

IX Series 2

Cisco Unified Communications Manager (CallManager)

GENERAL OVERVIEW:

This document describes the basic configuration for registering IX stations to Cisco CallManager by Cisco Systems Co., Ltd.

**The screenshots in this manual are from Unified Communications Manager 11.5*

Certified IX stations compatible with CallManager versions **10.5 - 12.5** are as follows:

IX-MV7-*, IX-RS-*, IX-DV, IX-DVF-*, IX-SSA-*, IX-SS-2G



For configuration of IX Series 2 stations, refer to the IX Series 2 Quick Start Guide or Settings Manuals. Please refer to the relevant manual provided by Cisco Systems for further CallManager information.

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Table of Contents

Call Manager Configuration

Page 2 **Frequently Asked Questions**

Page 3 **Creating a Security Profile**

Page 4 **Registering a User**

Page 5 **Registering a Station**
- Adding a new Device

Page 6 **Registering a Station**
- Device and Protocol Information

Page 7 **Registering a Station**
- Directory Number (DN)

Support Tool Configuration

Page 8 **Station Settings / SIP Server Settings**
- Setting Station Information
- Adding SIP Server Information to Support Tool

Page 9 **IP Phone Registration / Calling an IP Phone**
- Adding an IP Phone Name and Directory Number to Support Tool
- Setting an IP Phone as a Call Destination

Page 10 **Configuring Door Release (Optional)**
- Configure and Enable door release from an IP Phone

Page 11 **Answering an Incoming SIP Call (Optional)**
- Configure the call button on an IX sub station to answer an incoming SIP call

Page 12 **Video Settings**
- Setting adjustments for video calls

Page 13 **Upload Settings to Stations**
- Upload the setting file (configuration) to stations

Frequently Asked Questions

The following are frequently asked questions pertaining to registering IX Series stations to CallManager, available features, and network requirements. All of the following information is expanded on either further into this document, the IX Series 2 Quick Start Guide provided with every station, or the IX Series 2 Network Summary Document and can be found at www.aiphone.com/IX

Communication

IX Series stations are peer-to-peer and do not require a dedicated or cloud-based server for communication. Because of this, IX Series stations do not require Internet access, only a local network connection. IX Series stations may register to CallManager as a 3rd party device to allow two-way audio communication between the station and another registered SIP device. Video-enabled IP phones (soft or physical) may also stream video from video door/sub stations, as well as two-way video conferencing with IX-MV7-* master station.

Compatibility

CallManager: 10.5, 11.0, 11.5, 12.0, and 12.5

IX Series 2 Stations: IX-MV7-*, IX-RS-*, IX-DV, IX-DVF-*, IX-SSA-*, IX-SS-2G

IX Series 1 Stations: IX-DA, IX-BA (*available Q1 2020*)

Network Information

Addressing: Hostname, IPv4 (*default*), IPv6 / Static (*default*), DHCP

SIP Server: Primary, Secondary, and Tertiary servers available

Audio Codec: G.711 (*default*) / G.722 **Port:** 20000 (*start*) - 21000

Video: H.264/AVC (*default*) / MJPEG **Port:** 30000 (*start*) - 31000

SIP: 5060

More detailed network information and requirements are located in the IX Series 2 Network Summary Document found at www.aiphone.com/IX

Extensions

IX Series stations can be assigned a 1 to 5-digit Station Number in Support Tool, which must match the extension given to it when register to CallManager. *This setting is explained in greater detail later in this document.*

A station may call a single, 1 to 10-digit extension (*which can be a direct phone number, based on CallManager settings*). This extension can be that of a single station, or a hunt/call group. If the destination of a call is a hunt/call group, CallManager will then distribute the call to the appropriate group of extensions. *This setting is explained in greater detail later in this document.*

Call Transfer

Call transfers from one IX Series station to another, or to a single SIP extension, is handled by it's internal configuration. Call transfers of an IX Series station from an IP phone to another is handled by CallManager.

IX Series stations have three internal call transfer options; Absent, Delayed, and Scheduled. For more information on this feature and its configuration, reference the IX Series 2 Quick Start Guide.

Door Release

IP phones registered to CallManager can activate an IX Series station's relay output used for door release via it's dial pad or a configured soft button (if available). Note that IX Series master stations have their own method of activating door release, which is automatically enabled.

To activate the door release relay output, press * * **[code]** * while the IP phone is in communication with the station. The door release code (*called an Authentication Key in Support Tool*) and it's length is determined in programming. *This setting is explained in greater detail later in this document.*

CallManager - Getting Started

The following steps may be configured before the initial programming of the IX Series 2 stations has been completed. However, the registration status of any unconfigured (defaulted) station will show as **“unknown”**.

The **MAC address** of each station will be needed during **Device Registration** and may be found by either locating the MAC address sticker on the back of the intercom, or using Support Tool and running a Station Search (*Tools > Station Search*).

Utilizing either of the methods above, notate the **Station Type** of each station. The station's type will be referenced throughout this process.

Create a Security Profile

A new security profile will be created for the stations to be registered. If multiple station types are being registered, ensure that the following steps are done for each profile (Basic and Advanced). Rather than editing the existing profile, a copy should be made and a new profile should be saved.

The screenshot shows a 'System' dropdown menu with the following items: Enterprise Parameters, Enterprise Phone Configuration, Service Parameters, Security, Application Server, Licensing, Geolocation Configuration, Geolocation Filter, and E911 Messages. The 'Security' item is expanded to show: Certificate, Phone Security Profile, SIP Trunk Security Profile, and CUMA Server Security Profile. A red box highlights 'Phone Security Profile'. To the right, a callout box contains the text: '1.1 - Phone Security Profile. Using the System drop-down, find Security and select Phone Security Profile.'

1.2 - Third-party SIP Device Basic / Advanced

Locate **Find Phone Security Profile** and use the drop-down menu options to select **Name** and **begins with**. Type “third” in the search field, and click **Find**.

The screenshot shows a search interface for 'Phone Security Profile (1 - 6 of 6)'. The search criteria are 'Name' and 'begins with' with the value 'third'. The results table is as follows:

<input type="checkbox"/>	Name ^	Description
<input type="checkbox"/>	Third-party AS-SIP Endpoint - Standard SIP Non-Secure Profile	Third-party AS-SIP Endpoint - Standard SIP Non-Secure Profile
<input type="checkbox"/>	Third-party SIP Device Advanced - Standard SIP Non-Secure Profile	Third-party SIP Device (Advanced) - Standard SIP Non-Secure Profile
<input type="checkbox"/>	Third-party SIP Device Advanced - Standard SIP Secure Profile	Third-party SIP Device (Advanced) - Standard SIP Secure Profile
<input type="checkbox"/>	Third-party SIP Device Basic - Standard SIP Non-Secure Profile	Third-party SIP Device (Basic) - Standard SIP Non-Secure Profile
<input type="checkbox"/>	Third-party SIP Device Basic - Standard SIP Secure Profile	AI Third-party SIP Device (Basic) - Standard SIP Non-Secure Profile

Buttons at the bottom: Add New, Select All, Clear All, Delete Selected.

1.3 - Select a Phone Security Profile

IX-MV7-*, IX-DV, or IX-DVF-*:
Third-party SIP Device **Advanced** - Standard SIP Non-Secure Profile

IX-RS-*, IX-SSA-*, or IX-SS-2G:
Third-party SIP Device **Basic** - Standard SIP Non-Secure Profile

Creating a Security Profile (cont)

Phone Security Profile Configuration

Save Delete Copy Reset Apply Config Add New

Phone Security Profile Information

Product Type: Third-party SIP Device (Basic)
Device Protocol: SIP
Name* Aiphone Third-party SIP Device Basic - Standard SIP
Description Third-party SIP Device (Basic) - Standard SIP Secure
Nonce Validity Time* 600
Transport Type* TCP+UDP
 Enable Digest Authentication

Parameters used in Phone

SIP Phone Port* 5060

Save Delete Copy Reset Apply Config Add New

1.4 - Copy

Click the **Copy** button before making any adjustments.

1.5 - Name

Give the new copy a unique name that can be easily found.

1.6 - Digest Authentication

Check the box next to **Enable Digest Authentication**.

1.7 - Apply Configuration

Click the **Apply Config** button.

Registering a User

A unique **User ID** and **Password** will need to be created for each station, as well as a **Last Name** and **Digest Credentials**.

User Management ▾

Application User
End User
 User/Phone Add ▾

2.1 - Select End User

Use the **User Management** drop-down and select **End User**.

Find and List Users

+ Add New

2.2 - Add New

Click **Add New**

Save

User Information

User Status Enabled Local User
User ID* AiphoneIXDV
 Password
 Confirm Password
 Self-Service User ID
 PIN
 Confirm PIN
Last name* Front Door Intercom
 Middle name

Associated PC/Site Code
 Digest Credentials
 Confirm Digest Credentials

3.3 - User Information

User ID

Create a unique User ID for the station.

Password/Confirm Password

Create a password for the station.

Last Name

This may reflect the station's name in Support Tool, or any other unique identifier.

Digest Credentials/Confirm Digest Credentials

Provide the station with Digest Credentials

2.4 - Save

Click **Save** at the top of the page.

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

Registering a Station - Adding a new Device

Each station will need to be registered as a Third-party SIP Device, selecting Advanced or Basic depending on station type.

Device ▾

- CTI Route Point
- Gatekeeper
- Gateway
- Phone
- Trunk
- Remote Destination
- Device Settings ▶

3.1 - Select Phone
Use the **Device** drop-down and select **Phone**.

Find and List Phones

+ Add New

Phone

Find Phone where ▾ begins with ▾

▾

3.2 - Add New
Click **Add New**

Add a New Phone

➔ Next

Status

i Status: Ready

Select the type of phone you would like to create

Phone Type* Third-party SIP Device (Advanced) ▾

Next

3.3 - Select a Phone Type

IX-MV7-*, IX-DV, or IX-DVF-*
Third-party SIP Device Advanced- Standard SIP Non-Secure Profile

IX-RS-*, IX-SSA-*, or IX-SS-2G:
Third-party SIP Device Basic - Standard SIP Non-Secure Profile

3.4 - Next
Click **Next**.

Note:  If a video intercom (IX-MV7-*, IX-DV, or IX-DVF-*) is given a **Basic** security profile, video will not stream to compatible IP Phones.

Registering a Station - Device and Protocol Information

The following are the required settings needed to register a station. However, other settings under [Device Information](#) and [Protocol Information](#), such as **Device Pool**, **Calling Search Space**, **Location**, etc may need to be adjusted based on the existing configuration of the Call Manager environment.

Save

Device Information

MAC Address*	<input style="width: 95%;" type="text" value="000BAA2F0249"/>
Description	<input style="width: 95%;" type="text" value="Aiphone Front Door Intercom"/>
Device Pool*	<input style="width: 95%;" type="text" value="Default"/>
Common Device Configuration	<input style="width: 95%;" type="text" value="< None >"/>
Phone Button Template*	<input style="width: 95%;" type="text" value="Third-party SIP Device (Advanced)"/>
Common Phone Profile*	<input style="width: 95%;" type="text" value="Standard Common Phone Profile"/>
Calling Search Space	<input style="width: 95%;" type="text" value="< None >"/>
AAR Calling Search Space	<input style="width: 95%;" type="text" value="< None >"/>
Media Resource Group List	<input style="width: 95%;" type="text" value="< None >"/>
Location*	<input style="width: 95%;" type="text" value="Hub_None"/>
AAR Group	<input style="width: 95%;" type="text" value="< None >"/>
Device Mobility Mode*	<input style="width: 95%;" type="text" value="Default"/>
Owner	<input checked="" type="radio"/> User <input type="radio"/> Anonymous (Public/Shared Space)
Owner User ID*	<input style="width: 95%;" type="text" value="AiphoneIXDV"/>
Mobility User ID	<input style="width: 95%;" type="text" value="< None >"/>
Use Trusted Relay Point*	<input style="width: 95%;" type="text" value="Default"/>
Always Use Prime Line*	<input style="width: 95%;" type="text" value="Default"/>
Always Use Prime Line for Voice Message*	<input style="width: 95%;" type="text" value="Default"/>
Geolocation	<input style="width: 95%;" type="text" value="< None >"/>

↓
Scroll Down

↓
Scroll Down

Protocol Specific Information

BLF Presence Group*	<input style="width: 95%;" type="text" value="Standard Presence group"/>
MTP Preferred Originating Codec*	<input style="width: 95%;" type="text" value="711ulaw"/>
Device Security Profile*	<input style="width: 95%;" type="text" value="Aiphone Third-party SIP Device Basic - Standard SI"/>
Rerouting Calling Search Space	<input style="width: 95%;" type="text" value="< None >"/>
SUBSCRIBE Calling Search Space	<input style="width: 95%;" type="text" value="< None >"/>
SIP Profile*	<input style="width: 95%;" type="text" value="Standard SIP Profile"/> View Details
Digest User	<input style="width: 95%;" type="text" value="FrontDoor0001"/>

Media Termination Point Required
 Unattended Port
 Require DTMF Reception

4.1 - Device Information

MAC Address

The MAC address can be found on a sticker on the back of the intercom, or using Support Tool and running a Station Search (*Tools > Station Search*).

Phone Button Template

IX-MV7-*, IX-DV, or IX-DVF-*

Third-party SIP Device Advanced- Standard SIP Non-Secure Profile

IX-RS-*, IX-SSA-*, or IX-SS-2G

Third-party SIP Device Basic - Standard SIP Non-Secure Profile

Owner User ID

The **User ID** created in step 3.3 on page 3.

4.2 - Protocol Specific Information

Device Security Profile:

Match this profile with the profile created in step 2.1 on pages 2-3.

IX-MV7-*, IX-DV, or IX-DVF-*

Third-party SIP Device Advanced- Standard SIP Non-Secure Profile

IX-RS-*, IX-SSA-*, or IX-SS-2G

Third-party SIP Device Basic - Standard SIP Non-Secure Profile.

SIP Profile:

Select **Standard SIP Profile**.

Digest User:

The **User ID** created in step 3.3 on page 3.

4.3 - Save

Click **Save** at the top of the page.

Registering a Station - Directory Number

The final step is assigning a **Directory Number (DN)** to the station. The DN should match the **Station Number** of the station represented in Support Tool.

If the station has been configured prior to registration, it can be found by clicking *Station Information > Identification* on the left-hand side menu of Support Tool. If the station has yet to be configured, the DN should not exceed 5 digits, as that is the maximum length allowed for a station number in Support Tool. (Step 1.2, page 8)

The following are the required settings needed to register an Aiphone station. However, other settings under Directory Number Information and Directory Number Settings, such as **Route Partition**, **Description**, **Alerting Name**, etc, may need to be adjusted based on the existing requirements of the CallManager environment.

Association

Modify Button Items

1	7712 7719	Line [1] - Add a new DN
2	7712 7719	Line [2] - Add a new DN
3	7712 7719	Line [3] - Add a new DN
4	7712 7719	Line [4] - Add a new DN
5	7712 7719	Line [5] - Add a new DN
6	7712 7719	Line [6] - Add a new DN
7	7712 7719	Line [7] - Add a new DN
8	7712 7719	Line [8] - Add a new DN

5.1 - Line [1]

Select **Line [1] – Add a new DN**.

Save

Directory Number Information

Directory Number*

Route Partition

Description

Alerting Name

ASCII Alerting Name

External Call Control Profile

Active

Directory Number Settings

Voice Mail Profile

Calling Search Space

BLF Presence Group*

User Hold MOH Audio Source

Network Hold MOH Audio Source

Reject Anonymous Calls

5.2 - Directory Number

Directory Number
The Directory Number must match the Station Number assigned to the station in step 1.2 on page 7.
.....

BLF Presence Group
Select **Standard Presence Group**.
.....

Maximum Number of Calls
Should not be set greater than 2.
.....

Busy Trigger
Must be set to 1.

5.3 - Save

Click **Save** at the top of the page.



Multiple Call/Call Waiting Settings on Device SEP000BAA2F0243

Note: The range to select the Max Number of calls is: 1-16

Maximum Number of Calls*

Busy Trigger*

Support Tool - Getting Started

Proceed with the following steps only once the initial programming of the IX Series system, and its stations, have been completed. The IX Series 2 Quick Start Guide is provided with each station, and can be found under **Literature** at www.Aiphone.com/IX.

ID	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/> <input type="button" value="Cancel"/>	

Default Login Information

ID: admin
Password: admin

Setting Station Information

Each station's **Station Number** should be set to the **Directory Number** (Step 5.2, page 7) assigned to it in CallManager. The station's Name may be changed here, too, but is not required to match any CallManager settings. *More information about Location and other settings can be found in the IX Series 2 Quick Start Guide.*

1.1 - Identification
 On the left-hand menu, expand **Station Information**, and select **Identification**.

1.2 - Station Number
 The Station Number / DN cannot exceed 5 digits.

- [-] Station Information
 - Identification**
 - ID and Password
 - Time
 - Expanded System
- [+] Network Settings
- [+] System Information
- [+] Call Settings
- [+] Option Input / Relay Output
- [+] Paging Settings
- [+] Function Settings

Station Information				
Identification				
#	Number	Name	Location	Station Type
0001	0586	Security Desk		IX-MV7-*
0002	4595	Front Door		IX-DV, IX-DVF(-*)
0003	9877	Parking Garage		IX-SS-2G

Click **Update** to save your settings.

*If the Station Number and Directory Number do not match the station will be **Rejected** when it attempts to register.*

Adding SIP Server Information

Each station's **End User ID / Password** and the primary SIP server's information is entered here. Secondary and Tertiary SIP server information is found by scrolling to the right on this screen.

2.1 - SIP
 On the left-hand menu, expand **Network Settings** and select **SIP**.

2.2 - Primary Server
 Enter the **ID** and **Password** given to each station when creating its **End User** profile (page 3). Also enter the subscriber IP Address of Call Manager under **IPv4/IPv6**.

- [+] Station Information
- [-] Network Settings
 - IP Address
 - DNS
 - SIP**
 - Multicast Address
 - Video
 - Audio
 - Packet Priority
 - NTP

Station Information			Network Settings			
Identification			SIP			
			Primary Server			
Number	Name	Station Type	ID	Password	IPv4 Address	Port
0586	Security Desk	IX-MV7-*	AiphoneMV7	*****	172.10.2.254	5060
4595	Front Door	IX-DV, IX-DVF(-*)	AiphoneIXDV	*****	172.10.2.254	5060
9877	Parking Garag	IX-SS-2G	AiphoneIXSS	*****	172.10.2.254	5060

Note:

☑ If the Password of the station contains special characters (!, \$, &, etc), ensure the station is at least using firmware version 2.0. The latest firmware can always be found at Aiphone.com/IX

Click **Update** to save your settings.

VoIP Phone Registration

Each station may have a single SIP call-in destination, whether that destination is an IP Phone or a Hunt Group's extension. However, multiple stations may call the same SIP extension.

3.1 - VoIP Phone List

From the tool bar at the top of the screen, click **Edit** and select **VoIP Phone List**.

3.2 - Number and Name

Enter the DN of the IP Phone or Hunt Group destination. *IX Stations should not be added to this list.*

3.3 - Update

Click **Update** to save.

Calling an IP Phone (Door / Sub Station)

Once an IP Phone or Hunt Group has been added to Support Tool it may be set as a call destination. Note that multiple stations can call to the same extension, but each station may only call one extension.

4.1 - Station View

On the left-hand menu, expand **Call Settings**, and select **Called Stations (Door/Sub)**.

Station Information			Call Settings	
Identification			Called Stations (Door/Sub Stations)	
Number	Name	Station Type	Group 01	
			Number / Name / Station Type	
0586	Security Desk	IX-MV7-*	7548 / Reception / VoIP Phone	
4595	Front Door	IX-DV, IX-DVF(-*)	U	U
9877	Parking Garage	IX-SS-2G	U	

4.2 - Scroll Right

Scroll right until you find the column of the **IP Phone** to be called by the Door / Sub station.

4.3 - Select

Use the drop-down option under the desired IP Phone to select "U".

Click **Update** to save your settings.

Note:

Settings will not take effect until the setting files have been uploaded to the stations. Refer to page 11 of this guide for the procedure of uploading the settings.

Configuring Door Release (Optional)

IX Series station has two built-in relay outputs, with **Relay Output 1 enabled and set for door release by default**. 3rd Party IP Phones can activate this output using dial-pad commands with some minor adjustments to the default configuration. *Repeat this process for each station.*

Station View

- Station Information
- Network Settings
- System Information
- Call Settings
- Option Input / Relay Output Set
 - Option Input
 - Relay Output**
- Paging Settings
- Function Settings

Station Number: 4595
 Station Name: Front Door
 Location:
 Station Type: IX-DV, IX-DVF(-*)

Select Station to Edit

 Type: All
 Number: 4595

Relay Output

Relay Output # Relay Output 1

Door Release Authorization

Authentication Key 9

(*) 1-20digits.

5.1 - Station View

On the left-hand menu, click **Station View** then expand **Option Input / Relay Output**, and select **Relay Output**.

5.2 - Select a Station

Use the drop-down menu under **Select Station to Edit** and choose the first door station to configure. Click **Select**.

5.3 - Authentication Key

Find **Door Release Authorization** and **Authentication Key**. This key is the number(s) that will be used to activate the relay for door release. Replace the default 4 to 20 digit key with the desired access code.

Click **Update** to save your settings.

Note: Door Release Command

To activate door release from an IP phone, press ** [Authentication Key] * while in communication with the door station.

If the **Door Release Authorization Authentication Key** is adjusted from its default value by following **steps 5.1 to 5.3** above, this new key must be set for any IX Series Master Station (IX-MV / IX-MV7-*). *Repeat this process for each Master Station.*

Station View

- Function Settings
 - Door Release**
 - Network Camera Integra
 - Paging Settings
 - Bathroom Call
 - Email
 - CGI
 - SIF
 - Record

Station Number: 0586
 Station Name: Security Desk
 Location:
 Station Type: IX-MV7-*

Select Station to Edit

 Type: All
 Number: 0586

Door Release

Door Release Assignment

Station List	Contact Assignment	Authentication Key
		1-20 digits
0001 / 4595 / Front Door / / IX-DV, IX-DVF(-*)	Destination Station	9
0002 / 9877 / Parking Garage / / IX-SS-2G	Destination Station	9

5.4 - Door Release

On the left-hand menu, click **Function Settings** and select **Door Release**.

5.5 - Select a Station

Use the drop-down menu under **Select Station to Edit** and choose the first master station to configure. Click **Select**.

5.6 - Authentication Key

Find **Door Release Assignment** and **Authentication Key**. Replace the default value with the key created in **step 4.3**.

Click **Update** to save your settings.

Configuring a Door Station Call Button to Answer an Incoming Call (Optional)

Auto-answer is not available for incoming SIP calls to a door or sub station. To answer an incoming call, the call button will need to be configured to also answer an incoming call and ending communication.

6.1 - Station Info.


On the left-hand menu, click **Station View** then **Call Settings** and select **Station Information**.

6.2 - Button Function

Use the drop-down menu to select **Call**, **Answer Call**, **End Communication**.

Station Information
Network Settings
System Information
Call Settings
Station Information
Called Stations (Master S
Called Stations (Door/Su
Call Origination
Incoming Call

Station Information				Call Settings
Identification				Station Information
#	Number	Name	Station Type	Call Button Function
0002	4595	Front Door	IX-DV, IX-DVF(-*)	Call, Answer Call, End Communication
0003	9877	Parking Garage	IX-SS-2G	Call

Click **Update** to save your settings. 

Video Settings

Video is streamed by an IX station to an IP Phone during communication by default. However, depending on the IP Phone, the H.264 profile may need to be adjusted to do so. *Note that this setting change will not affect the video quality.*

Station Information
Network Settings
IP Address
DNS
SIP
Multicast Address
Video
Audio
Packet Priority
NTP

Station Information			Network Settings		
Identification			Video		
Number	Name	Station Type	Video Encoder 1		
			Resolution	Frame Rate [fps]	Select Profile [H.264 / AVC]
0586	Security Desk	IX-MV7-*			
4595	Front Door	IX-DV, IX-DVF(-*)	640x480(VGA)	15	Baseline

7.1 - Video

On the left-hand menu, expand **Network Settings**, and select **Video**.

7.2 - Profile

Select the H.264 profile. *Baseline is the most commonly used.*

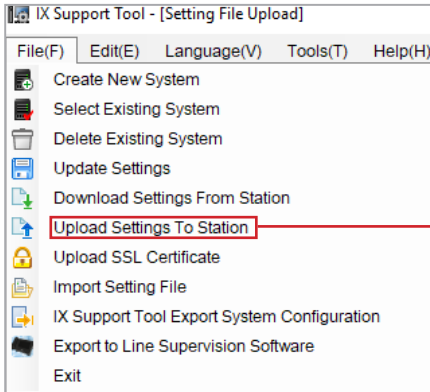
Note:



Settings will not take effect until the setting files have been uploaded to the stations. Refer to page 11 of this guide for the procedure of uploading the settings.

Upload Settings to Stations

To apply any setting changes made in Support Tool, the setting file must be uploaded to each station.



8.1 - Uploading Station Settings

From the tool bar at the top of the screen, click **File** and select **Upload Settings To Station**.

Setting File Upload

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

Station List				
Select	Number	Name	Station Type	Status
<input type="checkbox"/>	0586	Security Desk	IX-MV7-*	-
<input type="checkbox"/>	4595	Front Door	IX-DV, IX-DVF(-*)	-
<input type="checkbox"/>	9877	Parking Garag	IX-SS-2G	-

Select Station by Type:

All Select Unselect

Select file type to be uploaded

Settings
Sounds

8.2 - Select Stations

Click **Select** to check all stations in the system, or individually select the stations to upload to.

8.3 - Upload Settings

Click **Settings** to upload the setting file to each station.

Note:

The **Status** column will show whether the setting file upload was successful or has failed for each station. If the upload has failed, ensure the programming PC and the station are in the same IP range. The station's IP address can be confirmed by going to **Tools > Station Search** in Support Tool.