

# IX Series

## Firmware Update Tool



### GENERAL OVERVIEW

This document describes the process of updating the firmware of the following stations.

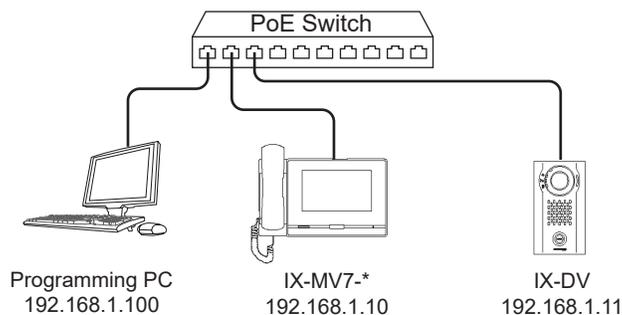
- **IX-MV7-\*, IX-RS-\*, IX-DV, IX-DVF-\*, IX-SSA-\*, and IX-SS-2G v3.xx or older**
- **IX-MV, IX-BA, IX-DA, and IX-DF-\* v4.xx or older**
- **IXW-MA v3.xx or older / 9.0x**

*Note that intercom stations with firmware v5.xx or newer and IXW-MAs with firmware v9.20 or newer or do not require this tool to update, and should use the IX Series Support Tool v7.xxx.*

### Getting Started

The IX Series Firmware Update tool automates much of the firmware update process. To ensure this functionality and proper function of the tool, some steps should be taken before the process is started.

Setting the programming PC in the same subnet as the stations, and placing each station either on the same network switch as the programming PC or within the same broadcast domain, may quicken the search and authentication processes. However, this is not a requirement, and results will vary depending on the network environment. For more information about broadcast domains, contact your network administrator.



### Before Launching the Tool

- Firmware Update tool has been downloaded and installed**  
*Windows 7/8.1/10(32/64bit)*
- The programming PC and the IX Series stations have been connected to a single network switch or have been placed in the same broadcast domain**
- PC is in the same subnet as the IX Series stations, or proper routing has taken place to allow communication**
- Each station's ID and Password has been gathered**
- The appropriate firmware has been downloaded from <https://www.aiphone.net/support/software-documents/ix/> or an Internet connection is available to download it during the process**
- (Optional) Export the Setting Address List file from Support Tool to import in the case stations are not found by the tool.**  
**Support Tool: "File > Export to Line Supervision Software"** *Note that stations can also be manually entered if needed*

### Searching for Stations

When the tool is launched, it will automatically begin searching for IX stations using the PC's default NIC. Search again by clicking **Search**. To proceed with the found stations, or to add stations not found by the search manually, click continue.

Station List						
Number	Name	Location	Station Type	IP Address	MAC Address	Firmware Version
1000	Receptionist		IX-MV	192.168.1.10	00:0B:AA:17:1B:BA	2.13
1001	Front Door		IX-DA, IX-DF(-*)	192.168.1.11	00:0B:AA:16:04:B7	2.13

#### Note

 Click the Settings button at the top right corner of the tool to find alternate language options and software version information.

NIC  
USB to Ethernet

Search

IPv4: 192.168.1.100    IPv6: fe80::a141:d3fc:80e1:798d%4

Click **Continue**

### Selecting a different NIC

To switch between available NICs, use the drop-down pictured above and click search. The IP address of the selected NIC will also be listed under the selection. Contact your Administrator for information on changing this address.

### Authenticating the ID and Password

If manually adding a station is required, click the  box of the next available station slot and enter the station's IP address and Station Type. Once all stations are listed, enter the **ID** and **Password** for each station.

Select  each station with an ID and Password then click **Authenticate** to verify the ID and Password for each station.

Station List										
Select	Number	Name	Location	Station Type	IP Address	MAC Address	Firmware Version	ID (administrator)	Password (administrator)	Status
<input checked="" type="checkbox"/>	1000	Receptionist		IX-MV	192.168.1.10	00:0B:AA:17:1B	2.13	admin	admin	-
<input checked="" type="checkbox"/>	1001	Front Door		IX-DA, IX-DF(-*)	192.168.1.11	00:0B:AA:16:04	2.13	admin	admin	-
<input checked="" type="checkbox"/>				IX-MV7-*	192.168.1.12			admin	admin	-
				IX-MV7-*						
				IX-MV						
				IX-DV, IX-DVF(-*)						

NIC  
USB to Ethernet

Authenticate

IPv4: 192.168.1.100    IPv6: fe80::a141:d3fc:80e1:798d%4

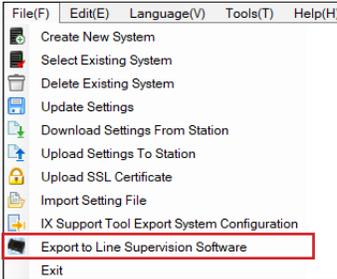
Click **Continue**

### Authenticating and Status

The ID and Password are critical to the firmware update process. The Status will display if the ID and Password are correct, but will not state which field is incorrect if the Status is Failed. Refer to the system's program file to confirm the correct ID and Password.

## Importing Station List (Optional)

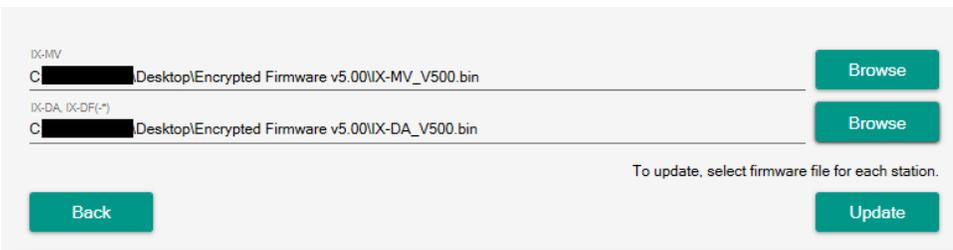
Station information of an existing IX Series system can be uploaded to this tool by clicking **Import**. Export the file from Support Tool by going to *File > Export to Line Supervision Software*.



When the **Import** button is clicked, a prompt to browse to the newly exported file. When the file is selected, the station list will be populated with all stations found in the Support Tool program file.

## Selecting and Uploading Firmware

Click **Browse** for each station type listed. To update, each of the listed station types must have a chosen firmware listed. Any blank fields will leave the **Update** button greyed out. Click **Back** to unselect an unwanted or mislabeled station and return to this screen to proceed.



**Note**  
The file path of the firmware shown above is an example, as the location of the file will vary depending on where it was downloaded to.



## Firmware Status

The final screen will display the station's basic station information and firmware status for verification.

Station List								
Number	Name	Location	Station Type	IP Address	MAC Address	Previous Version	Current Version	Status
1000	Receptionist		IX-MV	192.168.1.10	00:0B:AA:17:1B:BA	2.13	5.00	Success
1001	Front Door		IX-DA, IX-DF(-*)	192.168.1.11	00:0B:AA:16:04:B7	2.13	5.00	Success

### Status Descriptions

- Success:** Firmware update successful
- N/A:** Station's current firmware is already the chosen firmware, or is an earlier version.
- Failed:** Update failed
- Process Interrupted:** "Cancel" was selected during the update process.

