

IX|IXG Series

Code Blue® Blue Alert®

Interconnect Integration Guide

This guide explains how to integrate IX|IXG Series stations with Code Blue's Blue Alert Interconnect, which provides access to Nebula Cloud Services. Once the integration is complete, the intercom stations will be able to place calls to programmed phone numbers and receive external calls.

These instructions assume that the IX|IXG Series stations have already been programmed using IXG Support Tool, and that a copy of the system's configuration is available.

IXG Support Tool can be downloaded from here: <https://www.aiphone.com/IXG-SupportTool>.

See this link for instructions on exporting and importing a configuration from another PC: <https://www.aiphone.com/ixg-export-import>.

For more programming instructions, see the IXG Series Quick Start Guide: <https://www.aiphone.com/IXG-Series-QuickStartGuide>.

Preparation

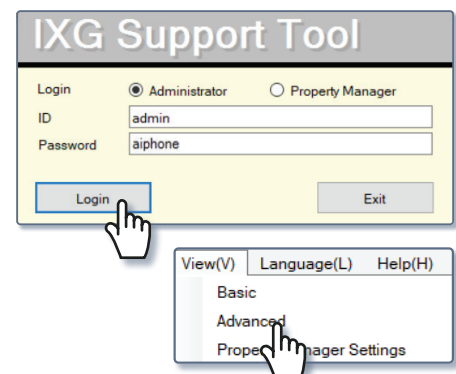
Record the extensions that the IX|IXG Stations will call. Each station that will receive calls from outside the system will also need a separate extension assigned by Blue Alert.

IXG Support Tool Settings

Getting Started

Open IXG Support Tool. Fill in the credentials and click **Login** to sign in as an administrator.

Select **View(V)** on the top menu and switch the mode over to Advanced.



Unit/Station Settings

Navigate to **Site Settings**, Units / Stations on the side menu. For each extension that the system will call through Blue Alert®, create a unit by taking an empty line and assigning a **Building Number**, **Unit Number**, and set the **Unit Type** to Commercial by clicking **Select**.

Building Number	Unit Number	Unit Type	
01	1000	Entrance	Select
01	1001	Commercial	Select
01	1002	Residential	Select
01	1003	Guard	Select
01	1004	Outside Area	Select
01	1005	Commercial	Select

Scroll right. Under the first **Master / Tenant Station** column, click **Select** to set the station type to VoIP Phone. Repeat these steps for each extension that the system will call, placing each extension in a separate unit.

Once all extensions are configured, click **Save** in the top left corner.

Master / Tenant Station 1	
	Select
VoIP Phone	Select
IXG-2C7(-*)	Select
IXG-MK	Select
	Select
VoIP Phone	Select



If the Save button says Update instead, this version of IXG Support Tool needs to be updated. Use the download link on the first page.

Navigate to **Station Information**, Identification on the side menu. For each VoIP phone, change the **Station Number** to match the desired extension. Also change the number of any other stations that will have an extension assigned by Blue Alert. Click **Save**.

Unit Number	Station Type	Station Information	
		Identification	
		Station Number	Station Name
1000	IXG-DM7(-*)	10000	Front Entrance
1001	IX-MV7-*	14255551236	Master Station1
1001	VoIP Phone	14255557843	VoIP Phone2

Navigate to **Network Settings**, SIP. For each station that will interact with Blue Alert®, enter in an **ID**, **Password**, and **IPv4 Address**. These will be different for each site and are provided by Code Blue.

If secondary or tertiary SIP servers will be used, scroll right and enter their credentials as well. Click **Save**.

ing Nu	Unit Number	Station Name	SIP			
			SIP Connections		Primary Server	
			SIP Signaling Po	User Agent	ID	Password
	1004	Video Door Station1	5060		14255551236	*****
	1002	Tenant Station1	5060			
	1001	Master Station1	5060		1425551234	*****



If a station's entries under **Primary Sip Server** are grayed out, it is not able to be called.

Address Book Settings

To let entrance and answering stations interact with the VoIP extensions, the extensions will need to be included in their address book.

Navigate to **System Information**, Station List on the side menu. This will be laid out with entrance and answering stations as rows, with all stations in the system as columns. Find the columns for the newly registered VoIP phones. If an answering or entrance station needs to call or transfer to the VoIP phone, click the cell where they meet, and use the drop-down menu to change the blank to a check mark.

Station Name	01 / 1000 / 10000			01 / 1001 / 1425551236			01 / 1001 / 1425557843		
	Front Entrance / IXG-DM7*(-)			Master Station1 / IX-MV7-*			VoIP Phone2 / VoIP Phone		
	Select	Network Camera	or Release But	Select	Network Camera	or Release But	Select	Network Camera	or Release But
Front Entrance				✓			✓		
Master Station1	✓						▼		
Tenant Station1	✓						✓		
Guard Station1	✓			✓					

Repeat this for each station and VoIP phone. Click **Save**.

Door and Sub Station Call Settings

To set the door and sub stations to call the registered VoIP phones, navigate to **Call Settings**, Called Stations (Door/Sub Stations) on the side menu.

The door and sub stations will be laid out to the left as rows, and each answering station and VoIP phone in the system will be the columns. For each answering station and VoIP phone that the door will call, click the cell where they meet and use the drop-down menu to change the blank cell to a U.



A door station can only call one VoIP phone at a time.

Station Name	Total	Called Stations (Door/Sub Stations)			
		Group 01			
		Select Unit	Building Number / Unit Number / Station Number / Station Name / Station Type		
			01 / 1000 / 10000 / Front Entrance / IXG-DM7	01 / 1001 / 1425551236 / Master Station1 / I	01 / 1001 / 14255557843 / VoIP Phone2 / VoIP Phone
Video Door Station1	0	Select			
			U		

Repeat this for each door station and click **Save**.

These settings will configure the standard call button on a door station. If the door station has a red emergency call button, extra steps are required.

If the emergency call button will call a different destination than the default call button, use the drop-down menu under **Display Settings** in the top right of the screen to change from the default, Group 01, to another call group. Any option besides Group 10 can be used.

[Display settings]	
Group 01	▼
Group 01	
Group 02	
Group 03	
Group 04	
Group 05	
Group 06	
Group 07	
Group 08	
Group 09	
Group 10	

Repeat the steps from before to set the new call group's call destinations for each door station that will use it. Click **Save**.

To configure the red button, navigate to **Option Input-/Relay Output Settings**, Option Input. Use **Display Settings** at the top of the page to choose Option Input 6.

[Display settings]	
Option Input 1	▼
Option Input 1	
Option Input 2	
Option Input 3	
Option Input 4	
Option Input 5	
Option Input 6	

Use the drop-down menu under **Function** to set the input to Call. Repeat this for each door station to be configured. Click **Save**.

Unit Number	Station Name	Option Input	
		Option Input 1	
		Name	Function
1004	Video Door Station1		No Function
1002	Tenant Station1		No Function
1001	Master Station1		Call



These same steps can be used to configure external input calls and multi-button door stations.

Navigate to Call Settings, Call Origination on the left menu. Use the **[Display Settings]** menu at the top of the page to select Option Input 6.

[Display settings]

Call Button

Call Button

Option Input 1

Option Input 2

Option Input 3

Scroll right to **Standard Mode Settings**. Use the drop-down menu under **Call Destination** to select the desired call group. A **Priority** can also be set using its own drop-down menu; for emergency stations, Urgent is the most common option.

Station Name	Call Origination	
	Option Input 1	
	Standard Mode Settings	
	Call Destination	Priority
Tenant Station1		
Video Door Station1	01	Normal
	01	
	02	
	03	

Repeat these steps for each door station to be configured. Click **Save**.

To allow a door station to receive a call back from an external phone number if the call gets interrupted, navigate to **Call Settings**, Station Information on the side menu.

Use the drop-down menu to set the door station's **Call Button Function** to Call, Answer Call, End Communication. Repeat this for each door station and click **Save**.

Unit Number	Station Name	Station Information	
		Call Button Function	
1004	Video Door Station1	Call	
		Call	
		Call, End Communication	
		Call, Answer Call, End Communication	

Entrance Station Call Settings (optional)

By default, an IXG-DM7-HIDA entrance station can place calls to any station in its address book by typing out the station number. To assign a dedicated on-screen call button, navigate to **Entrance Station Settings**, Display on the side menu. Scroll right and use the drop-down menu under **Call Directory** to Enable. If desired, use the drop-down menu under **Default Display Screen** to Call by Directory. Repeat this for each entrance station and click **Save**.

Unit Number	Station Name	Navigation Icon Settings			Display Call by Directory	Default Display Screen
		Call by List	Search by Name	Call Directory		
1000	Front Entrance	Enable	Disable	Disable	Disable	Call by Unit Number Screen
		Enable				
		Disable				

To configure the call buttons, navigate to **Entrance Station Settings**, **Direct Call List**. Under each button, click **Select** to chose a unit to call. Repeat this for each button and entrance station. Click **Save**.

Unit Nur	Station Name	Direct Call List		
		Display Thumbnail In	Button Number1	
			Buildin	Unit Num1
1000	Front Entrance	☐		Select

i Each button in a direct call list will only call a single unit. It will call every answering station, VoIP Phone, and mobile app in the unit simultaneously.

Door Release

Each door and entrance station has a door release key that is automatically generated when the station is added to the system. When the entrance station is in communication with a phone, the number can be entered on the phone’s keypad to release the door. To shorten the code, navigate to **Function Settings**, **Door Release** on the side menu.

Use the drop-down menus under **Display** to select the building and range of stations that includes the entrance station. Click **Apply**.

Display

Building Number / Building Name01/Building1

Station Number10000 - 106

Apply

The answering stations will be displayed as rows, and the entrance stations will be listed in the columns. Find the column for the entrance station and replace the default number under **Door Release Key** with the desired number.

Repeat these steps for all stations and click **Save**.

Unit Number	Unit Name	Door Release	
		Door Release Assignment	
		Contact Assignmen	Door Release Key
1001	Commercial1001	Destination Station	9
1002	Residential1002	Destination Station	9
1003	Outside Area 1003	Destination Station	9

Updating Firmware

To integrate with Blue Alert®, the stations' firmware must be up to date. For stations with the prefix IXG-, answering stations must be version 4.00 or higher and entrance stations must be 4.83 or higher. For stations with the prefix IX-, answering stations must be 8.00 or higher and door stations must be 8.81 or higher.

To check the current firmware version of the stations, select **Connection(S), Station Search** on the top menu. A station search will begin automatically. Click **Cancel** after 5 seconds. The current firmware version will be displayed to the right. If the firmware is up to date, record each station's firmware version for a later step.

The latest firmware updates can be found at <https://www.aiphone.com/kbtopic/firmware-ix-ixg>. For each station to be updated, download and extract the compressed file for that station.

Station Search						
Search results within the local network.						
Station List						
Building Nu	Unit Number	Station Name	Station Type	IP Address	MAC Address	Firmware Version
		Entrance Station1	IXG-DM7(-*)	192.168.1.25	00:0B:AA:41:05:85	2.93

Navigate to **Maintenance, Firmware Update** on the side menu. For each type of station to be updated, click **Browse** to locate the firmware package on the PC.

Update Firmware

Download the log file before updating IXG-2C7(-*), IXG-DM7(-*), and IXGW-(T)GW with version 1.02 or older. To download the log file, go to "Connection -> Download Log File".

To check the current firmware version, go to "Connection -> Station Search".

Select Firmware files:

IXG-2C7(-*)		Browse
IXG-DM7(-*)(Main)		Browse
IXG-DM7(-*)(Sub)		Browse
IXG-MK		Browse
IXGW-(T)GW		Browse
IXGW-LC		Browse
IX-MV7-*		Browse

Select all stations that will have their firmware updated and click **Update**. This process will take several minutes, and the stations will reboot. Record each station's new firmware version for a later step.

IX-DV/IX-DVF(-*)		Browse
IX-DVM		Browse
IX-SSA(-*)		Browse
IX-EA/IX-EAU		Browse
IX-FA		Browse

Select Station(s) to update:

Select	Building Nu	Unit Number	Station Name	Station Type	Status
☐	01	1111	Tenant Station1	IXG-2C7(-*)	-
☐	01	1111	Video Door Station1	IX-DV/IX-DVF(-*)	-
☒	01	1112	Master Station1	IX-MV7-*	-
☐	01	1112	Video Door Station1	IX-DVM	-
☐	01	1113	Entrance Station1(Main)	IXG-DM7(-*)	-

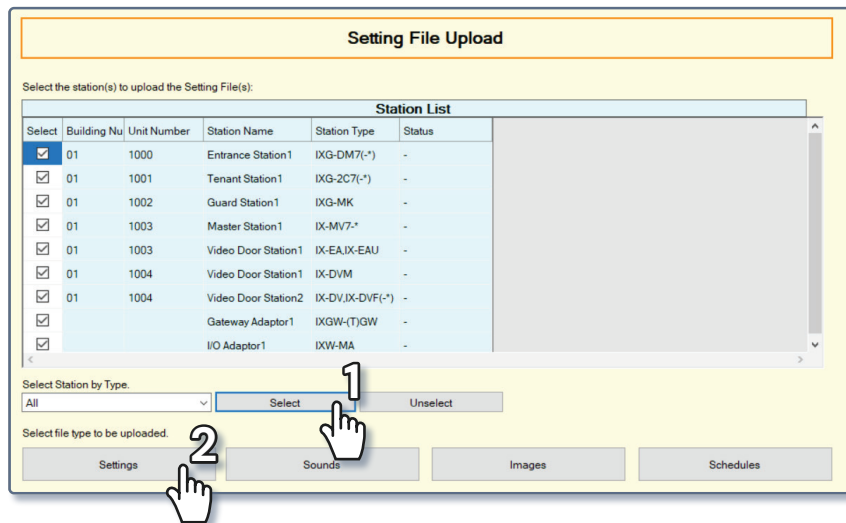
Select Station by Type:

All

Uploading Settings to Stations

To upload settings to the stations, navigate to **Connection(S)**, Upload Settings on the top menu.

Select each station by placing a check mark next to it, or click **Select** to select all stations at once. Click **Settings** to upload station settings. This will apply all settings to the stations.



Select	Building Nu	Unit Number	Station Name	Station Type	Status
☒	01	1000	Entrance Station1	IXG-DM7(-*)	-
☒	01	1001	Tenant Station1	IXG-2C7(-*)	-
☒	01	1002	Guard Station1	IXG-MK	-
☒	01	1003	Master Station1	IX-MV7*-	-
☒	01	1003	Video Door Station1	IX-EA,IX-EAU	-
☒	01	1004	Video Door Station1	IX-DVM	-
☒	01	1004	Video Door Station2	IX-DV,IX-DV(-*)	-
☒			Gateway Adaptor1	IXGW-(T)GW	-
☒			I/O Adaptor1	IXW-MA	-

Select Station by Type: All Select Unselect

Select file type to be uploaded: Settings Sounds Images Schedules

i If a station upload fails, make sure that the programming PC is in the same IP range as the stations.

Once the Upload is complete, select **File(F)**, Export System Configuration from the top menu. Click **Export** to save as a backup. This will create a folder with the name of the configuration. **This entire folder is necessary to import the site information into IXG Support Tool.** If the configuration needs to be emailed, compress it first.



Export Settings

Use Export button to back up the system configuration files.

Export

Finish