

IXG Series

Cisco® Unified Communications Manager (CallManager)

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

Note: The screenshots in this manual are from Unified Communications Manager 11.5.

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

IX-MV7-*, IX-SOFT, IX-RS-*, IX-DV, IX-DVF-*, IX-SSA-*, IX-SS-2G, IX-DA, IX-BA, IXG-DM7-HID

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



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

Common Settings and Features

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

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 Stations: IX-MV7-*, IX-SOFT, IX-RS-*, IX-DV, IX-DVF-*, IX-SSA-*, IX-SS-2G, IX-DA, IX-BA

IXG Series Stations: IXG-DM7-HID

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 Network Summary Document found at www.aiphone.com/IXG

Extensions

IX Series stations can be assigned a 1 to 32-digit Station Number (read: extension) in Support Tool, which must match the extension assigned to it in CallManager. This setting is explained in greater detail later in this document.

A station may call a single, 1 to 32-digit extension (*which can also 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/IXG Series station to another, or to a single SIP extension, is handled by its internal configuration. Call transfers of an IX/IXG 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 Quick Start Guide.

Door Release

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

To activate the door release relay output, press the **Door Release Key (code)** while the IP phone is in communication with the station. The **Door Release Key** and its 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 IXG Series stations has been completed. However, the registration status of any unconfigured (defaulted) station will show as "unknown."

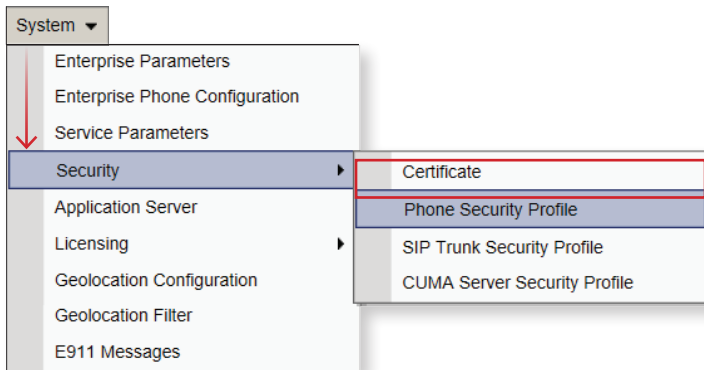
The MAC address of each station will be needed during Device Registration and may be found by either locating the MAC address sticker on the back of the intercom, or using Support Tool and running a Station Search (Tools > Station Search).

Notate the Station Type of each station. The station's type will be referenced throughout this process.

Create a Security Profile

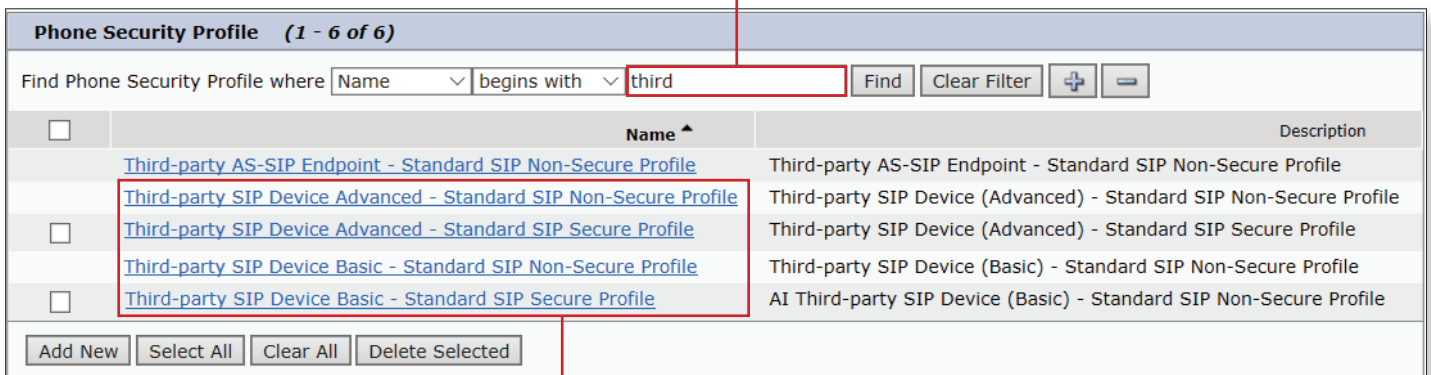
A new security profile will be created for the stations to be registered. If multiple station types are being registered, ensure that the following steps are done for each profile (Basic and Advanced). To avoid editing the existing profile, it is recommended to copy and save the new profile.

1.1 - 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**.



1.3 - Select a Phone Security Profile

IX-MV7-*, IX-SOFT, IX-DV, or IX-DVF-*. IXG-DM7-HID
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

Create 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** (when required).

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, along with the **Last Name** and **Digest Credentials** (when Enable Digest Authentication is checked in the previous step).

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 (required when Enable Digest Authentication is checked)

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.

A screenshot of a 'Device' drop-down menu. The menu is open, showing several options: CTI Route Point, Gatekeeper, Gateway, Phone (highlighted with a red border), Trunk, Remote Destination, and Device Settings (with a right-pointing arrow).

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

A screenshot of the 'Find and List Phones' interface. At the top left, there is a '+ Add New' button highlighted with a red border. Below it is a search section with a 'Find Phone where' label, a 'Device Name' dropdown, a 'begins with' dropdown, a search input field, and 'Find' and 'Clear Filter' buttons. Below the search section is an 'Add New' button.

3.2 - Add New
Click **Add New**


A screenshot of the 'Add a New Phone' form. At the top left is a 'Next' button with a green arrow. Below it is a 'Status' section showing 'Status: Ready' with an information icon. The main section is 'Select the type of phone you would like to create', with a 'Phone Type*' dropdown menu set to 'Third-party SIP Device (Advanced)'. At the bottom left is another 'Next' button highlighted with a red border.

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 (IXG-DM7-HID, 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*	000BAA2F0249
Description	Aiphone Front Door Intercom
Device Pool*	Default
Common Device Configuration	< None >
Phone Button Template*	Third-party SIP Device (Advanced)
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	< None >
AAR Calling Search Space	< None >
Media Resource Group List	< None >
Location*	Hub_None
AAR Group	< None >
Device Mobility Mode*	Default
Owner	<input checked="" type="radio"/> User <input type="radio"/> Anonymous (Public/Shared Space)
Owner User ID*	AiphoneIXDV
Mobility User ID	< None >
Use Trusted Relay Point*	Default
Always Use Prime Line*	Default
Always Use Prime Line for Voice Message*	Default
Geolocation	< None >

Scroll Down

Scroll Down

Protocol Specific Information

BLF Presence Group*	Standard Presence group
MTP Preferred Originating Codec*	711ulaw
Device Security Profile*	Aiphone Third-party SIP Device Basic - Standard SI
Rerouting Calling Search Space	< None >
SUBSCRIBE Calling Search Space	< None >
SIP Profile*	Standard SIP Profile View Details
Digest User	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](#), [IX-DVF-*](#), or [IXG-DM7-*](#)
 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.

[IX-MV7-*](#), [IX-DV](#), [IX-DVF-*](#), or [IXG-DM7-*](#)
 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		Line [1] - Add a new DN
2		Line [2] - Add a new DN
3		Line [3] - Add a new DN
4		Line [4] - Add a new DN
5		Line [5] - Add a new DN
6		Line [6] - Add a new DN
7		Line [7] - Add a new DN
8		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*

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

Support Tool - Getting Started

Proceed with the following steps only once the initial programming of the IXG Series system and its stations has been completed. The IXG Series Quick Start Guide is provided with each station and can be found under Literature at www.aiphone.com/IXG.

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

Once logged in, from the top menu, click **View(V)** and select **Advanced**.

Adding a VoIP Phone to Support Tool

A VoIP Directory Number (extension) or phone number that will be receiving a call will need to be added to **Site Settings** Units/Stations list selected on the left hand side menu. Each VoIP destination will be added to Commercial Unit type.

Site Settings										
Units / Stations										
Building Nu	Unit Numbe	Unit Type		Unit Name	First Name	Last Name	Master / Tenant S		Door / Entrance S	
01	001	Entrance	Select	Entrance000				Select	IXG-DM7(-)	Select
01	300	Commercial	Select	Commercial300			VoIP Phone	Select		Select
01	301	Commercial	Select	Commercial301			VoIP Phone	Select		Select

Adding Sip Server Information

From the left hand side menu, expand **Network Settings**, and click **SIP**.

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

Network Settings										
SIP										
Unit Number	Station Name	Station Information			SIP Compatibility Mode	Primary Server				
		SIP Signaling Poi	User Agent			ID	Password	IPv4 Address		
001	Entrance Station1	5060		Standard Mode	AiphoneDM7	*****	10.0.10.10			
100	Master Station1	5060		Standard Mode	AiphoneMV7	*****	10.0.10.10			
	Gateway Adaptor1	5060								

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 .	

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

Station Information

Identification

Edit the Station Number and Name for each station in the system. When the IXG system is integrating with a SIP server, the Station Number also acts as the SIP extension for the station or VoIP phone.

Station Information				
Identification				
Building Nu	Unit Number	Station Type	Station Number	Station Name
01	100	IXG-DM7(-*)	1000	Entrance Station1
01	200	VoIP Phone	4596	VoIP Phone1
01	300	IXG-MK	3000	Guard Station1
01	300	VoIP Phone	3001	VoIP Phone2
01	400	IX-MV7-*	4000	Master Station1
01	400	VoIP Phone	4001	VoIP Phone2
01	400	IX-DV,IX-DVF(-*)	4002	Video Door Station1

i Station Numbers can be 4 to 24 digits long. When integrating with a SIP server, verify if there are any length requirements for extensions, and set the Station Numbers accordingly.



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

Calling a VoIP Station (Doors/Sub Stations)

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.

Expand **Call Settings**, and click **Called Stations** (Door/Sub Stations).

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	

Finding the IP Phone or Group


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

Enabling the Call

Use the drop-down option under the desired IP Phone or group and select **"U"**.



Note:

 Settings will not take effect until the setting files have been uploaded to the stations. Refer to page 12 of this guide for the procedure of uploading the settings.

Configuring door release (optional)

Changing Door Release Keys

By default, stations in the IXG system are assigned a random 16 digit authentication key for door release. To change the The Door Release Key, expand the **Option Input/Relay Output** settings and select **Relay Output**. The new Door Release Key can be set between 1-16 digits in length. Enter the Door Release Key when in communication with the station to fire relay 1 for door release.

Building Nu	Unit Number	Station Name	Option Input / Relay Output Settings Required settings.		
			Relay Output		
			Relay Output 1 (Output Time is valid when Relay Output function is set to		
			Output Time Range	Output Time	Door Release Key
01	001	Entrance Station 1	3-600 [sec]	5	4532
01	100	Master Station 1	3-600 [sec]	5	2359
01		Lift Control Adaptor 1	3-600 [sec]	5	

Matching Door Release Keys

Ater updating the door release keys in the previous step, existing IX/IXG stations will need to have the updated key to release the door. To update the door release key for these stations, Expand **Function Settings** and select **Door Release**. Click **Door Release Batch Configuration**.

Door Release Batch Configuration

Door Release Batch Configuration

Only a Relay Output set to "Door Release" can be selected. Configure Relay Outputs in "Option Input / Relay Output Settings - Relay Output". Door Release Batch Configuration will overwrite existing Access Codes.

Door Release / Option Output Settings

Building Number	Unit Number	Unit Type	Station Name	Relay Output	
				Relay Output 1 Door Release	Relay Output 2 Option Output
01	100	Entrance	Entrance Station 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
01	202	Outside Area	Video Door Station 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
01	303	Commercial	Video Door Station 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
01	304	Commercial	Video Door Station 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Select Building and Unit Types

Building: All | Unit Type: All | Relay Output: Relay Output 1 Door Release
Select Unselect

Entrance Door Release partitioning by Unit Type

Select	Unit Type
<input checked="" type="checkbox"/>	Residential
<input checked="" type="checkbox"/>	Guard
<input checked="" type="checkbox"/>	Commercial
<input checked="" type="checkbox"/>	Common Inside Area
<input type="checkbox"/>	Other Building Guard (Multi Buildings only)

Common Outside Area Door Release partitioning by Unit Type

Select	Unit Type
<input checked="" type="checkbox"/>	Local Unit
<input checked="" type="checkbox"/>	Guard in the local building

Door Station of the Residential, Guard, or Commercial Unit will be released by the Master Station of the same unit.

Upload Cancel

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

Video Settings

Video is streamed by an IX/IXG 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.

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

<ul style="list-style-type: none"> [-] Station Information [-] Network Settings <ul style="list-style-type: none"> IP Address DNS SIP Multicast Address Video Audio Packet Priority NTP 	<table border="1"> <tr> <th colspan="3">Station Information</th> <th colspan="3">Network Settings</th> </tr> <tr> <th colspan="3">Identification</th> <th colspan="3">Video</th> </tr> <tr> <th>Number</th> <th>Name</th> <th>Station Type</th> <th colspan="3">Video Encoder 1</th> </tr> <tr> <th>Resolution</th> <th>Frame Rate [fps]</th> <th>Select Profile [H.264 / AVC]</th> <th colspan="3"></th> </tr> <tr> <td>0586</td> <td>Security Desk</td> <td>IX-MV7-*</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4595</td> <td>Front Door</td> <td>IX-DV, IX-DVF(-*)</td> <td>640x480(VGA)</td> <td>15</td> <td>Baseline</td> </tr> </table>	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
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4595	Front Door	IX-DV, IX-DVF(-*)	640x480(VGA)	15	Baseline																																

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



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


If a door station needs to be called by a VoIP phone, the call button will need to be set to be able to answer the incoming call.

Call Settings - Station Information

On the left-hand side menu, expand **Call Settings** and select **Station Information**. For any IX door station that needs to receive calls from a VoIP Phone, not just call to a VoIP phone, change the Call Button Function from **Call** to **Call, Answer Call, End Communication**.

Building Nu	Unit Number	Station Name	Call Settings
01	400	Video Door Station 1	Station Information Call Button Function Call
			Call Call, End Communication Call, Answer Call, End Communication

Note:

 Settings will not take effect until the setting files have been uploaded to the stations. Refer to page 13 of this guide for the procedure of uploading the settings.

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

Updating the IXG-DM7-HID Firmware

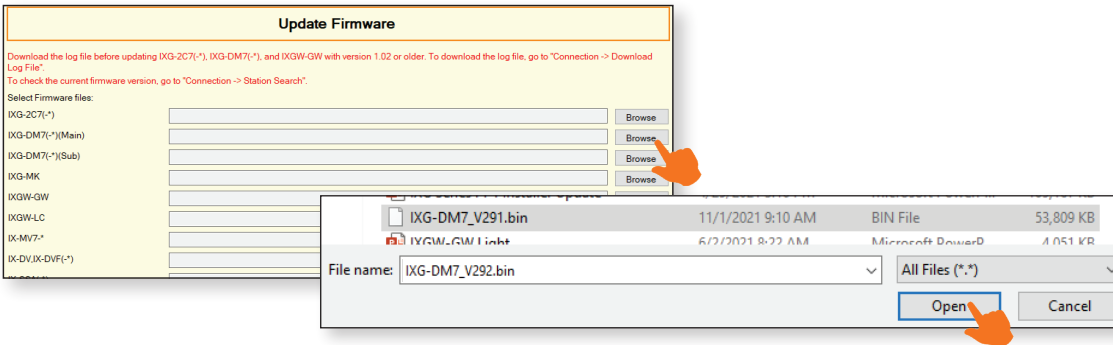
To enable the IXG-DM7-HID SIP functionality, it will first need to be updated to firmware version 2.92. Once this firmware is downloaded, extract the firmware file to the PC.

Maintenance - Firmware Update

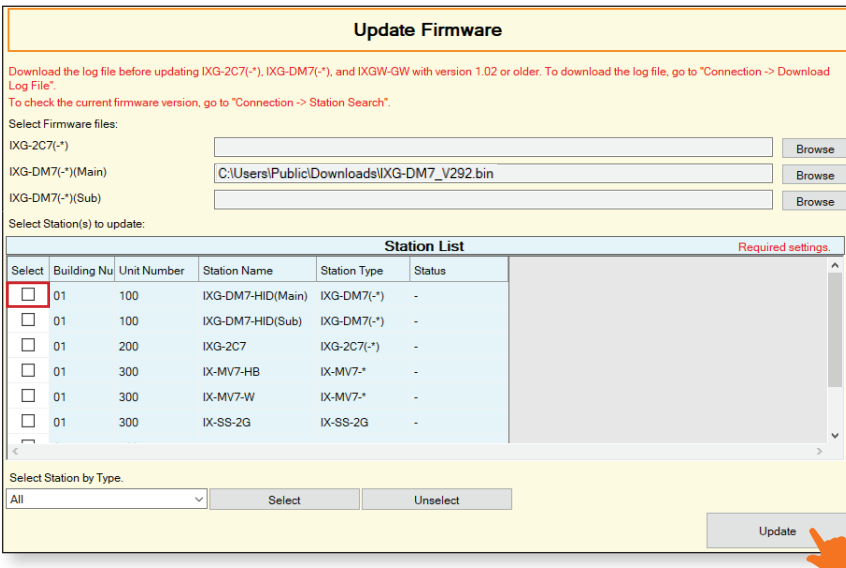
Click on **View(V)** in the top menu and select **Advanced** to switch to the advanced view side menu. Expand **Maintenance** in the side menu, then select **Firmware Update**.

Update Firmware

Click on the **Browse** button for the IXG-DM7(-*)(Main) row and select the IXG-DM7_V292.bin firmware file, then click **Open**



Once the firmware is selected, check the (Main) option for any IXG-DM7(-*) stations that will need the update, and press the **Update** button to begin the firmware update process.



i The firmware update process can take up to 10 minutes. Disconnecting the IXG-DM7-HID during this time may cause the station to malfunction.

The IXG-DM7-HID will reboot once the firmware update is complete.

Upload Settings

Once associated, each station will need to have its setting file uploaded to it. This setting file contains all other system information and is required for the station to function. To upload the settings to each station, select **Connection** on the top menu and click Upload Settings.

Setting File Upload

Select each station by placing a check mark next to it, or click **Select** to select all stations. Click **Settings** to upload station settings. If Sounds, Images, or Schedules were configured, click their respective buttons.

Select	Building Number	Unit Number	Station Name	Station Type	Status
<input checked="" type="checkbox"/>	01	001	Entrance Station IXG-DM7(-)	-	-
<input checked="" type="checkbox"/>	01	101	Master Station IX-MV7(-)	-	-
<input checked="" type="checkbox"/>	01	201	Tenant Station IXG-2C7(-)	-	-
<input checked="" type="checkbox"/>	01	202	Tenant Station IXG-2C7(-)	-	-
<input checked="" type="checkbox"/>	01	203	Tenant Station IXG-2C7(-)	-	-
<input checked="" type="checkbox"/>			Gateway 1 IXGW-GW	-	-

i If any stations fail, they may still be booting up from the Association Settings step. It is also important to ensure that the programming PC is in the same subnet range as the stations. For example, if the stations are set to 192.168.1.xx, the PC should also be set to this.

Exporting System Configuration

Once the Upload is complete, select **File** from the top menu and click Export System Configuration. Export this systems configuration to save as a backup if the settings are lost, or if they need to be moved to a new PC and Support Tool.