Locations must be created in the Location Registry before they can be assigned to a Station. Text in red are required settings.

#	Expanded System	Identification				Network Settings										
		Number	Name	Location	Station Type	IP Address										
						Hostname	IP Version	Static / DHCP	IPv4 Address				Subnet Mask			
0001	<input type="checkbox"/>	0001	Master Station1		IX-MV7-*		IPv4	Static	192	168	1	10	255	255	255	0
0002	<input type="checkbox"/>	0002	Master Station2		IX-MV7-*		IPv4	Static	192	168	1	11	255	255	255	0
0003	<input type="checkbox"/>	0003	Master Station3		IX-MV		IPv4	Static	192	168	1	12	255	255	255	0
0004	<input type="checkbox"/>	0004	Video Door Station1		IX-DV, IX-DVF(-*)		IPv4	Static	192	168	1	13	255	255	255	0

Select Station Type to be set to Expanded mode.  
All

**2.2 - Station Number**  
Enter a 3-5 digit station number for each of the stations in the system.

**2.3 - Station Name**  
Enter a name for each of the stations in the system (24 characters max).

**2.4 - IPv4 Address**  
Enter a static IP Address and Subnet mask for each of the stations in the system.

**2.5 - Update Station Details**  
When done making changes, click **OK**.

**Note:**  
Changes made during this step will not be applied until the programming process has been completed.



# Programming a New System

## Step 3: Association

The association process is where the station information created in Support Tool is associated with a station found on the network. Choose one of two methods, Automatic (recommended) or Manual (page 6). Once associated, the station will receive its Station Name, Number, and network information after a short power cycle.

### Automatic

Clicking the **Associate Automatically** button will pair a station from the top **Station Settings List** to the same type of station in the **Station List** below it. The stations are chosen at random. When the stations have been associated, scroll to the bottom of this page to review the **Associated Station List**, and confirm each station's status. This list will show each station's newly associated information, as well as its MAC address. **This is the recommended association method for stations in a bench scenario.**

**System Configuration**

1. Select the setting file to be linked with the chosen station:

Select	Number	Name	Location	Station Type	Hostname	IP Address	Associated
<input checked="" type="radio"/>	0001	Master Station1		IX-MV7-*		192.168.1.10	-
<input type="radio"/>	0002	Master Station2		IX-MV7-*		192.168.1.11	-
<input type="radio"/>	0003	Master Station3		IX-MV		192.168.1.12	-
<input type="radio"/>	0004	Video Door Station1		IX-DV, IX-DVF(-*)		192.168.1.13	-
<input type="radio"/>	0005	Video Door Station2		IX-DA, IX-DF(-*)		192.168.1.14	-
<input type="radio"/>	0006	Audio Door Station1		IX-SS-2G		192.168.1.15	-
<input type="radio"/>	0007	Handset Sub Station1		IX-RS-*		192.168.1.16	-

Advanced Settings: Address Book, Door Release, Station Details, Batch IP Address Configuration

System Management: Add New Station, Station Removal

2. Select the station to associate with the setting file.

Enter station MAC address:   Different Networks

Search and select station within local network: Station Search Protocol

Select	Number	Name	Location	Station Type	MAC address	Associated
<input checked="" type="radio"/>	0002	Master Station1		IX-MV7-*	00:0B:AA:2F:00:5E	-
<input type="radio"/>	0001	Master Station2		IX-MV7-*	00:0B:AA:2F:00:8C	-
<input type="radio"/>	0006	Master Station3		IX-MV	00:0B:AA:17:27:3C	-
<input type="radio"/>	0004	Video Door Station1		IX-DV, IX-DVF(-*)	00:0B:AA:27:00:5E	-
<input type="radio"/>	0005	Audio Door Station1		IX-SS-2G	00:0B:AA:00:F4:30	-
<input type="radio"/>	0003	Handset Sub Station1		IX-RS-*	00:0B:AA:00:F8:51	-
<input type="radio"/>	0007	Video Door Station2		IX-DA, IX-DF(-*)	00:0B:AA:16:25:45	-

**Note:** If stations do not appear in the **Station List**, verify each station's physical and network connections, and refer to **System Preparation** on page 2.

Buttons: Apply, Associate Automatically, Station Search

Station(s) that have been associated with a setting file are listed below.

Scroll Down

**3.1 - Associate Automatically**  
Click **Associate Automatically**.

**3.2 - Status**  
Confirm that each station has been successfully associated in the **Status** column.

Scroll Down

Select	Number	Name	Location	Station Type	IP Address	MAC address	Status
<input type="checkbox"/>	0001	Master Station1		IX-MV7-*	192.168.1.10	00:0B:AA:2F:00:5E	Success
<input type="checkbox"/>	0002	Master Station2		IX-MV7-*	192.168.1.11	00:0B:AA:2F:00:8C	Success
<input type="checkbox"/>	0003	Master Station3		IX-MV	192.168.1.12	00:0B:AA:17:27:3C	Success
<input type="checkbox"/>	0004	Video Door Station1		IX-DV, IX-DVF(-*)	192.168.1.13	00:0B:AA:27:00:5E	Success
<input type="checkbox"/>	0005	Video Door Station2		IX-DA, IX-DF(-*)	192.168.1.14	00:0B:AA:16:25:45	Success
<input type="checkbox"/>	0006	Audio Door Station1		IX-SS-2G	192.168.1.15	00:0B:AA:00:F4:30	Success
<input type="checkbox"/>	0007	Handset Sub Station1		IX-RS-*	192.168.1.16	00:0B:AA:00:F8:51	Success

Buttons: Remove Association, Retry Association, Next, Cancel

**3.3 - Next**  
If all stations show **Success**, click **Next**.

Go to page 7 "Setting File Upload"

# Programming a New System

## 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. When the stations have been associated, scroll to the bottom of this page to review the Associated Station List, and confirm each station's status. **This is the recommended association method for stations that have already been deployed.**

1. Select the setting file to be linked with the chosen station:

Select	Number	Name	Location	Station Type	Hostname	IP Address	Associated
<input checked="" type="radio"/>	0001	Master Station 1		IX-MV7-*		192.168.1.10	-
<input type="radio"/>	0002	Master Station 2		IX-MV7-*		192.168.1.11	-
<input type="radio"/>	0003	Master Station 3		IX-MV		192.168.1.12	-
<input type="radio"/>	0004	Video Door Station 1		IX-DV, IX-DVF(-*)		192.168.1.13	-
<input type="radio"/>	0005	Video Door Station 2		IX-DA, IX-DF(-*)		192.168.1.14	-
<input type="radio"/>	0006	Audio Door Station 1		IX-SS-2G		192.168.1.15	-
<input type="radio"/>	0007	Handset Sub Station 1		IX-RS-*		192.168.1.16	-

2. Select the station to associate with the setting file.

Enter station MAC address:   Different Networks

Search and select station within local network:

Select	Number	Name	Location	Station Type	MAC address
<input checked="" type="radio"/>	0002	Master Station 1		IX-MV7-*	00:0B:AA:2F:00:5E
<input type="radio"/>	0001	Master Station 2		IX-MV7-*	00:0B:AA:2F:00:8C
<input type="radio"/>	0006	Master Station 3		IX-MV	00:0B:AA:17:27:3C
<input type="radio"/>	0004	Video Door Station 1		IX-DV, IX-DVF(-*)	00:0B:AA:27:00:5E
<input type="radio"/>	0005	Audio Door Station 1		IX-SS-2G	00:0B:AA:00:F4:30
<input type="radio"/>	0003	Handset Sub Station 1		IX-RS-*	00:0B:AA:00:F8:51
<input type="radio"/>	0007	Video Door Station 2		IX-DA, IX-DF(-*)	00:0B:AA:16:25:45

**Note:** If stations do not appear in the Station List, verify each station's physical and network connections, and refer to System Preparation on page 2.

Buttons: Apply, Associate Automatically, Station Search

Station(s) that have been associated with a setting file are listed below.

### 3.1 - Select

Select the setting file to be associated.

### 3.2 - Select

Select the scanned station to be associated with the selected file.

### 3.3 - Apply

Click **Apply** to associate the selected station with the selected file. Repeat until all stations are associated.



### 3.4 - Status

Confirm that each station has been successfully associated in the Status column.

Select	Number	Name	Location	Station Type	IP Address	MAC address	Status
<input type="checkbox"/>	0001	Master Station 1		IX-MV7-*	192.168.1.10	00:0B:AA:2F:00:5E	Success
<input type="checkbox"/>	0002	Master Station 2		IX-MV7-*	192.168.1.11	00:0B:AA:2F:00:8C	Success
<input type="checkbox"/>	0003	Master Station 3		IX-MV	192.168.1.12	00:0B:AA:17:27:3C	Success
<input type="checkbox"/>	0004	Video Door Station 1		IX-DV, IX-DVF(-*)	192.168.1.13	00:0B:AA:27:00:5E	Success
<input type="checkbox"/>	0005	Video Door Station 2		IX-DA, IX-DF(-*)	192.168.1.14	00:0B:AA:16:25:45	Success
<input type="checkbox"/>	0006	Audio Door Station 1		IX-SS-2G	192.168.1.15	00:0B:AA:00:F4:30	Success
<input type="checkbox"/>	0007	Handset Sub Station 1		IX-RS-*	192.168.1.16	00:0B:AA:00:F8:51	Success

Buttons: Remove Association, Retry Association, Next, Cancel

### 3.5 - Next

If all stations show **Success**, click **Next**.

# Programming a New System

## 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 information 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). The PC's current IP address is listed in the bottom left-hand side of this window.

*Note that without uploading a setting file, most functions and features will be unavailable to the stations.*

Select	Number	Name	Location	Station Type	IP Address	Status
<input checked="" type="checkbox"/>	0001	Master Station1		IX-MV7-*	192.168.1.10	Available
<input checked="" type="checkbox"/>	0002	Master Station2		IX-MV7-*	192.168.1.11	Available
<input checked="" type="checkbox"/>	0003	Master Station3		IX-MV	192.168.1.12	Available
<input checked="" type="checkbox"/>	0004	Video Door Station1		IX-DV, IX-DVF(-)	192.168.1.13	Available

**Note:** The progress of each station will be displayed in the Status column. Unavailable stations may still be rebooting from the association process. If a station has rebooted and is still unavailable, ensure the programming PC is in the same subnet as the station.

**4.1 - Select**  
Stations can be selected individually, or by Type. Choose **All** from the **Select Station by Type** drop down menu to upload to all stations. Then, click **Select**.

**4.2 - Start Upload**  
Once station Status shows **Available** (may take a few minutes), click **Start Upload**.

**4.3 - Next**  
After successful upload, click **Next**.

## Step 5: Export Settings

The final step in the Programming Wizard is to create a copy of the system's setting file and export it to a secure location or external drive.

### Note:

If the original program file is lost, or Support Tool is moved to a different PC, this copy can be used to access the system programming to add or remove a station, or to make programming changes.

**5.1 - Export**  
Click **Export**.

**5.2 - Select Folder**  
Select location to save the file then click **OK**.

**5.3 - Finish**  
Click **Finish**.

# Network Camera Integration

## Getting Started

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

### Step 1: Opening Network Camera Registry

Network Cameras must be registered in Support Tool prior to associating with a station.

**1.1 - Address Book**

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

**1.2 - Open Network Camera List**

Click **Open Network Camera List**.

**1.3 - Open Network Camera Registry**

Click **Open Network Camera Registry**.

### 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.

**2.1 - Add Camera**

Select **Add Camera** and the Support Tool will search the network of all compatible network cameras.

**Optional Settings**

A Network Camera's IP Address and ID/Password may be entered to manually add the device.

**2.2 - Select a Camera**

Check the box of each network camera you wish to register to the system.

**2.3 - ID and Password**

Enter the ID and Password required for each selected network camera.

**2.4 - Get Network Camera**

Click **Get Network Camera Information** and the Support Tool will find the network camera's video profile information.

**2.5 - Select a Profile**

Check the box of each network camera video profile you wish to use with the system.

**2.6 - Register**

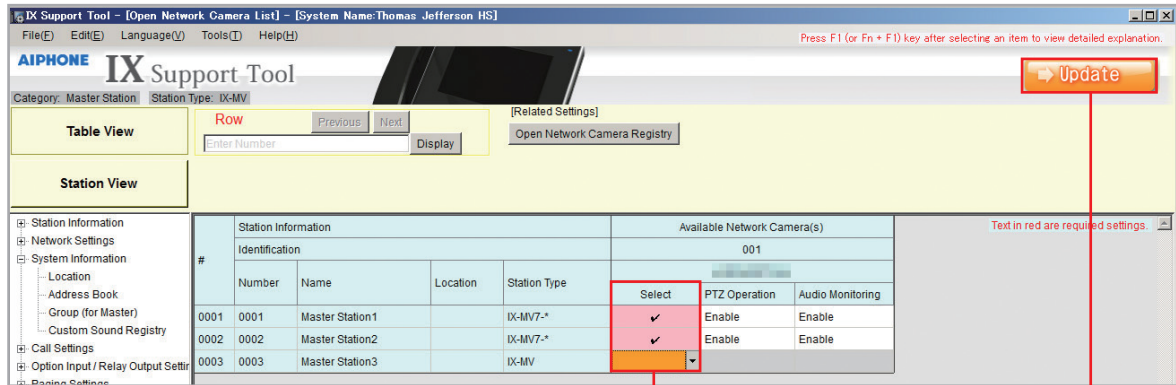
Click **Register** to apply the selected settings and register chosen network cameras.



# Network 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.



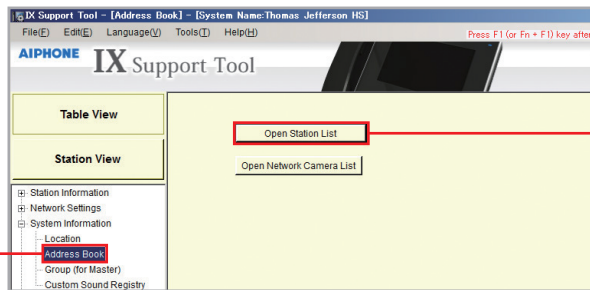
**3.1 - Select**  
Use the Select drop-down menu to select each Master Station you wish to register the network camera to.

**3.2 - Update**  
Click **Update** to store the settings and continue to the next step.

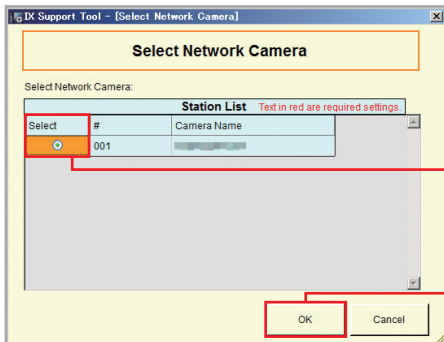
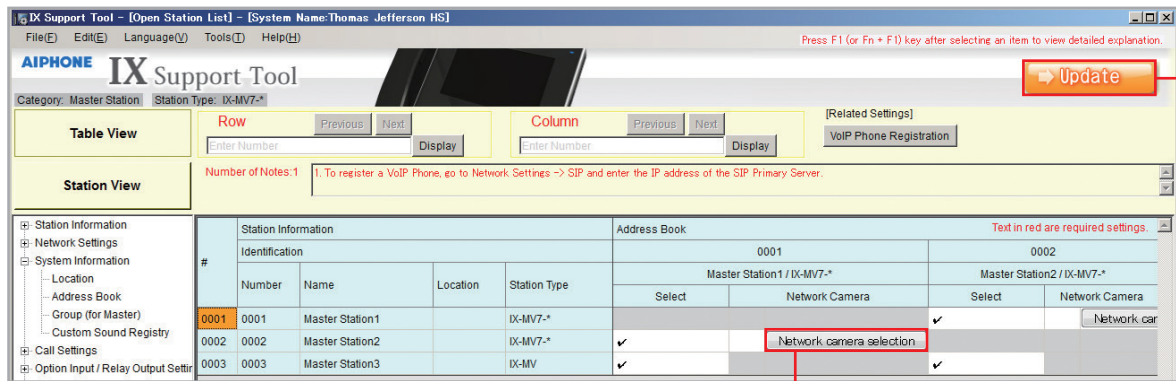
## Step 4: Assigning a Network Camera to a Station

To allow a Network Camera to be used in conjunction with an IX Series station for camera call-up, the camera must be registered to each station it will interact with.

**4.1 - Address Book**  
From the menu on the left expand System Information and select Address book.



**4.2 - Open Station List**  
Click **Open Station List** to bring you to the Station List screen.



**4.3 - Network Camera Selection**  
Click **Network camera selection** to open a new window where you may select a registered network camera.

**4.5 - Update**  
Click **Update** to store the settings and continue to the next step.

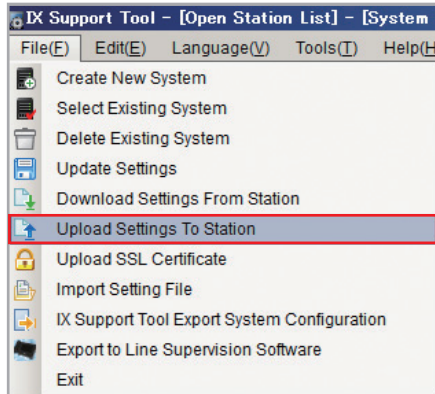
**4.4 - OK**  
Click **OK**.

# Network Camera Integration

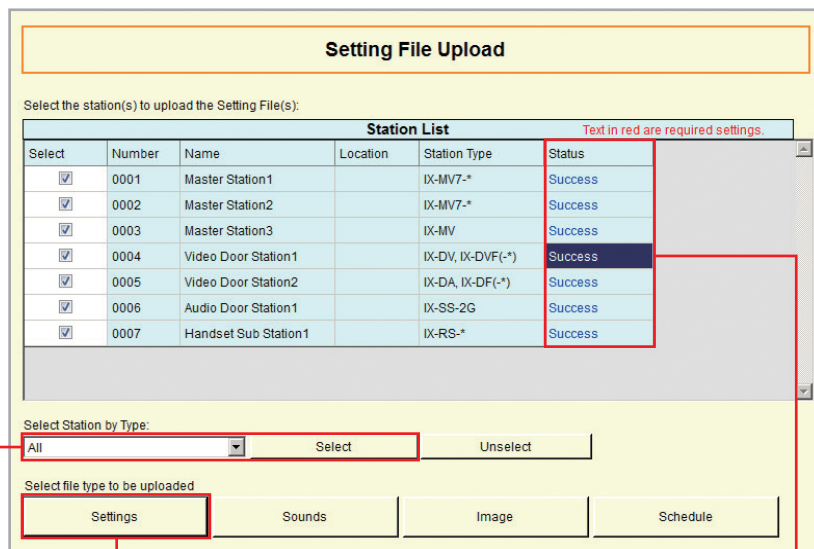
## Step 5: Setting File Upload

The final step in this process is uploading the setting file to each station. This program file contains the Network Camera information, as well as the Network Camera settings configured for each station.

*Note that without uploading a setting file, most functions and features will be unavailable to the stations.*



**5.1 - Upload Settings To Station**  
From the menu bar, select File then Upload Settings To Station.



**5.2 - Select Stations**  
Click **Select** to check all stations in the system.

**5.3 - Upload Settings**  
Click **Settings** to begin the upload process.

**5.4 - Confirm Status**  
Using the **Status** column, confirm that each station has received its setting file.

**Note:**  
It is recommended that a copy of the settings be saved after uploading settings to the stations. Refer to page 7 of this guide for the procedure to export and save settings.



# SIP Server and VoIP Phone Integration

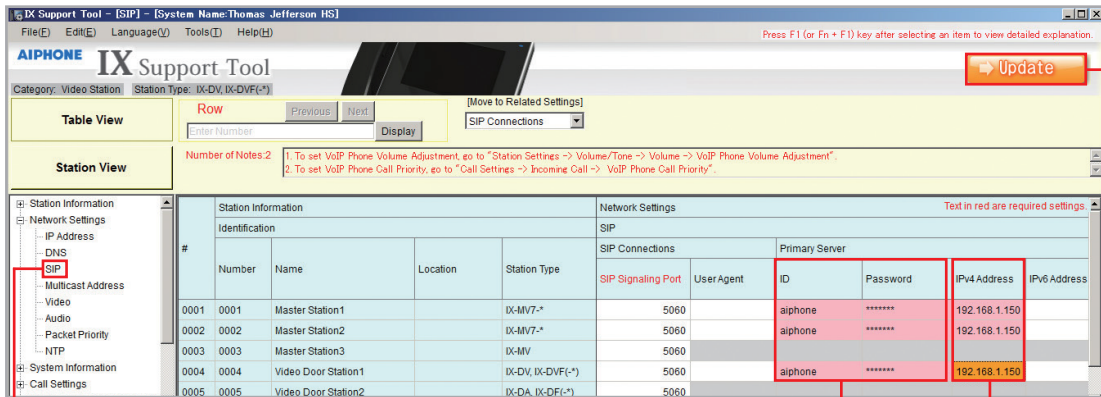
## Getting Started

For SIP server and VoIP phone integration, configuration is needed both within the SIP Server as well as Support Tool. IX Series stations must be registered within the SIP server and given an extension, and the SIP server information must also be added to Support Tool. SIP server configuration varies by manufacturer. Refer to the manufacturer's literature for more information or support.

## SIP Server Registration

### Step 1: SIP Server Registration

Enter the network information and ID/Password for the SIP server the IX Series station is registered to.



#### 1.1 - SIP

From the menu on the left expand **Network Settings**, and select **SIP**.

#### 1.2 - ID and Password

Enter the ID and Password required for the SIP server.

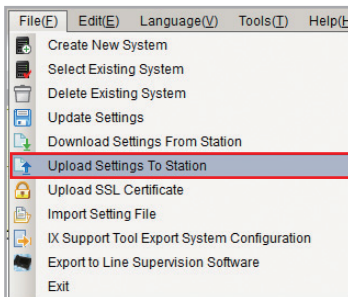
#### 1.3 - IPv4 Address

Enter the IPv4 Address of the SIP server.

#### 1.4 - Update

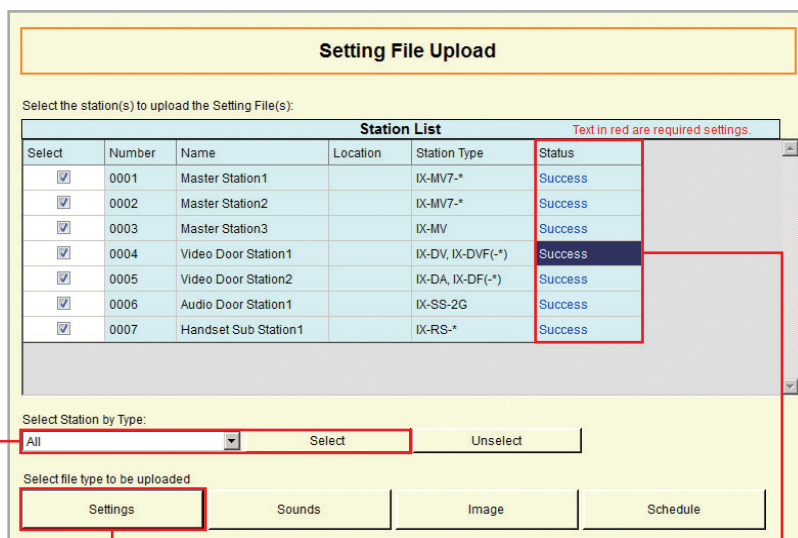
Click the **Update** button to store the settings and continue to the next step.

### Step 2: Setting File Upload



#### 2.1 - Upload Settings To Station

From the menu bar, select **File** then **Upload Settings To Station**.



#### 2.2 - Select Stations

Click **Select** to check all stations in the system.

#### 2.3 - Upload Settings

Click **Settings** to begin the upload process.

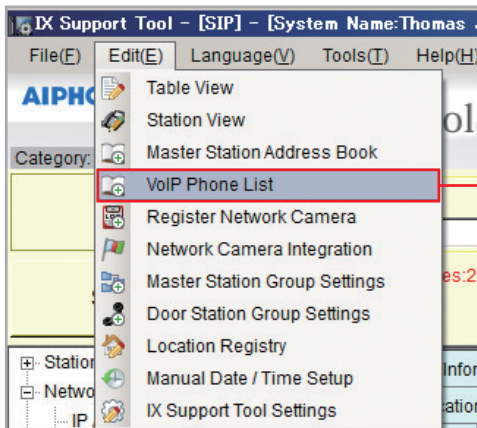
#### 2.4 - Confirm Status

Using the **Status** column confirm, that each station has received its setting file.

# SIP Server and VoIP Phone Integration

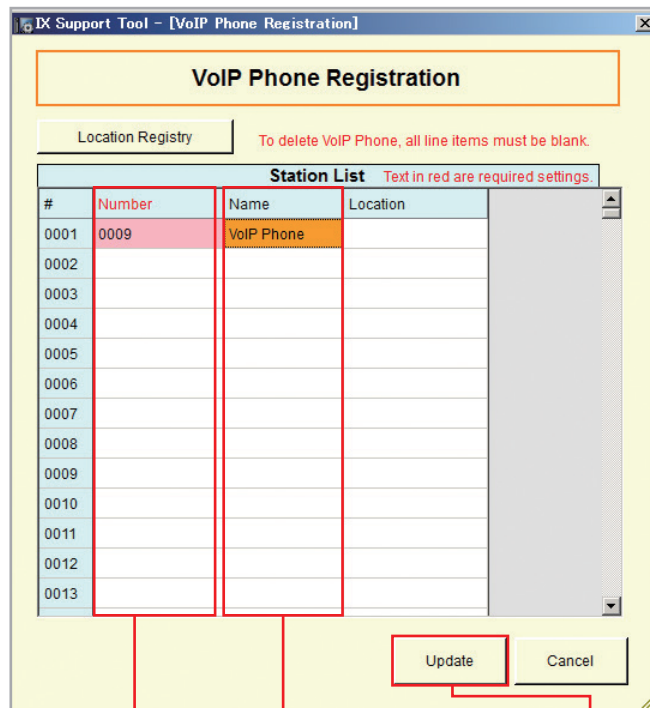
## VoIP Phone Registration

### Step 1: VoIP Phone Registration



**Note:**  
Register SIP Server prior to registering VoIP Phone.

**1.1 - VoIP Phone List**  
From the menu bar, select Edit then VoIP Phone List.



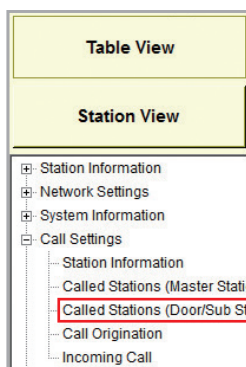
**1.2 - Number**  
Enter a 3-32 number (must match SIP server extension number) to each VoIP Phone added to the system.

**1.3 - Name**  
Enter a name for each station in the system (24 characters max).

**1.4 - Update**  
When done making changes, click Update.

### Step 2: Door Station Call List

Enabling a door station to call a registered VoIP phone.



**2.1 - Called Stations (Door/Sub Stations)**  
From the menu on the left, expand Call Settings and select Called Stations (Door/Sub Stations).

# SIP Server and VoIP Phone Integration

## Step 2: Door Station Call List (cont.)

IX Support Tool - [Called Stations (Door/Sub Stations)] - [System Name: Thomas Jefferson HS]

File(E) Edit(E) Language(L) Tools(T) Help(H) Press F1 (or Fn + F1) key after selecting an item to view detailed explanation

**AIPHONE IX Support Tool** **Update**

Category: Audio Station Station Type: IX-SS-2G

Table View: Row: [Enter Number] [Previous] [Next] [Display] Column: [Enter Number] [Previous] [Next] [Display] [Display Settings] [Related Settings] [Group 01] [VoIP Phone Registration]

Station View: Number of Notes: 4 1 U = Unicast, M = Multicast  
2 designating "M", multicast IP addresses must be configured for the station(s).

Station Information					Call Settings		
Identification					Called Stations (Door/Sub Stations)		
#	Number	Name	Location	Station Type	Total		
	Group 01						
	Number / Name / Station Type						
	DVF(-) 0006 / Audio Door Station1 / IX-SS-2G						
	0007 / Handset Sub Station1 / IX-RS-*						
	0009 / VoIP Phone / VoIP Phone						
0004	0004	Video Door Station1		IX-DV, IX-DVF(-)	6	U	U
0006	0006	Audio Door Station1		IX-SS-2G	3		
0005	0005	Video Door Station2		IX-DA, IX-DF(-)	0		
0007	0007	Handset Sub Station1		IX-RS-*	3		

### 2.2 - Call Settings

Use the drop-down menu to select **U** for each door station. (Only one VoIP Phone may be registered to each door station.)

### 2.3 - Update

Click the **Update** button to store the settings and continue to the next step.

#### Note:



Registered VoIP Phones are automatically added to all Master Station address books. To remove a VoIP Phone from a Master Station's address book, refer to page 14, "Partitioning Master Station's Address Book".

## Step 3: Setting File Upload

File(E) Edit(E) Language(L) Tools(T) Help(H)

- Create New System
- Select Existing System
- Delete Existing System
- Update Settings
- Download Settings From Station
- Upload Settings To Station**
- Upload SSL Certificate
- Import Setting File
- IX Support Tool Export System Configuration
- Export to Line Supervision Software
- Exit

### 3.1 - Upload Settings To Station

From the menu bar, select **File** then **Upload Settings To Station**.

**Setting File Upload**

Select the station(s) to upload the Setting File(s):

Select	Number	Name	Location	Station Type	Status
<input checked="" type="checkbox"/>	0001	Master Station1		IX-MV7-*	Success
<input checked="" type="checkbox"/>	0002	Master Station2		IX-MV7-*	Success
<input checked="" type="checkbox"/>	0003	Master Station3		IX-MV	Success
<input checked="" type="checkbox"/>	0004	Video Door Station1		IX-DV, IX-DVF(-)	Success
<input checked="" type="checkbox"/>	0005	Video Door Station2		IX-DA, IX-DF(-)	Success
<input checked="" type="checkbox"/>	0006	Audio Door Station1		IX-SS-2G	Success
<input checked="" type="checkbox"/>	0007	Handset Sub Station1		IX-RS-*	Success

Select Station by Type: All [Select] [Unselect]

Select file type to be uploaded: **Settings** [Sounds] [Image] [Schedule]

### 3.2 - Select Stations

Click **Select** to check all stations in the system.

### 3.3 - Upload Settings

Click **Settings** to begin the upload process.

### 3.4 - Confirm Status

Using the **Status** column, confirm that each station has received its setting file.

#### Note:



It is recommended that a copy of the settings be saved after uploading settings to the stations. Refer to page 7 of this guide for the procedure to export and save settings.

# Partitioning a System

## Getting Started

An IX Series system can be partitioned into smaller groups of stations within a single system by editing Master Station Address Books, as well as individual Door Station call groups.

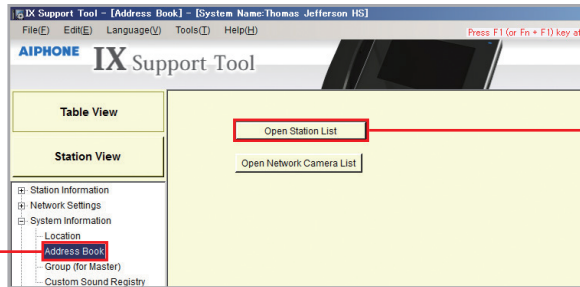
## Master Station

### Step 1: Address Book

Each Master Station has an address book that, by default, contains the station information for every station that is part of the system. A station must exist in a Master Station's address book if the Master Station should be able to call that station directly, activate a Door Station's door release, transfer a call to another Master Station, or any other feature requiring interaction by the Master Station.

#### 1.1 - Address Book

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

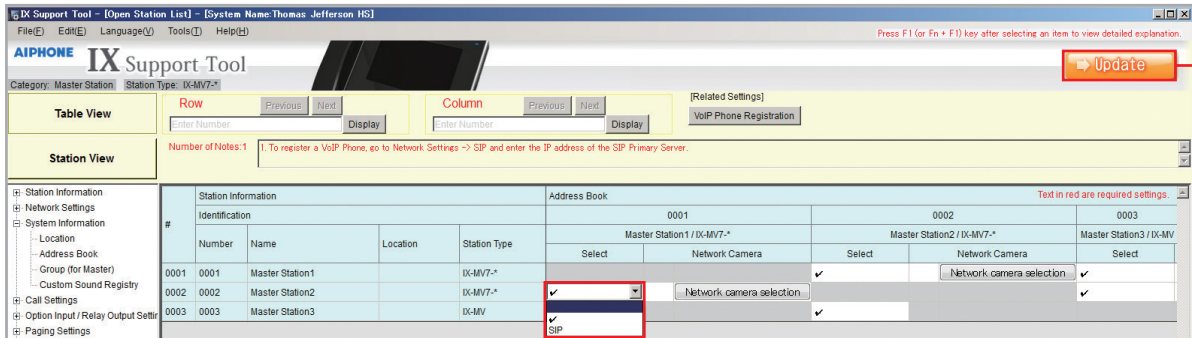


#### 1.2 - Open Station List

Click **Open Station List** to open the Station List.

### Step 2: Open Station List

By default, all stations within a system are in each Master Station's Address Book, represented on this page by a check mark. To remove a station from the Address Book, choose a Master Station and remove the check mark of a station from its list.



#### 2.1 - Select

Use the **Select** drop-down menu to remove the check mark of each door station you wish to remove from the Master Station's Address Book.

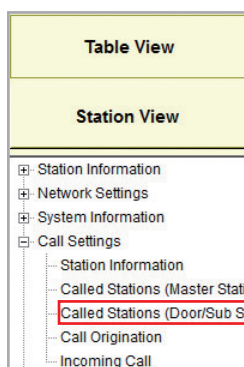
#### 2.2 - Update

Click the **Update** button to store the settings and continue to the next step.

## Door Station

### Step 1: Called Stations

To partition door/sub stations, find **Call Settings** on the left-hand menu and select **Called Stations (Door/Sub Stations)**.



#### 1.1 - Called Stations (Door/Sub)

From the menu on the left, expand **Call Settings** and select **Called Stations (Door/Sub Stations)**.

# Partitioning a System

## Step 2: Call List Partitioning

**Station Type: IX-DV, IX-DVF(-\*), IX-SSA(-\*), IX-SS-2G, IX-RS-\***

The above station types will default to calling Group 1. On the Called Station for Door/Sub Stations page, select Group 1 from the Display Settings drop down. There will be a list of all Door and Master Stations, with a "U" between each by default. A "U" represents call-in between these stations is enabled; a blank space means call-in is disabled.

**Note:** "U" stands for unicast, the default communication method for the IX Series

Number	Name	Location	Station Type	Total	Call Settings
0004	0004	Video Door Station1	IX-DV, IX-DVF(-*)	6	U
0005	0005	Video Door Station2	IX-DA, IX-DF(-*)	0	U
0006	0006	Audio Door Station1	IX-SS-2G	3	U
0007	0007	Handset Sub Station1	IX-RS-*	3	U

### 2.1 - Display Settings

Select Group 01 from the Display Settings drop down.

### 2.2 - Call Settings

Select the blank field from the drop-down to remove the station from the Door Station's call list.

### 2.3 - Update

Click the **Update** button to store the settings.

**Station Type: IX-DA, IX-DF (-\*), IX-BA, IX-SS(-\*)**

The above station types will default to calling Group 10. On the Called Station for Door/Sub Stations page, select Group 10 from the Display Settings drop down. There will be a list of all Door and Master Stations, with a "U" between each by default. A "U" represents call-in between these stations is enabled; a blank space means call-in is disabled.

**Note:** Text in red are required settings.

Number	Name	Location	Station Type	Total	Call Settings
0004	0004	Video Door Station1	IX-DV, IX-DVF(-*)	0	U
0005	0005	Video Door Station2	IX-DA, IX-DF(-*)	3	U
0006	0006	Audio Door Station1	IX-SS-2G	0	U
0007	0007	Handset Sub Station1	IX-RS-*	0	U

### 2.4 - Display Settings

Select Group 10 from the Display Settings drop down.

### 2.5 - Call Settings

Select the blank field from the drop-down to remove the station from the Door Station's call list.

### 2.6 - Update

Click the **Update** button to store the settings and continue to the next step.

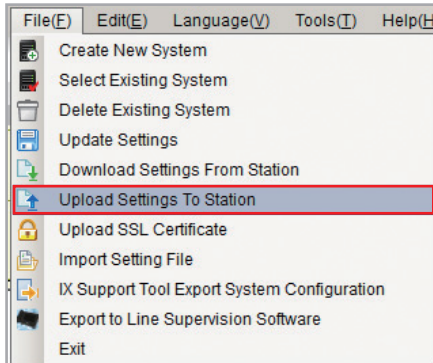


# Partitioning a System

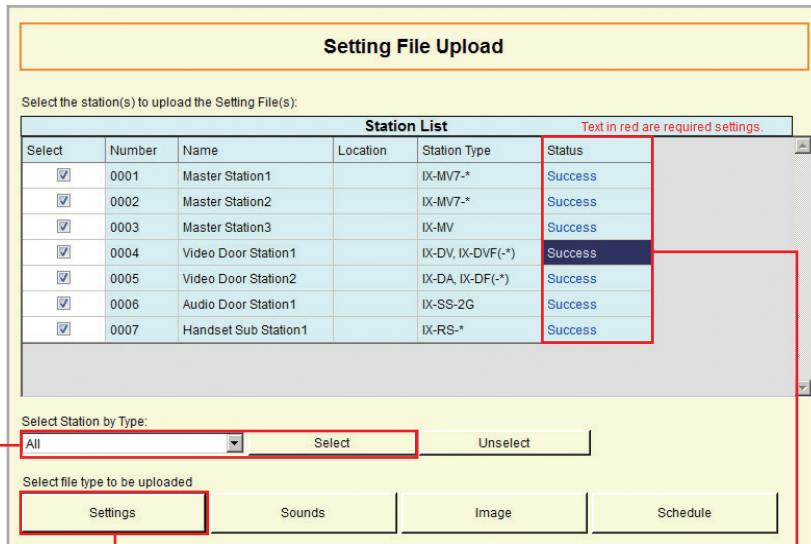
## Step 3: Setting File Upload

The final step in this process is uploading the setting file to each station. This program file contains the system partitioning created in the previous steps, as well as any other setting configuration changes made.

Note that without uploading a setting file, most functions and features will be unavailable to the stations.



**3.1 - Upload Settings To Station**  
From the menu bar, select File then Upload Settings To Station.



**3.2 - Select Stations**  
Click **Select** to check all stations in the system.

**3.3 - Upload Settings**  
Click **Settings** to begin the upload process.

**3.4 - Confirm Status**  
Using the Status column, confirm that each station has received its setting file.

**Note:**  
It is recommended that a copy of the settings be saved after uploading settings to the stations. Refer to page 7 of this guide for the procedure to export and save settings.



# Call Transfer

## Getting Started

The IX Series offers three types of call transfers: Absent, Delay, and Schedule. Before configuring a Transfer Setting, refer to page 14 for help partitioning an IX Series system.

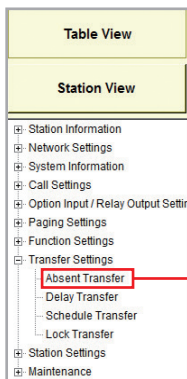
*The amount of time set for each station's Call Timeout (Call Settings > Call Origination) should take into consideration the longest possible time a call will need to reach the final transfer destination. For example, a Door Station calling into a Master Station using a Delay Transfer to up to two other Master Stations should have a Call Timeout set to 90 seconds. 30 seconds for the initial call, up to 30 seconds for the first transfer, and 30 seconds for the second.*

## Absent Transfer

Absent Transfer is meant to be turned "On" or "Off" by manually pressing the Transfer button on the Master Station. If Absent Transfer is "On", an incoming call will immediately be transferred when received by the Master Station.

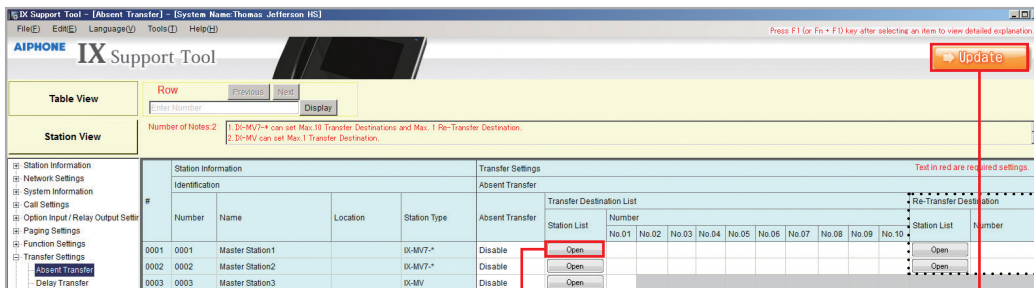
*Note: To avoid call transfer loops, two stations should not be set to transfer to the other. Every station should have a unique transfer destination.*

### Step 1: Opening Absent Transfer



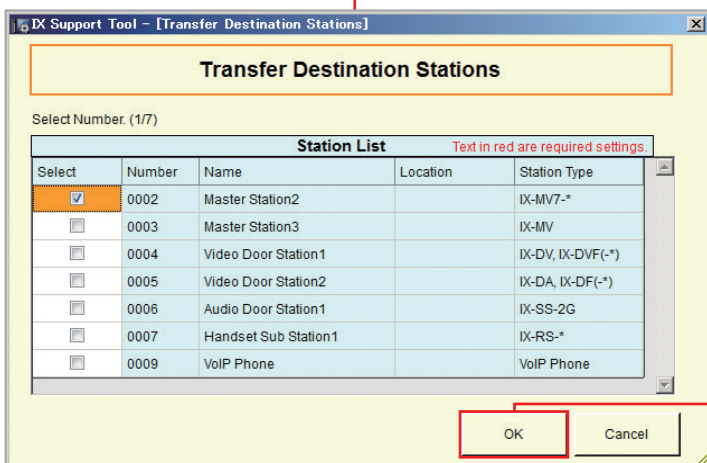
**1.1 - Absent Transfer**  
From the menu on the left, expand Transfer Settings and select Absent Transfer.

### Step 2: Enabling Absent Transfer



**2.1 - Transfer Destination**  
Select the Station Number of the station receiving the transfer.

**2.3 - Update**  
Click the Update button to store the settings and continue to the next step.



**2.2 - OK**  
Click OK.

**Note:**  
Re-transfer allows incoming transferred calls to be transferred to another destination

# Call Transfer

## Delay Transfer

Delay Transfer should be used if a station should receive an incoming call and then transfer that call to another Master Station after a predetermined amount of time (in seconds).

### Step 1: Opening Delay Transfer

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

### Step 2: Enabling Delay Transfer

#	Station Information				Transfer Settings		Transfer Destination List										Re-Transfer Destination		
	Number	Name	Location	Station Type	Delay Transfer	Delay Time [sec]	Station List	No.01	No.02	No.03	No.04	No.05	No.06	No.07	No.08	No.09	No.10	Station List	Number
0001	0001	Master Station1		IX-MV7-*	Enable	30	Open											Open	
0002	0002	Master Station2		IX-MV7-*	Disable	30	Open											Open	
0003	0003	Master Station3		IX-MV	Disable	30	Open											Open	

**2.1 - Delay Transfer**  
Use the Delay Transfer drop-down menu to select Enable or Disable.

**2.2 - Delay Time**  
Enter the Delay Time.

**2.3 - Transfer Destination**  
Select the Station Number of the station receiving the transfer.

**2.5 - Update**  
Click the Update button to store the settings and continue to the next step.

**Transfer Destination Stations**

Select Number. (1/7)

Select	Number	Name	Location	Station Type
<input checked="" type="checkbox"/>	0002	Master Station2		IX-MV7-*
<input type="checkbox"/>	0003	Master Station3		IX-MV
<input type="checkbox"/>	0004	Video Door Station1		IX-DV, IX-DVF(-*)
<input type="checkbox"/>	0005	Video Door Station2		IX-DA, IX-DF(-*)
<input type="checkbox"/>	0006	Audio Door Station1		IX-SS-2G
<input type="checkbox"/>	0007	Handset Sub Station1		IX-RS-*
<input type="checkbox"/>	0009	VoIP Phone		VoIP Phone

OK Cancel

**Note:**  
Re-transfer allows incoming transferred calls to be transferred to another destination

**2.4 - OK**  
Click OK.

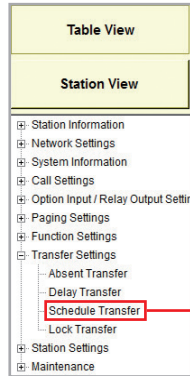
# Call Transfer

## Schedule Transfer

Schedule Transfer can be used in scenarios when a call should be transferred from a Master Station based on a predetermined daily or weekly schedule.

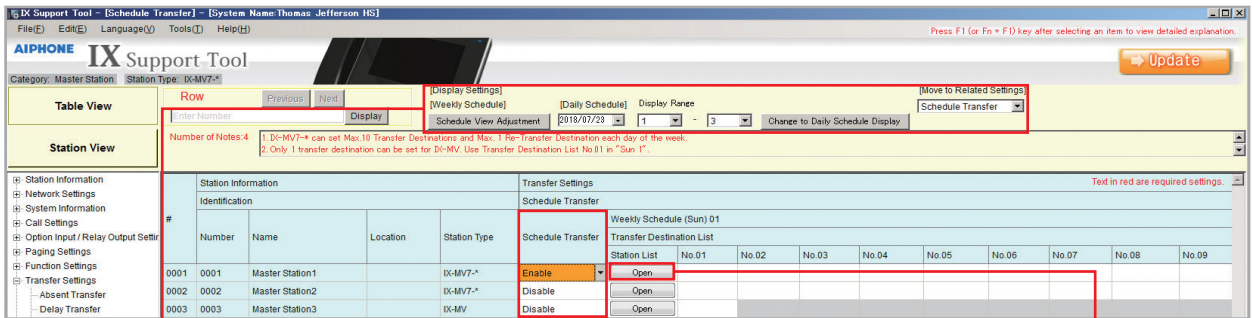
*Note: To avoid call transfer loops, two stations should not be set to transfer to the other. Every station should have a unique transfer destination.*

### Step 1: Opening Schedule Transfer



#### 1.1 - Schedule Transfer

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



#### 1.2 - Weekly or Daily Schedule

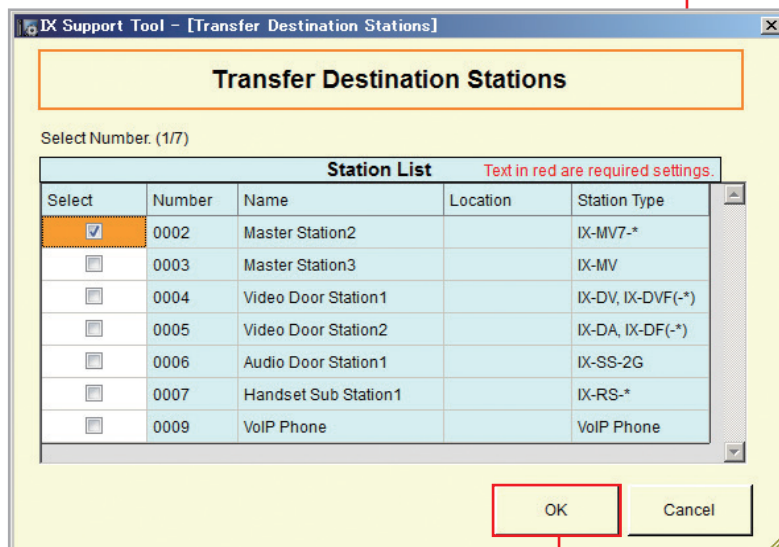
[Weekly Schedule]  
Select specific day of the week from [Schedule View Adjustment].  
[Daily Schedule]  
Select specific date from [Daily Schedule].

#### 1.3 - Schedule Transfer

Use the Schedule Transfer drop-down menu to select Enable or Disable.

#### 1.4 - Transfer Destination

Select the Station Number of the station receiving the transfer.

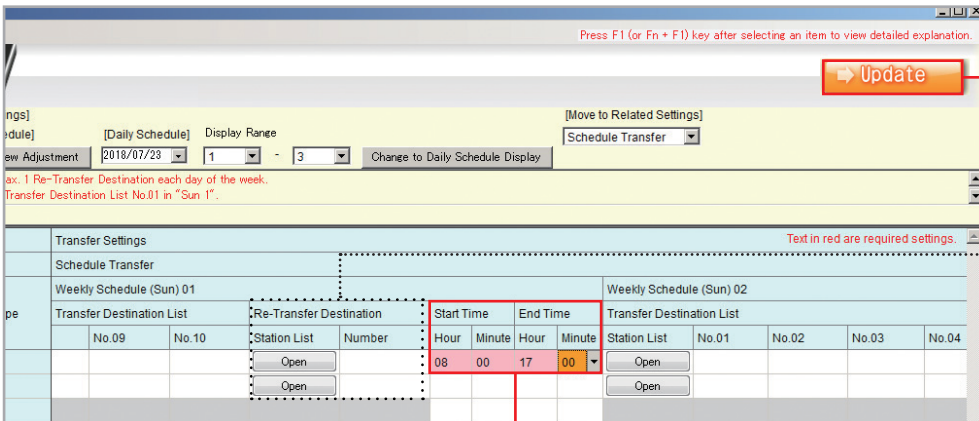


#### 1.5 - OK

Click **OK**.

# Call Transfer

## Step 2: Schedule Transfer Start and End Time



**2.3 - Update**  
Click the **Update** button to store the settings and continue to the next step.

**Note:**  
Re-transfer allows incoming transferred calls to be transferred to another destination

**2.1 - Scroll Right**  
Scroll the window to the right until the **Start Time** and **End Time** Columns are displayed.

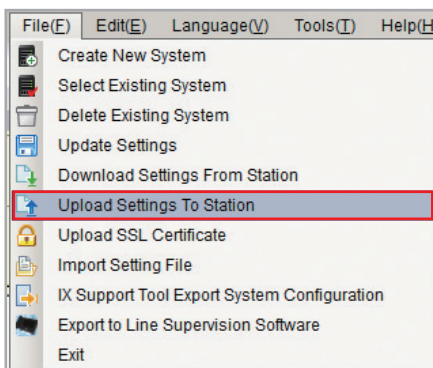
**2.2 - Start and End Time**  
Enter a **Start Time** and **End Time** to the specific day of the week or date that the transfer is scheduled for.

## Uploading

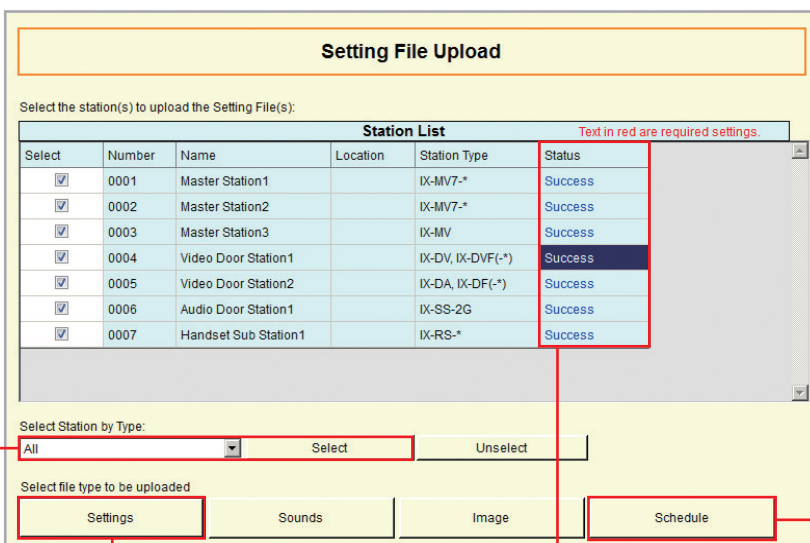
The final step in this process is uploading the setting file to each station. This program file contains the transfer settings created in the previous steps, as well as any other setting configuration changes made.

*Note that without uploading a setting file, most functions and features will be unavailable to the stations.*

## Step 3: Setting File Upload



**3.1 - Upload Settings To Station**  
From the menu bar, select **File** then **Upload Settings To Station**.



**Note:**  
If stations do not appear in the Station List, verify each station's physical and network connections, and refer to [System Preparation](#) on page 2.

**3.2 - Select Stations**  
Click **Select** to check all stations in the system.

**3.3 - Upload Settings (For IX-MV)**  
Click **Settings** to begin the upload process.

**3.4 - Confirm Status**  
Using the Status column, confirm that each station has received its setting file.

**3.3 - Upload Schedule (For IX-MV7-\*)**  
Click **Schedule** to open the **Upload Schedules** window, and check the box of each station in the **Schedule Transfer** column. Then, click [Start Upload] to begin the upload process.

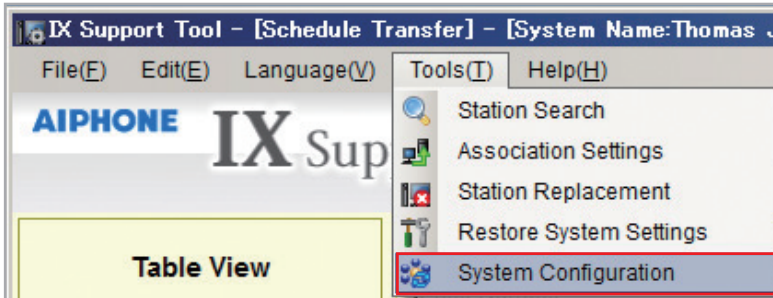
# Adding a New Station

## Getting Started

To add a new station to an existing system, the existing program file is needed as well as network connection to all existing stations. Ensure the new station is connected to the network and has completed its initial boot up before starting step one.

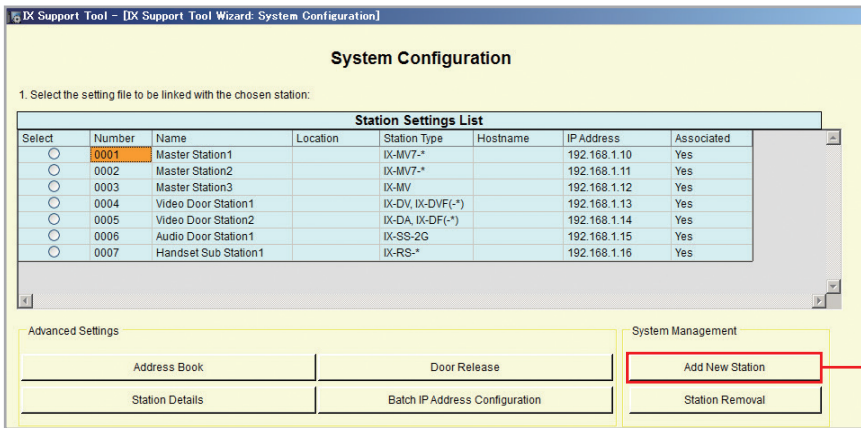
### Step 1: Opening the "Add New Station" Window

There are several ways to add a new station in Support Tool. The following method is done by returning to the System Configuration page.



#### 1.1 - System Configuration

From the menu bar, select **Tools(T)** followed by System Configuration.

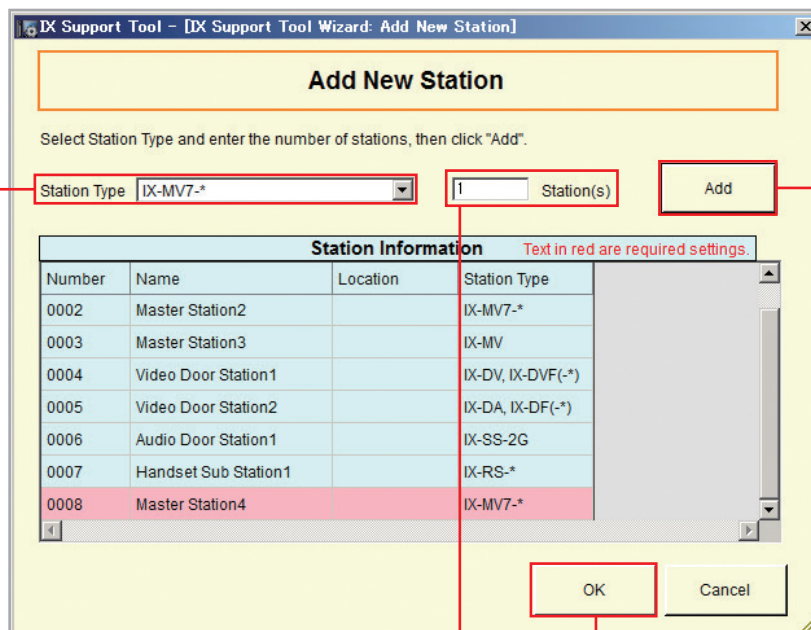


#### 1.2 - Add New Station

Click **Add New Station** to open the Add New Station Window.

### Step 2: Adding a New Station

New stations can be added in batches by station type.



#### 2.3 - Add

Click **Add** to apply settings to the Station Information table below.

#### 2.1 - Station Type

Use the Station Type drop down menu to select the correct station type for the new station.

#### 2.2 - Station Quantities

Enter the number of stations that are being added to the system.

#### 2.4 - OK

Click **OK**.



# Adding a New Station

## Step 3: Station Customization - Optional

Support Tool will provide each station a default Station Name, four-digit Number, and IP Address starting from 192.168.1.10. To edit this information, click **Station Details** in the **Advanced Settings** section, shown below. To use the default information created by Support Tool, skip to Step 4.

**System Configuration**

1. Select the setting file to be linked with the chosen station:

Station Settings List							
Select	Number	Name	Location	Station Type	Hostname	IP Address	Associated
<input type="radio"/>	0001	Master Station1		IX-MV7-*		192.168.1.10	Yes
<input type="radio"/>	0002	Master Station2		IX-MV7-*		192.168.1.11	Yes
<input type="radio"/>	0003	Master Station3		IX-MV		192.168.1.12	Yes
<input type="radio"/>	0004	Video Door Station1		IX-DV, IX-DVF(-*)		192.168.1.13	Yes
<input type="radio"/>	0005	Video Door Station2		IX-DA, IX-DF(-*)		192.168.1.14	Yes
<input type="radio"/>	0006	Audio Door Station1		IX-SS-2G		192.168.1.15	Yes
<input type="radio"/>	0007	Handset Sub Station1		IX-RS-*		192.168.1.16	Yes
<input checked="" type="radio"/>	0008	Master Station4		IX-MV7-*		192.168.1.17	-

**Advanced Settings**

Address Book

Door Release

Station Details

Batch IP Address Configuration

**System Management**

Add New Station

Station Removal

**3.1 - Station Details**  
 Edit Number, Name, IP Address by clicking on **Station Details**.

**Door Release**  
 Individually partition, enable, or disable door release access.

**Batch IP Address Configuration**  
 Batch configure network information by station type or for the entire system.

**Address Book**  
 Select which stations are displayed in each Master Station's address book.

Optional Settings

IX Support Tool - [IX Support Tool Wizard: Station Details]

**Station Details**

Locations must be created in the Location Registry before they can be assigned to a Station. Text in red are required settings.

#	Station Information				Network Settings											
	Expanded System	Identification			IP Address											
		Number	Name	Location	Station Type	Hostname	IP Version	Static / DHCP	IPv4 Address							
								IP Address	Subnet Mask							
								1	2	3	4	1	2	3	4	
0001	<input type="checkbox"/>	0001	Master Station1		IX-MV7-*		IPV4	Static	192	168	1	10	255	255	255	0
0002	<input type="checkbox"/>	0002	Master Station2		IX-MV7-*		IPV4	Static	192	168	1	11	255	255	255	0
0003	<input type="checkbox"/>	0003	Master Station3		IX-MV		IPV4	Static	192	168	1	12	255	255	255	0
0004	<input type="checkbox"/>	0004	Video Door Station1		IX-DV, IX-DVF(-*)		IPV4	Static	192	168	1	13	255	255	255	0

Select Station Type to be set to Expanded mode.  
 All

**3.2 - Station Number**  
 Enter a 3-5 digit station number for each of the stations in the system.

**3.3 - Station Name**  
 Enter a name for each of the stations in the system (24 characters max).

**3.4 - IPv4 Address**  
 Enter a static IP Address and Subnet mask for each of the stations in the system.

**3.5 - Update Station Details**  
 When done making changes, click **OK**.

**Note:**  
 Changes made during this step will not be applied until the programming process has been completed.



# Adding a New Station

## Step 4: Association

The association process is where the station information created in Support Tool is associated with a station found on the network. Choose one of two methods, Automatic (recommended) or Manual (page 6). Once associated, the station will receive its Station Name, Number, and network information after a short power cycle.

**System Configuration**

1. Select the setting file to be linked with the chosen station:

Select	Number	Name	Location	Station Type	Hostname	IP Address	Associated
<input type="radio"/>	0001	Master Station1		IX-MV7-*		192.168.1.10	Yes
<input type="radio"/>	0002	Master Station2		IX-MV7-*		192.168.1.11	Yes
<input type="radio"/>	0003	Master Station3		IX-MV		192.168.1.12	Yes
<input type="radio"/>	0004	Video Door Station1		IX-DV, IX-DVF(-*)		192.168.1.13	Yes
<input type="radio"/>	0005	Video Door Station2		IX-DA, IX-DF(-*)		192.168.1.14	Yes
<input type="radio"/>	0006	Audio Door Station1		IX-SS-2G		192.168.1.15	Yes
<input type="radio"/>	0007	Handset Sub Station1		IX-RS-*		192.168.1.16	Yes
<input checked="" type="radio"/>	0008	Master Station4		IX-MV7-*		192.168.1.17	-

Advanced Settings: Address Book, Door Release, Station Details, Batch IP Address Configuration

System Management: Add New Station, Station Removal

2. Select the station to associate with the setting file.

Enter station MAC address:   Different Networks

Search and select station within local network: Station Search Protocol: IPv4

Select	Number	Name	Location	Station Type	MAC address	Associated
<input type="radio"/>	0002	Master Station2		IX-MV7-*	00:0B:AA:2F:00:8C	Yes
<input type="radio"/>	0001	Master Station1		IX-MV7-*	00:0B:AA:2F:00:5E	Yes
<input type="radio"/>	0003	Master Station3		IX-MV	00:0B:AA:17:27:3C	Yes
<input type="radio"/>	0007	Handset Sub Station1		IX-RS-*	00:0B:AA:00:F8:51	Yes
<input type="radio"/>	0008	Master Station4		IX-MV7-*	00:0B:AA:2F:00:0F	-
<input type="radio"/>	0006	Audio Door Station1		IX-SS-2G	00:0B:AA:00:F4:30	Yes
<input type="radio"/>	0004	Video Door Station1		IX-DV, IX-DVF(-*)	00:0B:AA:27:00:5E	Yes
<input type="radio"/>	0005	Video Door Station2		IX-DA, IX-DF(-*)	00:0B:AA:16:25:45	Yes

**Note:** If stations do not appear in the Station List, verify each station's physical and network connections, and refer to [System Preparation](#) on page 2.

Apply | Associate Automatically | Station Search | Station Search

Station(s) that have been associated with a setting file are listed below.

**4.2 - Associate Automatically**  
Click **Associate Automatically**.

**4.3 - Status**  
Confirm that each station has been successfully associated in the **Status** column.

Select	Number	Name	Location	Station Type	IP Address	MAC address	Status
<input type="checkbox"/>	0001	Master Station1		IX-MV7-*	192.168.1.10	00:0B:AA:2F:00:5E	Success
<input type="checkbox"/>	0002	Master Station2		IX-MV7-*	192.168.1.11	00:0B:AA:2F:00:8C	Success
<input type="checkbox"/>	0003	Master Station3		IX-MV	192.168.1.12	00:0B:AA:17:27:3C	Success
<input type="checkbox"/>	0004	Video Door Station1		IX-DV, IX-DVF(-*)	192.168.1.13	00:0B:AA:27:00:5E	Success
<input type="checkbox"/>	0005	Video Door Station2		IX-DA, IX-DF(-*)	192.168.1.14	00:0B:AA:16:25:45	Success
<input type="checkbox"/>	0006	Audio Door Station1		IX-SS-2G	192.168.1.15	00:0B:AA:00:F4:30	Success
<input type="checkbox"/>	0007	Handset Sub Station1		IX-RS-*	192.168.1.16	00:0B:AA:00:F8:51	Success
<input type="checkbox"/>	0008	Master Station4		IX-MV7-*	192.168.1.17	00:0B:AA:2F:00:0F	Success

Remove Association | Retry Association

**4.4 - Next**  
If all stations show **Success**, click **Next**.

Next | Cancel

# Adding a New Station

## Step 5: Setting File Upload

Once each station has been associated with its individual station information, the setting file containing the rest of the system's information will need to be uploaded to each device. To upload the setting file, the programming PC will need to be in the same subnet as the associated stations (refer to Step 4). The PC's current IP address is listed in the bottom left-hand side of this window.

Note that without uploading a setting file, most functions and features will be unavailable to the stations.

Select	Number	Name	Location	Station Type	IP Address	Status
<input checked="" type="checkbox"/>	0001	Master Stations1		IX-MV7-*	192.168.1.10	Available
<input checked="" type="checkbox"/>	0002	Master Stations2		IX-MV7-*	192.168.1.11	Available
<input checked="" type="checkbox"/>	0003	Master Stations3		IX-MV	192.168.1.12	Available
<input checked="" type="checkbox"/>	0004	Video Door Stations1		IX-DV, IX-DVF(-*)	192.168.1.13	Available
<input checked="" type="checkbox"/>	0005	Video Door Stations2		IX-DA, IX-DF(-*)	192.168.1.14	Available
<input checked="" type="checkbox"/>	0006	Audio Door Stations1		IX-SS-2G	192.168.1.15	Available
<input checked="" type="checkbox"/>	0007	Handset Sub Station1		IX-RS-*	192.168.1.16	Available
<input checked="" type="checkbox"/>	0008	Master Stations4		IX-MV7-*	192.168.1.17	Available

**5.1 - Select**  
Stations can be selected individually, or by Type. Choose All from the Select Station by Type drop down menu to upload to all stations. Then, click **Select**.

**5.2 - Start Upload**  
Once station Status shows Available (may take a few minutes), click **Start Upload**.

**5.3 - Next**  
After successful upload, click **Next**.

## Step 6: Export Settings

The final step in this section is to create a copy of the system's setting file and exporting it to a secure location or external drive.

### Note:

If the original program file is lost, or Support Tool is moved to a different PC, this copy can be used to access the system programming to add or remove a station, or to make programming changes.

**6.1 - Export**  
Click **Export**.

**6.2 - Select Folder**  
Select location to save the file then click **OK**.

**6.3 - Finish**  
Click **Finish**.

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