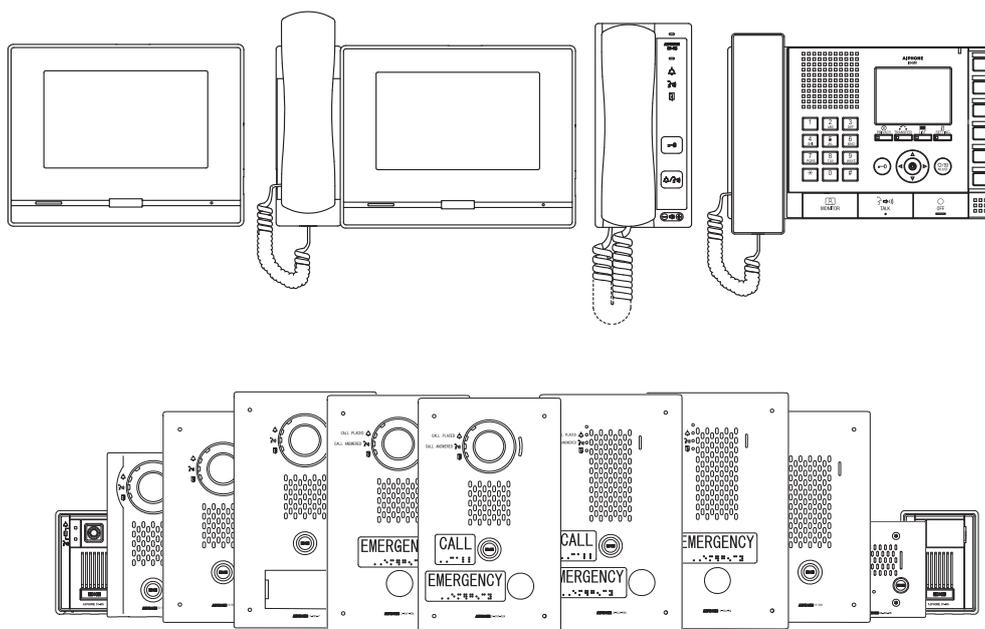


## IX SERIES

### IP Video Intercom System

## Quick Start Programming Guide

IX Support Tool  
Version 7.1.0.0 or later



### 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 4-8</b>	<b>Programming a New System</b> - Quickly creating a new system using the Support Tool Programming Wizard
<b>Page 9</b>	<b>Adding a New Station</b> - Adding a new IX station to an existing system
<b>Page 10-11</b>	<b>IXW-MA Relay Output Settings</b> - Configuring the relay outputs of an IXW-MA
<b>Page 12-14</b>	<b>Door Call-in Destination and Master Address Book Settings</b> - Customizing door station call-in destinations and partitioning master station Address Books
<b>Page 15-17</b>	<b>Call Transfer Settings</b> - Configuring up Absent, Delayed, and Scheduled Transfers
<b>Page 18-21</b>	<b>IP Camera Integration</b> - Adding a 3rd party IP camera to a system and registering to stations
<b>Page 22-23</b>	<b>Timer Settings</b> - Adjust the default timer settings for door station call-in, communication timeout, and door release.

## Getting Started

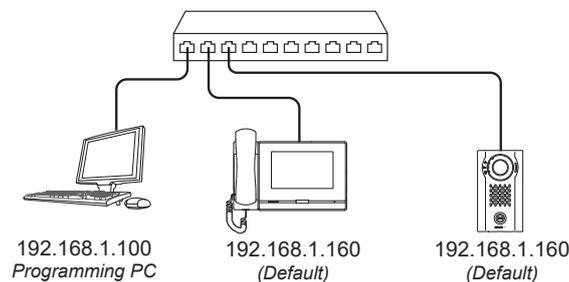
IX Series stations are set to the **default IPv4 address of 192.168.1.160**. The Support Tool programming software is designed to batch configure all IX stations simultaneously, finding each device on the network by its MAC address. The IX Series is designed to function on managed networks, however the broadcast method used to find 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 during its station search process when attempting to associate (*page 4*) or upload to stations (*page 7*). Disabling any secondary connections before programming may prevent these issues.

When using Support Tool's programming wizard, each station is given default network and station information, and configures all stations to call, communicate, and activate door release. Additional settings are available once the programming has been completed using the wizard.

## Installation Recommendations

Place all IX Series stations on the same unmanaged, PoE network switch and wait for each station to power on before launching Support Tool. Stations programmed this way can then be removed from this environment and deployed without losing their configuration data.



- Support Tool has been downloaded and installed.  
*Support Tool (v7.1.0.0 or later) can be downloaded from <https://www.aiphone.net/support/software-documents/ix/>*
- The PC and the IX Series stations have been connected to a PoE switch and have completed their boot up process.
- A list of Station Names, Station Numbers, and network information is gathered from the end user.
- The network environment, potential 3rd party port or IP conflicts, and access to administrative rights on the programming PC have been taken into consideration and addressed.

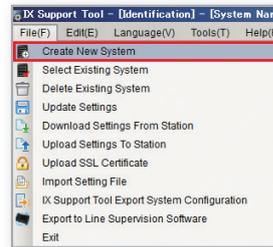
# Programming a New System

## Creating a System

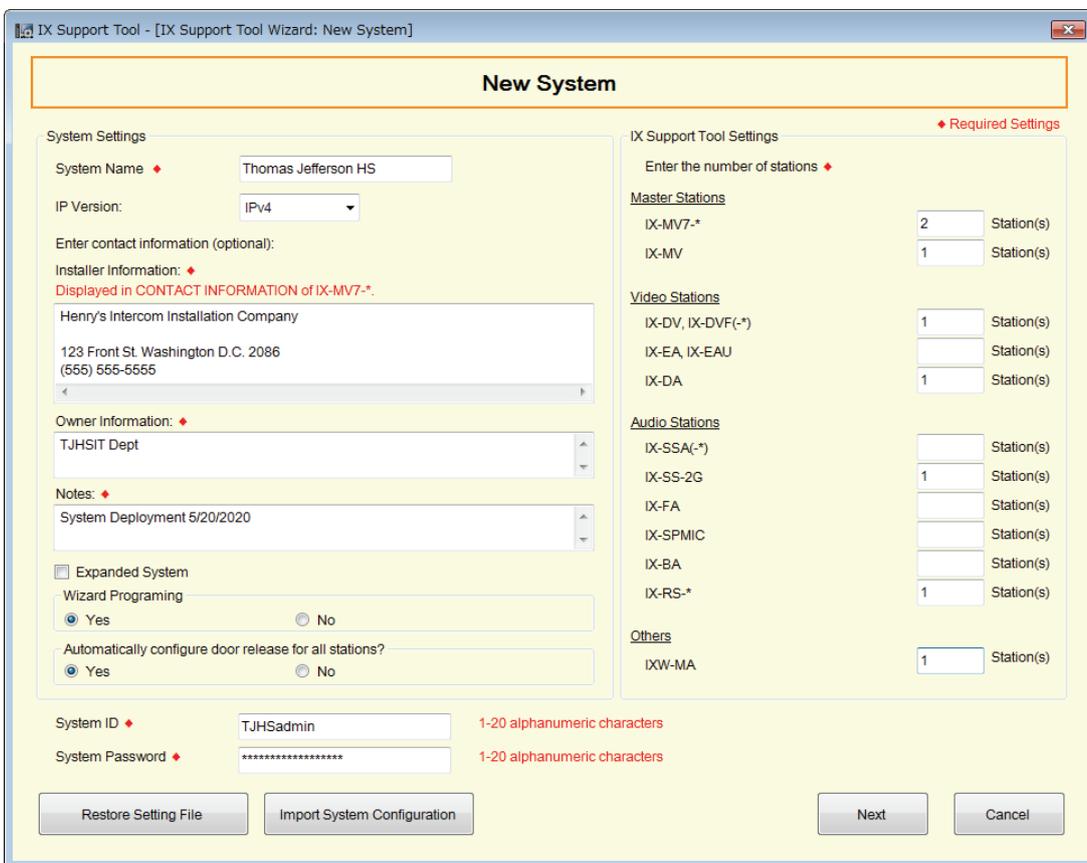
To create a New System using the Programming Wizard, launch Support Tool and enter the ID and Password. If this is the first time Support Tool is launched the New System programming window will automatically open. If an existing program file is currently in use, choose **File(F) > Create New System**.



**Default Information**  
ID: admin  
Password: admin



### Step 1: System Settings



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

**IP Version:** Select the IP version from the drop-down.

**Expanded System:** Select only when system capacity exceeds 500 stations.

*Additionally, an Expanded System can be used when registering stations to a SIP server that requires extension numbers larger than 5 digits.*

**Door Release:** Yes should be selected, even when using the IXW-MA relay adaptor.

*Selecting No will disable door release and require manual configuration not covered in this document.*

**System ID / Password:** Select an ID and Password that will be given to each station.

*Individual and unique ID and Passwords can be set for each station once the Wizard programming is complete.*

Enter the quantities of each station that will be part of the system. Station types without values should remain blank.

**IX-MV7-\*:** IX-MV7-HB, IX-MV7-HW, IX-MV7-B, IX-MV7-W

**IX-DV, IX-DVF(-\*):** X-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-SS(-\*):** IX-SS-2RA, IX-SS-RA

**IX-RS-\*:** IX-RS-B, IX-RS-W

*IX-EA, IX-EAU, and IX-SPMIC are only available in Japan.*

# Programming a New System

## Step 2: Station Customization - Optional

Support Tool will provide each station a default Station Name, four-digit Station Number, and IP Address starting from 192.168.1.10. To edit this information, click **Station Details**. To use the default information, Click **Next**.

### 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 checked="" type="radio"/>	0001	Master Stations1		IX-MV7-*		192.168.1.10	-
<input type="radio"/>	0002	Master Stations2		IX-MV7-*		192.168.1.11	-
<input type="radio"/>	0003	Master Stations3		IX-MV		192.168.1.12	-
<input type="radio"/>	0004	Video Stations1		IX-DV, IX-DVF(-*)		192.168.1.13	-
<input type="radio"/>	0005	Video Stations2		IX-DA		192.168.1.14	-
<input type="radio"/>	0006	Audio Stations1		IX-SS-2G		192.168.1.15	-
<input type="radio"/>	0007	Handset Sub Station1		IX-RS-*		192.168.1.16	-
<input type="radio"/>	0008	I/O Adaptor1		IXW-MA		192.168.1.17	-

**Advanced Settings**

Address Book

Door Release

Station Details

**System Management**

Add New Station

Station Removal

Batch IP Address Configuration

**Note:** Door release settings will be automatically configured unless otherwise disabled manually.

**Station Details**

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

**Address Book**

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

**Door Release**

Individually partition, enable, or disable door release access. *(enabled by default)*

**Batch IP Address**

Batch configure network information by station type or for all stations

**Optional Settings**

### Editing Default Station Details (Optional)

Clicking **Station Details** will open a second screen where the default system information, the addressing method can be changed to DHCP, and Hostnames can be added. Click, **OK** to continue.

### Station Details

**Row**

Previous
Next

Display

Changing the IP Address, Subnet Mask, IP Version, Static / DHCP will require a new setting file. Once associated, the setting file will also need to be uploaded to the station(s).

Locations must be created in the Location Registry before they can be assigned.

Text in red are required settings.

#	Station Information				Network Settings										
	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	0001	Master Stations1		IX-MV7-*		IPv4	Static	192	168	1	10	255	255	255	0
0002	0002	Master Stations2		IX-MV7-*		IPv4	Static	192	168	1	11	255	255	255	0
0003	0003	Master Stations3		IX-MV		IPv4	Static	192	168	1	12	255	255	255	0
0004	0004	Video Stations1		IX-DV, IX-DVF(-*)		IPv4	Static	192	168	1	13	255	255	255	0

Location Registry

OK

Cancel

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

**Station Number:** 3-5 Digits

**Station Name:** 24 characters max

**Static / DHCP:** Connection to the DHCP server by the programming PC is required to assign IP addresses to each station. *If this is not possible, speak to the network administrator about DHCP reservations and assign these reservations statically.*

**Hostname:** Do not enter a Hostname if an IPv4 or IPv6 address is already set for the station.

# Programming a New System

## Step 3: Association

The association process is where the station information created in the previous steps (Station Setting List) is associated with a station found on the network (Station List). Choose one of two methods, Automatic (*recommended*) or Manual.

Once associated, the station will receive its Station Name and network information after a short power cycle, but a final upload of the setting file will be needed before the stations are functional.

### Automatic (Recommended)

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 at random.

### 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 checked="" type="radio"/>	0001	Master Stations1		IX-MV7-*		192.168.1.10	-
<input type="radio"/>	0002	Master Stations2		IX-MV7-*		192.168.1.11	-
<input type="radio"/>	0003	Master Stations3		IX-MV		192.168.1.12	-
<input type="radio"/>	0004	Video Stations1		IX-DV, IX-DVF(-*)		192.168.1.13	-
<input type="radio"/>	0005	Video Stations2		IX-DA, IX-DF(-*)		192.168.1.14	-
<input type="radio"/>	0006	Audio Stations1		IX-SS-2G		192.168.1.15	-
<input type="radio"/>	0007	Handset Sub Station1		IX-RS-*		192.168.1.16	-
<input type="radio"/>	0008	I/O Adaptor1		IXW-MA		192.168.1.17	-

**Note:** The Station Settings List is the list of stations created by the previous steps. The Station List is the list of stations found on the network.

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

Station List						
Select	Number	Name	Location	Station Type	MAC address	Associated
<input checked="" type="radio"/>				IX-MV7-*	00:0B:AA:2F:02:1A	-
<input type="radio"/>				IX-MV7-*	00:0B:AA:2F:01:AE	-
<input type="radio"/>				IX-MV	00:0B:AA:17:1B:BA	-
<input type="radio"/>				IX-DV, IX-DVF(-*)	00:0B:AA:28:06:75	-
<input type="radio"/>				IXW-MA	00:0B:AA:2E:00:01	-
<input type="radio"/>				IX-RS-*	00:0B:AA:2D:00:14	-
<input type="radio"/>				IX-SS-2G	00:0B:AA:2C:01:BA	-
<input type="radio"/>				IX-DA, IX-DF(-*)	00:0B:AA:16:04:B7	-

Click **Associate Automatically**

**Station List**  
Stations not shown on the Station List cannot be found by Support Tool. Verify their physical connection, that they have power (PoE), and refer to Page 2 for more information as to why they may not be shown. Click **Station Search** to search the network again.

Scroll Down

Scroll Down

Associated Stations List							
Select	Number	Name	Location	Station Type	IP Address	MAC address	Status
<input type="checkbox"/>	0001	Master Stations1		IX-MV7-*	192.168.1.10	00:0B:AA:2F:02:1A	Success
<input type="checkbox"/>	0002	Master Stations2		IX-MV7-*	192.168.1.11	00:0B:AA:2F:01:AE	Success
<input type="checkbox"/>	0003	Master Stations3		IX-MV	192.168.1.12	00:0B:AA:17:1B:BA	Success
<input type="checkbox"/>	0004	Video Stations1		IX-DV, IX-DVF(-*)	192.168.1.13	00:0B:AA:28:06:75	Success
<input type="checkbox"/>	0005	Video Stations2		IX-DA, IX-DF(-*)	192.168.1.14	00:0B:AA:16:04:B7	Success
<input type="checkbox"/>	0006	Audio Stations1		IX-SS-2G	192.168.1.15	00:0B:AA:2C:01:BA	Success
<input type="checkbox"/>	0007	Handset Sub Station1		IX-RS-*	192.168.1.16	00:0B:AA:2D:00:14	Success
<input type="checkbox"/>	0008	I/O Adaptor1		IXW-MA	168.1.17	00:0B:AA:2E:00:01	Success

**Confirming Status**  
Confirm each station in the Status column says **Success**. If any status shows as **Failed**, confirm their network connection refer to their status light, then select the station and click **Retry Association**.

**Continue**  
When all stations show **Success**, click **Next**.

Skip 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 only the recommended association method for stations that have already been deployed.**

#### Select

Select a created station from the Station Settings List.

### 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 Stations1		IX-MV7-*		192.168.1.10	-
<input type="radio"/>	0002	Master Stations2		IX-MV7-*		192.168.1.11	-
<input type="radio"/>	0003	Master Stations3		IX-MV		192.168.1.12	-
<input type="radio"/>	0004	Video Stations1		IX-DV, IX-DVF(-*)		192.168.1.13	-
<input type="radio"/>	0005	Video Stations2		IX-DA, IX-DF(-*)		192.168.1.14	-
<input type="radio"/>	0006	Audio Stations1		IX-SS-2G		192.168.1.15	-
<input type="radio"/>	0007	Handset Sub Station1		IX-RS-*		192.168.1.16	-
<input type="radio"/>	0008	I/O Adaptor1		IXW-MA		192.168.1.17	-

#### Note:

The Station Settings List is the list of stations created by the previous steps. The Station List is the list of stations found on the network.

#### Select

Select a discovered station from the Station List to associate to.

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	Associated
<input checked="" type="radio"/>				IX-MV7-*	00:0B:AA:2F:02:1A	-
<input type="radio"/>				IX-MV7-*	00:0B:AA:2F:01:AE	-
<input type="radio"/>				IX-MV	00:0B:AA:17:1B:BA	-
<input type="radio"/>				IX-DV, IX-DVF(-*)	00:0B:AA:28:06:75	-
<input type="radio"/>				IXW-MA	00:0B:AA:2E:00:01	-
<input type="radio"/>				IX-RS-*	00:0B:AA:2D:00:14	-
<input type="radio"/>				IX-SS-2G	00:0B:AA:2C:01:BA	-
<input type="radio"/>				IX-DA, IX-DF(-*)	00:0B:AA:16:04:B7	-

#### Associate

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

↓  
Scroll Down

↓  
Scroll Down

### Associated Stations List

Select	Number	Name	Location	Station Type	IP Address	MAC address	Status
<input checked="" type="checkbox"/>	0001	Master Stations1		IX-MV7-*	192.168.1.10	00:0B:AA:2F:02:1A	Success
<input type="checkbox"/>	0002	Master Stations2		IX-MV7-*	192.168.1.11	00:0B:AA:2F:01:AE	Success
<input type="checkbox"/>	0003	Master Stations3		IX-MV	192.168.1.12	00:0B:AA:17:1B:BA	Success
<input type="checkbox"/>	0004	Video Stations1		IX-DV, IX-DVF(-*)	192.168.1.13	00:0B:AA:28:06:75	Success
<input type="checkbox"/>	0005	Video Stations2		IX-DA, IX-DF(-*)	192.168.1.14	00:0B:AA:16:04:B7	Success
<input type="checkbox"/>	0006	Audio Stations1		IX-SS-2G	192.168.1.15	00:0B:AA:2C:01:BA	Success
<input type="checkbox"/>	0007	Handset Sub Station1		IX-RS-*	192.168.1.16	00:0B:AA:2D:00:14	Success
<input type="checkbox"/>	0008	I/O Adap		IXW-MA	168.1.17	00:0B:AA:2E:00:01	Success

#### Firmware Update Popup:

After a successful association, a popup may open explaining that one or more stations have out of date firmware. See **page 7** for more information

#### Confirming Status

Confirm each station in the Status column says **Success**. If any status shows as **Failed**, confirm their network connection refer to their status light, then select the station and click **Retry Association**.

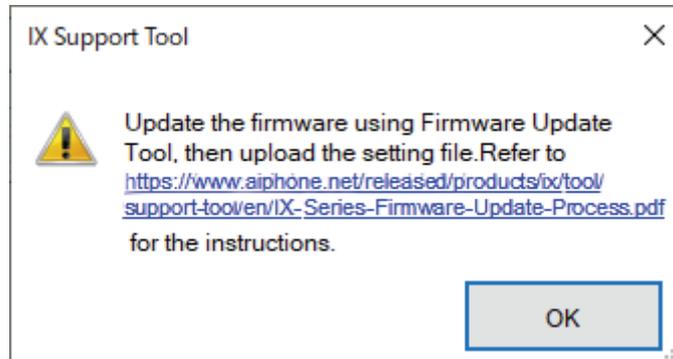
#### Continue

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

## Firmware Update Popup

### Firmware Update

During the association step (page 5/6), Support Tool may indicate that the current version of one or more of the stations requires a firmware update before continuing. **If this popup was not displayed, continue with the next step.**



This message will appear for the following station types and their respective firmware:

- **IX-MV7-\***, **IX-RS-\***, **IX-DV**, **IX-DVF-\***, **IX-SSA-\***, and **IX-SS-2G v3.xx or older**
- **IX-MV**, **IX-BA**, **IX-DA**, and **IX-DF-\*** v4.xx or older
- **IXW-MA v3.xx or older / 9.0x**

*Stations with firmware v5.xx or newer and IXW-MAs with firmware v9.20 or newer do not require an update.*

### Firmware Upgrade Tool

To update these stations to the appropriate firmware a separate software is needed. The required firmware, the Firmware Upgrade Tool, and its quick start guide can be found here [\[link\]](#).

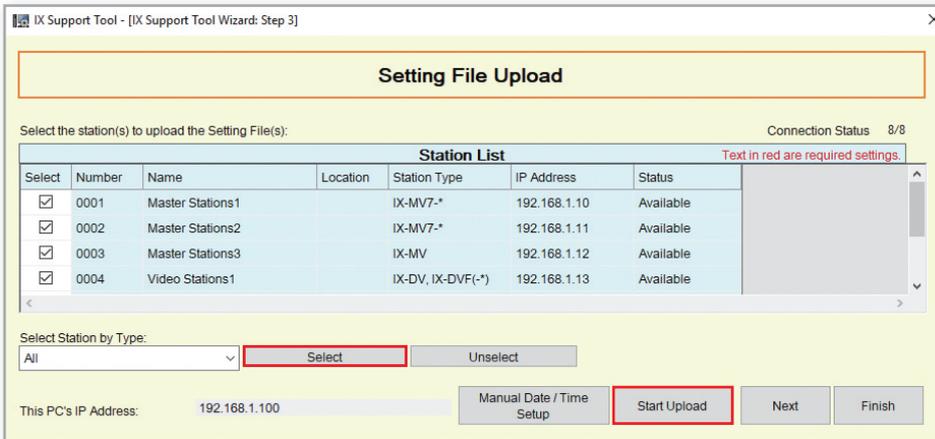
Much of the firmware update process is automated, and can be quickly completed if the stations have been associated using the previous step. Once the firmware has been updated, return to this quick start guide to complete the initial programming process and further steps on configuring the system.

 Once the station's firmware has been updated, or if the stations do not require a firmware update, continue to the next page.

# 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 configuration 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).**



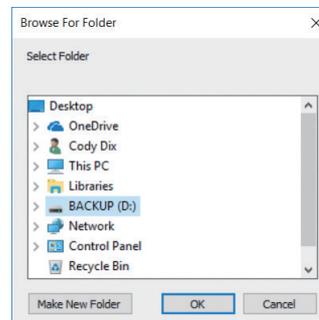
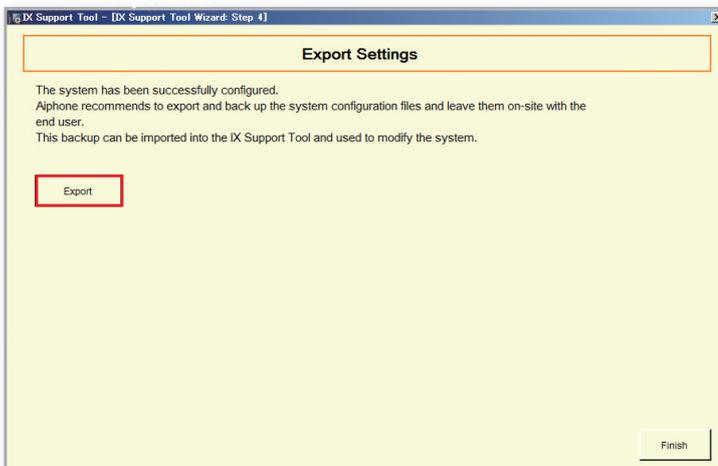
**Select Stations**  
Stations can be selected individually, or by Type. Choose **All** from the **Select Station by Type** drop-down menu to upload to all stations. Then, click **Select**.

**Start Upload**  
Click **Start Upload** once all stations show an Available status. This may take several minutes as the stations complete their boot up after association.

**Continue**  
Once all stations have been uploaded to, click **Next**.

## Step 5: Export Settings

The final step of the Programming Wizard is to create a copy of the system's setting file and export it to a secure location or external drive. This final step is critical in the ongoing maintenance of the system that has been created. If settings are to be changed in the future, or new stations are to be added, this file is required to do so.



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

**Export**  
Click **Export** to select a location to save the system's setting file.

**Finish**  
Lastly, once the setting file has been saved, click **Finish**.

**Important:**  
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.

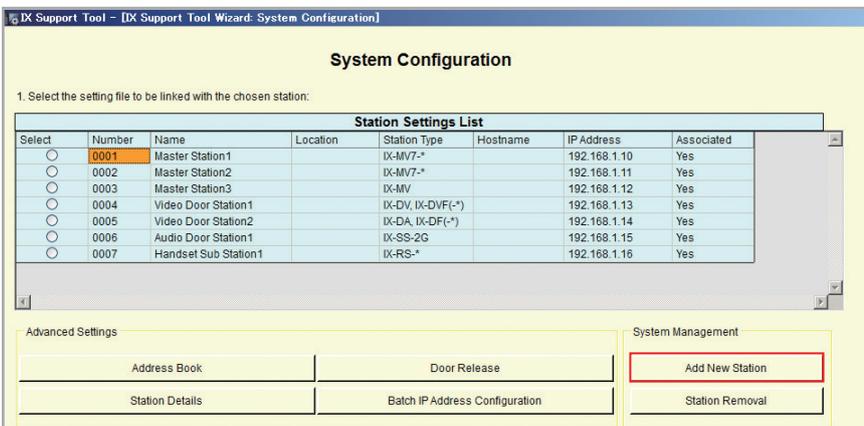
# Adding a New Station

## Getting Started

Adding a new station to an existing system requires having the system program file open in Support Tool and a network connection to all existing stations. The new station should be connected to the network and completed its initial boot up process before starting step one.

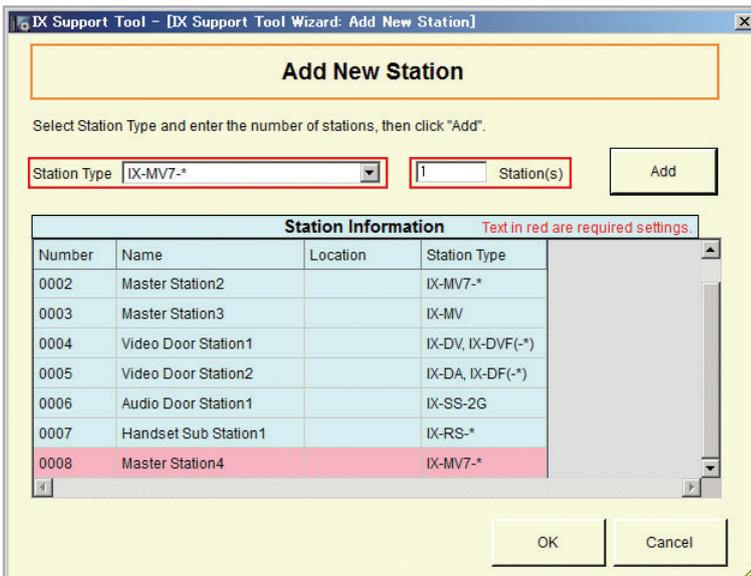
### Step 1: Opening the System Configuration Settings

From the top menu bar, click **Tools(T)** and select **System Configuration**.



### Step 2: Adding a New Station

One or multiple stations and station types can be added on the Add New Station screen.



**Station Type**  
Use the Station Type drop-down menu to select the Station Type of the new station.

**Station Quantities**  
Enter the quantities of stations that are being added to the system.

**Add the station(s)**  
Click **Add** to add the station(s) to the Station Information table below.

**Finished**  
Click **OK** once all stations of each Station Type has been added.

**Note:**  
Refer to page 4 and continue through page 7 to complete the steps for editing the station information, association, and uploading the setting files.

# IXW-MA Settings

## Getting Started

The IXW-MA is an IP relay with 10 configurable outputs that can be remotely triggered by a station based on status conditions defined in Support Tool. Typically, these outputs are used for remote door release or external signalling activation. The following steps detail the configuration for **using the outputs of the IXW-MA for door release**.

These steps should be followed if the IXW-MA was included when creating a new system. If the IXW-MA needs to be added to the system, refer to page 8 (Adding a New Station) and return to this section once complete.

### Step 1: SIF Settings

Expand **Function Settings** on the left-hand side menu and select **SIF**. Note that the SIF event trigger for door release is sent by the door station, and not the master station, so the following steps use door stations as examples.

**Table View**

---

**Station View**

- Station Information
- Network Settings
- System Information
- Call Settings
- Option Input / Relay Output Settings
- Paging Settings
- Function Settings**
- Door Release
- Network Camera Integration
- Paging Settings
- Bathroom Call
- Email
- CGI
- SIF**
- Record
- Communication Audio Mess
- Chime
- CSR
- SSL Certificate
- IEEE 802.1X
- Display Mode

Station Information				Function Settings									
Identification				SIF									
#	Number	Name	Location	Station Type	SIF Functionality	SIP URI Format	No 01						
							SIF Settings						
							Program Type	IPv4	IPv6	Destination Port	SSL	Connection	
0001	0001	Master Stations1		IX-MV7.*	Disable	Disable							
0002	0002	Master Stations2		IX-MV7.*	Disable	Disable							
0003	0003	Master Stations3		IX-MV	Disable								
0004	0004	Video Stations1		IX-DV, IX-DVF(-)	Enable	Disable	0100	192.168.1.17		65014	Enable	Socket	
0005	0005	Video Stations2		IX-DA, IX-DF(-)	Disable								
0006	0006	Audio Stations1		IX-SS-2G	Enable	Disable	0100	192.168.1.17		65014	Enable	Socket	
0007	0007	Handset Sub Station1		IX-RS.*	Disable	Disable							
0008	0008	I/O Adaptor1		IXW-MA	Disable	Disable							

**SIF Functionality:** Enable for each station interacting with the IXW-MA.  
**Program Type:** 0100 for each station.  
**IPv4:** Enter the IP address of the IXW-MA.  
**Destination Port / SSL:** 65014 when SSL is Enabled (65013 when SSL is Disabled)  
**Connection:** Socket

Scroll Right →

Scroll Right →

While still on the **Function Settings > SIF** screen, scroll right to find **Change Contact**.

The screenshot shows the IX Support Tool interface. The left-hand menu has 'Function Settings' expanded and 'SIF' selected. The main table displays SIF settings for various stations. The 'Change Contact' checkbox in the 'No 01' section is highlighted in red for station 0004. A red box also highlights the 'Update' button at the top right of the interface.

**Change Contact**  
 Check the Change Contact box for each station that will communicate with the IXW-MA.

**Update**  
 Click **Update** to save the SIF and Change Contact settings.

# IXW-MA Settings

## Step 2: IXW-MA Relay Output Configuration

Expand **Option Input / Relay Output Settings** on the left-hand side menu and click **Relay Output**.

**Relay Output Selection**  
Use the Relay Output drop-down menu under **[Display Settings]** to select a relay output.  
*Default set to Relay Output 1*

**Function**  
Use the Function drop-down menu to select **Contact Change SIF Event** for the IXW-MA.

Scroll Right →

Scroll Right →

**Contact Change SIF Event**  
Scroll the window to the right to find the **Contact Change SIF Event** column, and click **Open**.

**Select a Station**  
In the popup window, select the station to trigger the chosen output on the IXW-MA, then click **OK**.

**Update**  
Click **Update** to save the settings.

## Step 3: Relay Output Time (Optional)

To allow individual output times for the up to 10 relay outputs, the IXW-MA output times reflect the timer settings of the station interacting with it.

**Output Time Range**  
For the interacting station, use the drop-down for **Output Time Range** to choose between milliseconds (*msec*) and seconds (*sec*).

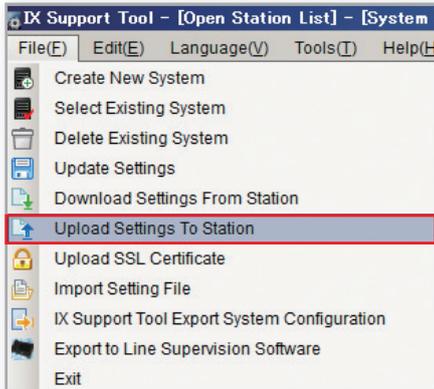
**Output Time**  
After selecting a range, choose the amount of time for the relay to activate.

**Update**  
Click **Update** to save the settings.

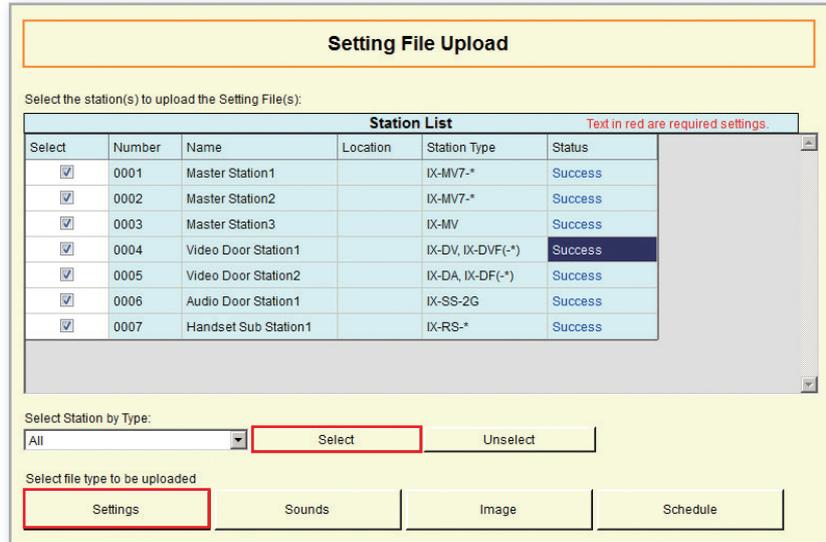
# Uploading the Setting File

## Setting File Upload

The final step after configuring new settings, or making changes to existing settings, is to upload the setting file to all stations. If the setting files are not uploaded, any changes made in Support Tool will not be reflected on the station(s).



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



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

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

**Other Uploads (Optional)**  
Click the respective button if custom Sounds, Images, or Schedules were configured.

## Upload Status

If the status shows Failed, ensure the programming PC is in the same subnet as the IX Stations it is uploading to (page 3), and that the stations are powered on and available (solid status light on the station).

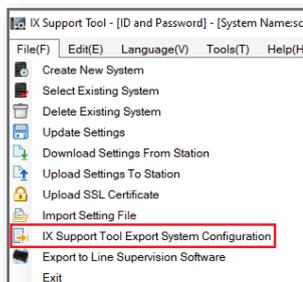
A status of Changes Required will be accompanied by a popup explaining "**Station vulnerabilities detected**". This is due to missing or insufficient passwords. To review the set ID and Passwords, expand Station Information on the left hand side window and select ID and Password.

The **User**, **ONVIF**, and **RTSP** passwords can be left blank. Update these settings, and upload again.

## Export Settings

A copy of the system's setting file should be exported to a secure location or external drive. This step is critical for the ongoing maintenance this system. If settings are to be changed in the future, or new stations are to be added, this file is required to do so.

To export the file, click on **File(F)** at the top of the screen and select **IX Support Tool Export System Configuration**.



**Export**  
Click **Export** to select a location to save the system's setting file.

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

**Finish**  
Lastly, once the setting file has been saved, click **Finish**.

# Door Call Destinations and Master Address Book

## Getting Started

Setting stations to only call or communicate to other stations within a system is possible through configuring call lists and Address Books for doors and master stations, respectively. The following steps are explained for systems that have already completed the setup process shown on pages 3-7.

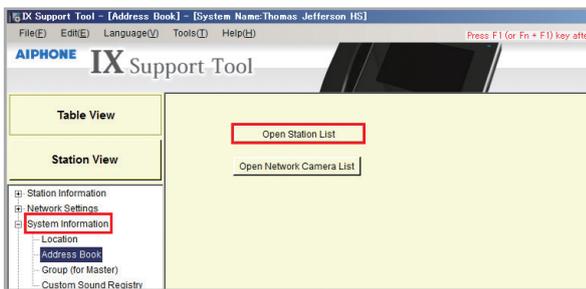
### Master Station Address Book

A master station's Address Book contains the station information of each station in the system by default. A station must be in the Address Book of a master station if it is to call it directly (*manually or by Speed Dial*), activate the door release of that station, transfer that call to another station, and other specific features.

**This is NOT a requirement for setting door station call-in destinations (which doors call which masters), detailed on the next page. If Address Book partitioning is not needed, refer to page 13.**

## Station Types: IX-MV, IX-MV7-\*

Expand System Information on the left-hand menu and select Address Book.



**Open Station List**  
Click **Open Station List**

Displayed will be a row of master stations that are part of the system, and columns of stations with check marks indicating that they are in that station's Address Book. By default, all stations will be in each master station's Address Book. To remove a station from an Address Book, the check mark will need to be removed.



### Removing Stations from an Address Book

Find the cross section between the master station and the station to be removed from its Address Book. Use the drop-down menu under Select and change the **check mark** to the **Blank** selection.

### Update

Click the **Update** button save the changes.

# Door Call Destinations

## Door/Sub Station Call Destinations

Expand **Call Settings** on the left-hand menu and select **Called Stations (Door/Sub Stations)**.

Displayed will be a row of door/sub stations that are part of the system, and columns of stations they are able to communicate with. By default, all door/sub stations are set to call every master station. Note the Station Type for the next step.

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

**Table View**

---

**Station View**

- [-] Station Information
- [-] Network Settings
- [-] System Information
- [-] **Call Settings**
  - [-] Station Information
  - [-] Called Stations (Master Station)
  - [-] **Called Stations (Door/Sub Station)**
  - [-] Call Origination
  - [-] Incoming Call

Station Information				Call Settings				
Identification				Called Stations (Door/Sub Stations)				
Number	Name	Location	Station Type	Total	Group 01			
					Number / Name / Station Type			
0004	Video Door Station1		IX-DV, IX-DVF(-*)	6	0001 / Master Station1 / IX-MV7-*	0002 / Master Station2 / IX-MV7-*	0003 / Master Station3 / IX-MV	0004 /
0005	Video Door Station2		IX-DA, IX-DF(-*)	0	U	U	U	
0006	Audio Door Station1		IX-SS-2G	3	U	U	U	
0007	Handset Sub Station1		IX-RS-*	3	M	SIP		

**Display Settings**

Ensure that **Group 01** (default) is selected from the **Display Settings** drop-down menu at the top of the screen.

**Disabling Call-in Per Station**

Find the cross section between the door and master station communication will be enabled/disabled between. By default, there will be a **U** in the drop-down menu. Click this drop-down and select the **Blank** option.

**Update**

Click the **Update** button save the changes.

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

Expand **Call Settings** on the left-hand menu and select **Called Stations (Door/Sub Stations)**.

Displayed will be a row of the door/sub stations part of the system and columns of stations they are able to communicate with. By default, all door/sub stations are set to call every master station.

**Table View**

---

**Station View**

- [-] Station Information
- [-] Network Settings
- [-] System Information
- [-] **Call Settings**
  - [-] Station Information
  - [-] Called Stations (Master Station)
  - [-] **Called Stations (Door/Sub Station)**
  - [-] Call Origination
  - [-] Incoming Call

Station Information				Call Settings				
Identification				Called Stations (Door/Sub Stations)				
Number	Name	Location	Station Type	Total	Group 10			
					Number / Name / Station Type			
0004	Video Door Station1		IX-DV, IX-DVF(-*)	0	0001 / Master Station1 / IX-MV7-*	0002 / Master Station2 / IX-MV7-*	0003 / Master Station3 / IX-MV	0004 /
0005	Video Door Station2		IX-DA, IX-DF(-*)	3	U	U	U	
0006	Audio Door Station1		IX-SS-2G	0				
0007	Handset Sub Station1		IX-RS-*	0	U			

**Display Settings**

From the **Display Settings** drop-down menu at the top of the screen, select **Group 10**.

**Disabling Call-in Per Station**

Find the cross section between the door and master station that communication will be enabled/disabled between. Click this and select the **Blank** option.

**Update**

Click the **Update** button save the changes.

**Upload:**

↑ The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

# Call Transfer - Absent Transfer

## Getting Started

There are three types of Call Transfers: Absent, Delay, and Schedule. Before configuring transfer settings, refer to page 14 to customize door station call-in destinations and master station Address Books.

**Absent:** Calls are immediately transferred.

**Delay:** Transfer after a set amount of time.

**Schedule:** Transfer after a set time of day on specified days.

## Absent Transfer

Absent Transfer is used situationally, meant to be manually activated by pressing the **Transfer** button on the master station. If Absent Transfer is **Enabled** and activated, an incoming call will be immediately be transferred.

### Step 1: Enabling Absent Transfer

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

The screenshot shows the software interface for configuring Absent Transfer. On the left, a menu tree shows 'Transfer Settings' expanded to 'Absent Transfer'. The main window displays a table for 'Transfer Settings' with columns for 'Station Information' and 'Transfer Settings'. The 'Absent Transfer' column has a dropdown menu set to 'Disable'. The 'Station List' column has an 'Open' button. Below the table, three callout boxes provide instructions: 'Absent Transfer' (Use the drop-down menu to Enable Absent Transfer on a station.), 'Station List' (Click [Open] and select the station(s) to receive the transfer, and click [OK].), and 'Update' (Click the [Update] button to save the changes.).

Station Information				Transfer Settings																
Identification				Absent Transfer																
Number	Name	Location	Station Type	Absent Transfer	Station List	Transfer Destination List														
						Number	No.01	No.02	No.03	No.04	No.05	No.06	No.07	No.08	No.09	No.10				
0001	Master Station1		IX-MV7-*	Disable	Open															
0002	Master Station2		IX-MV7-*	Disable	Open															
0003	Master Station3		IX-MV	Disable	Open															

### Step 2: Re-Transfer (Optional)

If the Absent Transfer destination is unavailable, **Re-Transfer Destination** allows the call to be sent to another master station with it's own transfer configuration to begin another round of transfers.

The screenshot shows the software interface for configuring Re-Transfer Destination. The 'Transfer Settings' table now includes a 'Re-Transfer Destination' column with a dropdown menu set to 'Open'. Below the table, a callout box provides instructions: 'Re-Transfer Destination' (Select the Station Number of the stations receiving the transfer, and click [OK]). To the right, the 'Transfer Destination Stations' dialog box is shown, displaying a list of stations with '0002' selected. Below the dialog, a callout box provides instructions: 'Update' (Click the [Update] button to save the changes.). A 'Note' box states: 'Re-Transfer does not begin a new Call Timeout countdown (Call Settings > Call Origination). It may be necessary to extend the call-in time to utilize this setting.'

### Upload:

The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

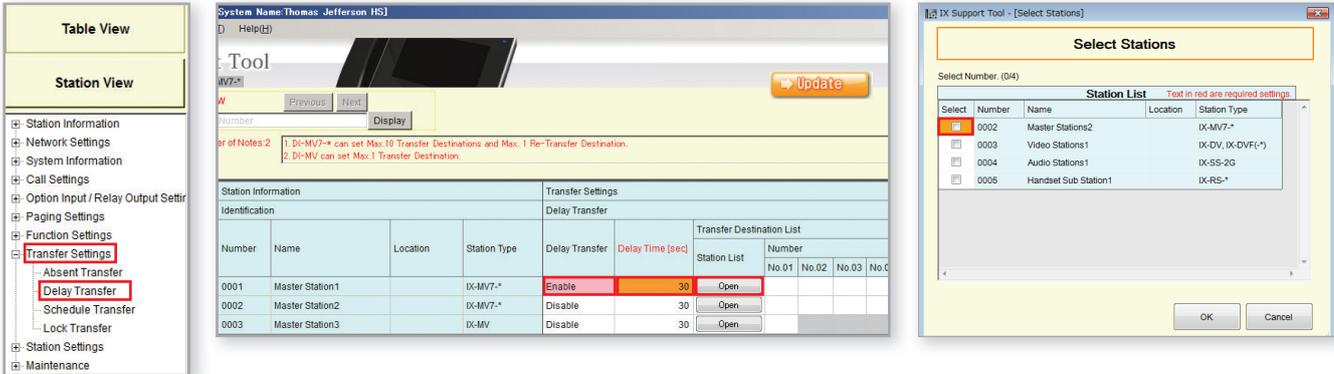
# Call Transfer - Delay Transfer

## Delay Transfer

Delay Transfer will automatically transfer an incoming call after a set amount of time.

### Step 1: Enabling Absent Transfer

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



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

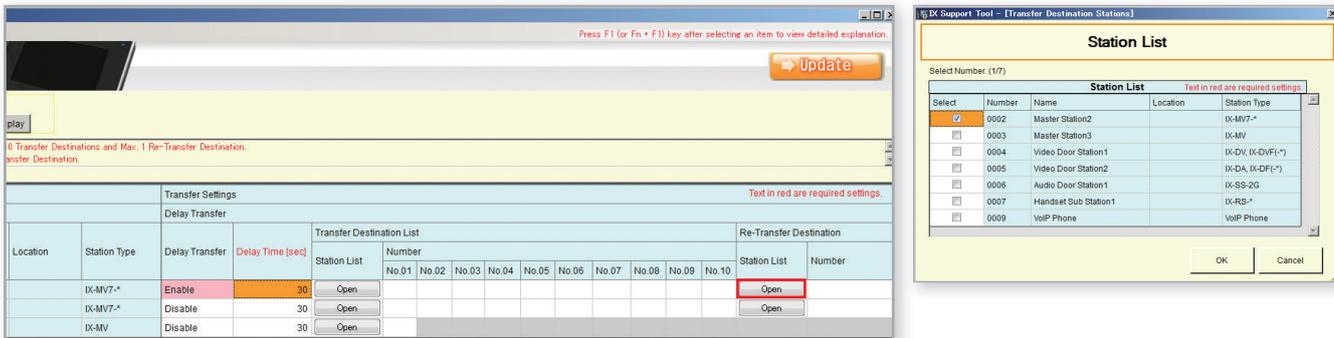
**Station List**  
Click **Open** and select the station(s) to receive the transfer, and click **OK**.

**Delay Time**  
Enter the **Delay Time** before the call is transferred.

**Update**  
Click the **Update** button to save the changes.

### Step 2: Re-Transfer (Optional)

If the Absent Transfer destination is unavailable, **Re-Transfer Destination** allows the call to be sent to another master station with it's own transfer configuration to begin another round of transfers.



**Re-Transfer Destination**  
Select the Station Number of the stations receiving the transfer, and click **OK**.

**Update**  
Click the **Update** button to save the changes.

**Note:**  
Re-Transfer does not begin a new **Call Timeout** countdown (**Call Settings > Call Origination**). It may be necessary to extend the call-in time to utilize this setting.

**Upload:**  
The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

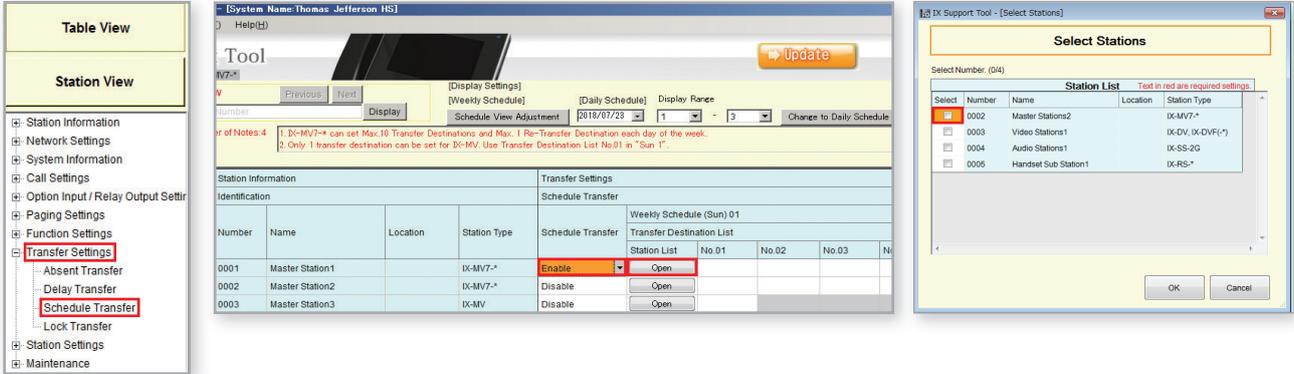
# Call Transfer - Schedule Transfer

## Schedule Transfer

Delay Transfer will automatically transfer an incoming call based on a created schedule that can be set for a specific time of day, and on a daily schedule.

### Step 1: Enabling Absent Transfer

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



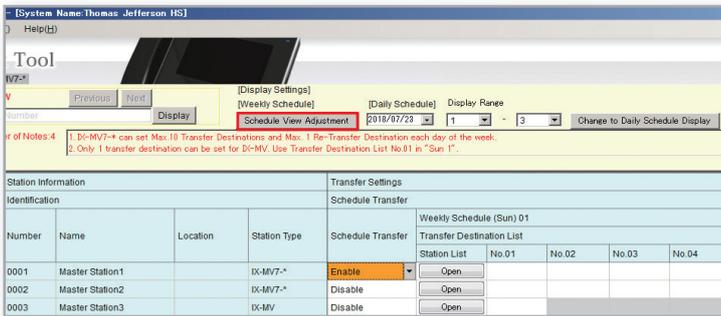
**Schedule Transfer**  
Use the drop-down menu to **Enable** Schedule Transfer.

**Station List**  
Click **Open** and select the station(s) to receive the transfer, and click **OK**.

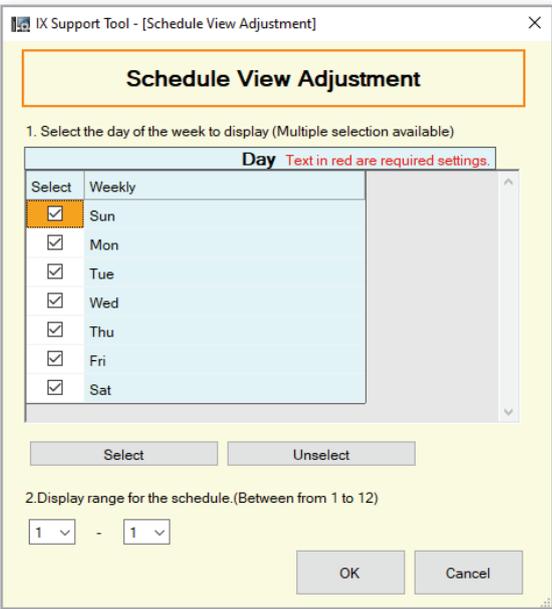
**Update**  
Click the **Update** button to save the changes.

### Step 2: Schedule View Adjustment

At the top of the Schedule Transfer settings page there are several ways to adjust what is displayed, and how it is displayed, in this section. Click **Schedule View Adjustment** to open these options.



**Station List**  
Click **Schedule View Adjustment** to open the settings window.



**Schedule View Adjustment**

**Day:** Place a check mark next to every day in which a Schedule Transfer will be used.

**Display Range:** Each day can have up to 12 individual transfer times. Use the drop-down options to choose how many of those 12 to display.

*If every day of each week are to repeat themselves, select 1 in each drop-down.*

Click **OK** to return close the window.

# Call Transfer - Schedule Transfer

## Step 2: Schedule Transfer Start and End Time

Scrolling to the right, the daily schedule will need to be created by settings a **Start and End Time** for each station and each day.

Scroll Right →

Scroll Right →

### Scroll Right

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

### 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.

### Update

Click the **Update** button to save the changes.

### Upload:



The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

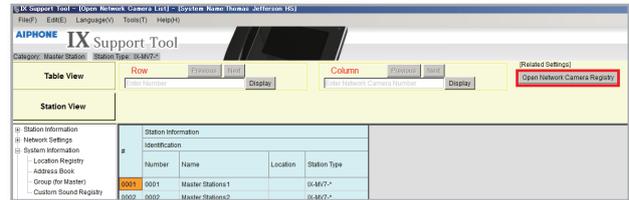
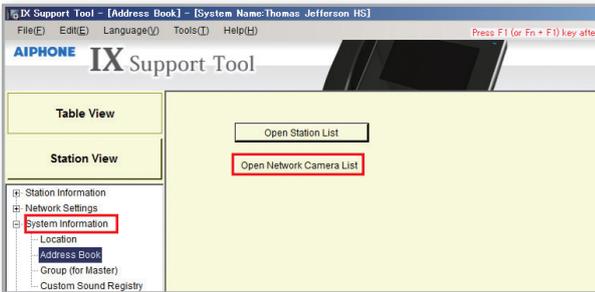
# IP Camera Integration

## Getting Started

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

### Step 1: Opening Network Camera Registry

Network Cameras will first need to be registered in Support Tool.



**Address Book**

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

**Network Camera List**

Click Open Network Camera List.

**Network Camera Registry**

Click Open Network Camera Registry.

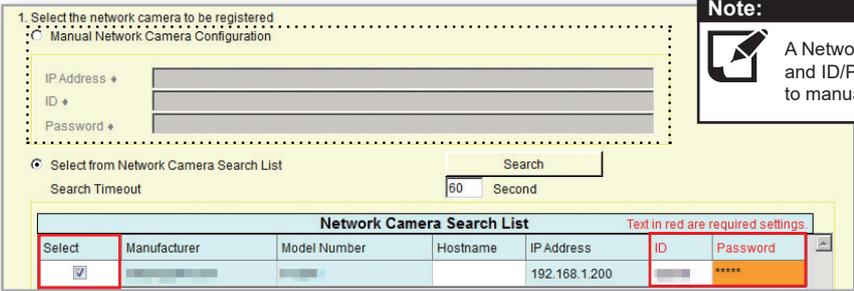
### Step 2: Registering a Network Camera

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.



**Add Camera**

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



**Note:**

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

**ID and Password**

Check the box of each IP camera to be register. Then, enter the ID and Password required for each selected camera.



**IP Camera Information**

Click Get Network Camera Information to automatically find the IP camera's video profile information.

**Select a Profile**

Check the box of each IP camera video profile to use with the system.

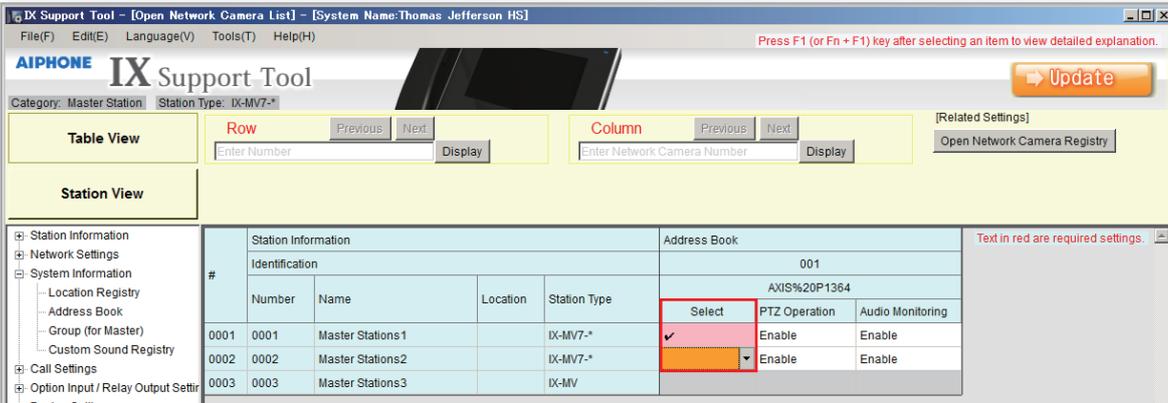
**Register**

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

# IP 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**.

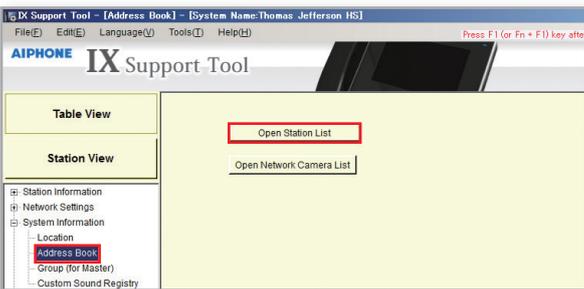


**Selecting the IP Camera**  
Use the **Select** drop-down menu to select each Master Station you wish to register the IP camera to.

**Update**  
Click **Update** to save the changes.

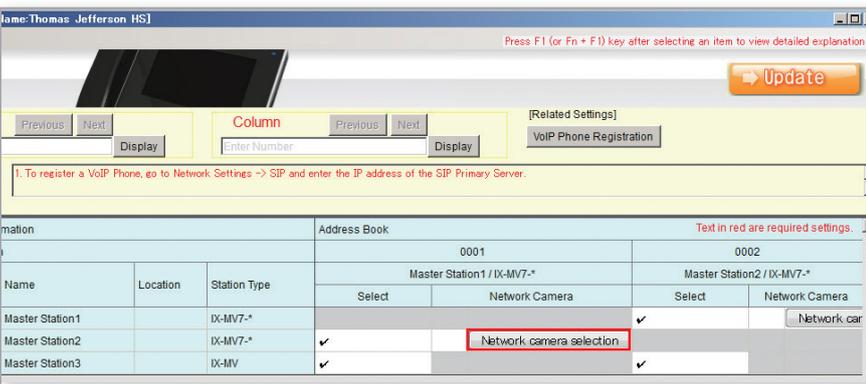
## Step 4: Assigning a Network Camera to a Station

To assign a IP camera to a station for station call-up, the camera will need to be registered to each station it will interact with.



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

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



**Network Camera Selection**  
Click **Network camera selection** to open a new window to select a registered IP camera.

**Update**  
Click **Update** to save the changes.

**Upload:**  
The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

# Timer Settings

## Getting Started

The call-in, communication, and door release timers are found across several sections within Support Tool. The following steps will quickly show their location, and give a simple example of adjusting the respective setting.

### Door Release Output Timer

To adjust the amount of time the door release relay output activates, expand **Relay Input / Relay Output Settings** and click **Relay Output**.

Scroll Right → →

<b>Table View</b>
<b>Station View</b>
<ul style="list-style-type: none"> <li>Station Information</li> <li>Network Settings</li> <li>System Information</li> <li>Call Settings</li> <li><b>Option Input / Relay Output Settings</b> <ul style="list-style-type: none"> <li>Option Input</li> <li><b>Relay Output</b></li> </ul> </li> <li>Paging Settings</li> </ul>

Station Information					Option Input / Relay Output Settings		
#	Identification				Relay Output		
	Number	Name	Location	Station Type	Relay Output 1	Relay Output 1 (Output Time is valid when Relay Output function is s	
					Option Relay Control	Output Time Range	Output Time
0001	0001	Master Stations1		IX-MV7-*	Disable	200-2000 [msec]	400
0002	0002	Master Stations2		IX-MV7-*	Disable	200-2000 [msec]	400
0003	0003	Master Stations3		IX-MV7-*	Disable	200-2000 [msec]	400
0004	0004	Video Stations1		IX-DV, IX-DVF(-*)	Disable	200-2000 [msec]	400
0005	0005	Video Stations2		IX-DV, IX-DVF(-*)	Disable	200-2000 [msec]	400
0006	0006	Audio Stations1		IX-SSA(-*)	Disable	3-600 [sec]	400
0007	0007	Handset Sub Station1		IX-RS-*	Disable	200-2000 [msec]	400
0008	0008	I/O Adaptor1		IXW-MA	Disable	200-2000 [msec]	400

**Output Time Range and Output Time**  
 Use the drop-down menu under Output Time Range to select either 200-2000(msec) or 3-600(sec), then use the Output Time section to enter the desired value.

**Update**  
 Click the **Update** button save the changes.

**Upload:**  
 The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 11 for more details on this process.

## Call Timeout

To adjust the time a station will call-in to another station before ending, expand **Call Settings** and click **Call Origination**.

<b>Table View</b>
<b>Station View</b>
<ul style="list-style-type: none"> <li>Station Information</li> <li>Network Settings</li> <li>System Information</li> <li><b>Call Settings</b> <ul style="list-style-type: none"> <li>Station Information</li> <li>Called Stations (Master Station)</li> <li>Called Stations (Door/Sub Station)</li> <li><b>Call Origination</b></li> <li>Incoming Call</li> </ul> </li> <li>Option Input / Relay Output Settings</li> </ul>

Station Information					Call Settings			
#	Identification				Call Origination			
	Number	Name	Location	Station Type	Call Button	Call Timeout		
					Call Method	Ringback Tone	Select	10-600 sec
0001	0001	Master Stations1		IX-MV7-*		Call Pattern 4	10-600 sec	60
0002	0002	Master Stations2		IX-MV7-*		Call Pattern 4	10-600 sec	60
0003	0003	Master Stations3		IX-MV7-*		Call Pattern 4	10-600 sec	60
0004	0004	Video Stations1		IX-DV, IX-DVF(-*)	Standard Destination	Call Pattern 1	10-600 sec	60
0005	0005	Video Stations2		IX-DV, IX-DVF(-*)	Standard Destination	Call Pattern 1	10-600 sec	60
0006	0006	Audio Stations1		IX-SSA(-*)	Standard Destination	Call Pattern 1	10-600 sec	60
0007	0007	Handset Sub Station1		IX-RS-*	Standard Destination	Call Pattern 1	10-600 sec	60

**Call Timeout**  
 Under Call Timeout, select the desired duration between 10 and 600 seconds.

**Update**  
 Click the **Update** button save the changes.

**Upload:**  
 The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.

# Timer Settings

## Talk Timeout

To adjust the amount of time a station will communication to another station before ending the call, expand **Station Settings** and click **Communication**.

<b>Table View</b>
<b>Station View</b>
<ul style="list-style-type: none"> <li>[-] Station Information</li> <li>[-] Network Settings</li> <li>[-] System Information</li> <li>[-] Call Settings</li> <li>[-] Option Input / Relay Output Settings</li> <li>[-] Paging Settings</li> <li>[-] Function Settings</li> <li>[-] Transfer Settings</li> <li><b>[-] Station Settings</b> <ul style="list-style-type: none"> <li>Speed Dials / Favorites</li> <li>Privacy</li> <li>Volume / Tone</li> <li><b>Communication</b></li> <li>Monitor</li> <li>Master Station Display</li> <li>Camera</li> <li>Door Release Assignment</li> <li>Line Supervision</li> </ul> </li> <li>[-] Maintenance</li> </ul>

Station Information					Station Settings		
#	Identification				Communication		
	Number	Name	Location	Station Type	Talk Timeout [sec]		Communication Start Tone
					Select	30-600 sec	
0001	0001	Master Stations1		IX-MV7-*	30-600 sec	60	
0002	0002	Master Stations2		IX-MV7-*	30-600 sec	60	
0003	0003	Master Stations3		IX-MV7-*	30-600 sec	60	
0004	0004	Video Stations1		IX-DV, IX-DVF(-*)	30-600 sec	60	None
0005	0005	Video Stations2		IX-DV, IX-DVF(-*)	Infinite	60	None
0006	0006	Audio Stations1		IX-SSA(-*)	30-600 sec	60	None
0007	0007	Handset Sub Station1		IX-RS-*	30-600 sec	60	None

### Talk Timeout

Use the drop-down menu under **Talk Timeout** to select either **Infinite** or **30-600 sec**, then use the **30-600 sec** section to enter the desired value.

### Update

Click the **Update** button save the changes.

### Upload:



The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.





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