

IX|IXG Series

General SIP Registration Guide

Overview

This guide explains how to integrate IX|IXG Series stations to SIP servers from compatible IP PBX providers. These instructions are focused on the settings in IXG Support Tool. Consult resources provided by the IP PBX provider for more information.

More detailed instructions for select IP PBX providers can be found here: <https://www.aiphone.com/partners/integrations/>

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 IX|IXG Series Quick Start Guide: <https://www.aiphone.com/IXG-Series-QuickStartGuide>.

For full SIP functionality, stations should be updated to the newest firmware version, using the newest version of IXG Support Tool.

Firmware Downloads: <https://www.aiphone.com/kbtopic/ix-ixg-firmware/>

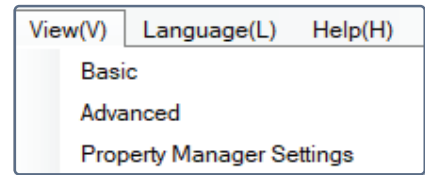
Networking Information

Addressing:	Hostname, IPv4 (default) or IPv6, Static (default) or DHCP
SIP Server:	Primary, Secondary, or Tertiary servers available
Audio Codec:	G.711
Audio Port:	20000 (start) – 21000
Video:	H.264/AVC (default) or MJPEG
Video Port:	30000 (start) – 31000
SIP:	5060

For more detailed networking information, see the IX|IXG Series Network Security Summary: www.aiphone.com/ix-ixg-network-security-summary

IXG Support Tool Settings

Open IXG Support Tool, log in, and select the appropriate site. On the top menu, select **View(V)**, Advanced.



Registering the IP PBX Provider

To allow the stations to call the IP PBX, navigate to **Network Settings**, SIP on the side menu. For each station to be registered, enter its extension under the ID column, the SIP password under Password, and the IP PBX's IP address under IPv4 Address. Secondary and tertiary IP PBXs can be selected by scrolling right, as needed. Click **Save** in the top left corner of IXG Support Tool.

Building Nu	Unit Number	Station Name	SIP				
			SIP Connections		Primary Server		
			SIP Signaling Poi	User Agent	ID	Password	IPv4 Address
01	1001	Master Station1	5060		105	*****	192.168.1.26
01	1003	Video Door Station1	5060		107	*****	192.168.1.26

Adding VoIP Phones to Units

The VoIP Phones or extensions called by IX|IXG Series stations are added to units as a type of answering station. To assign the extension to a unit, navigate to **Site Settings**, Units / Stations on the side menu. Select a commercial or guard unit to contain the VoIP phone. If a unit does not exist, create one by filling in the building number, assigning a unit number, and clicking **Select** to choose a unit type.

Building Nu	Unit Number	Unit Type	
01	1000	Entrance	Select
01	1001	Commercial	Select

If there is not a free slot under one of the **Master / Tenant Station** columns, use the **Display Settings** menu at the top of the page to increase the number of master stations and click **Apply**.

Once a unit has been chosen, click **Select** under one of the Master / Tenant Station columns and select **VoIP Phone** as the station type.

Repeat these steps for each extension. Once all VoIP phones have been added, click **Save**.

Assigning Extensions to VoIP Phones

i Each unit can only contain one VoIP phone. If multiple phones need to be called at once, use the IP PBX's settings to create an extension for a ring group. Create a single VoIP Phone in a single unit to represent the group.

To assign an extension to the VoIP phones, navigate to **Station Information**, Identification on the side menu. Change the station number of each VoIP phone to match the desired extension.

Change the station numbers of the IX|IXG Series stations to match their assigned extensions in the IP PBX. Click **Save**.

Building Nu	Unit Number	Station Type	Identification	
			Station Nu	Station Name
01	1000	IXG-DM7(-*)	10060	Entrance Station1
01	1001	IX-MV7-*	105	Master Station1
01	1001	VoIP Phone	1000	VoIP Phone2
01	1002	IXG-MK	10020	Guard Station1
01	1002	VoIP Phone	1001	VoIP Phone2
01	1003	IX-DVM	107	Video Door Station1
01	1004	IXG-2C7(-*)	10040	Tenant Station1
		IXGW-(T)GW	0001299	Gateway Adaptor1

Adding VoIP Phones to Door Station Call Settings

Navigate to **Call Settings**, Called Stations (Door/Sub Stations) on the side menu. To assign a door station to call a VoIP phone, find the cell where the door station row and VoIP Phone column intersect in the table. Use the drop-down menu in the cell and select **U**. Do this for all desired door stations and click **Save**.

Building Nu	Unit Number	Station Name	Total	Called Stations (Door/Sub Stations)		
				Group 01		
				Select Unit	Building Number / Unit Number / Station Number / Station Name / Station Type	
01	1003	Video Door Station1	1	Select	01 / 1000 / 10060 / Entrance Station1 / IXG-D	01 / 1001 / 105 / Master Station1 / IX-MV7-*
					01 / 1001 / 106 / VoIP Phone2 / VoIP Phone	
					U	

Assigning Door Release Codes (optional)

Door and entrance stations are automatically assigned a twenty digit **Door Release Key** when they are created. The key can be entered manually into the keypad on a telephone to unlock the door. To shorten the key, navigate to **Option Input / Relay Output**, Relay Output on the side menu. Scroll right and find the **Door Release Key** column. Replace the key for the desired door stations and click **Save**.

Building Nu	Unit Number	Station Name	Relay Output
			Relay Output 1 (Output Tim
			Door Release Key
01	1000	Entrance Station1	85558529392049745588
01	1001	Master Station1	62098581848829485359
01	1002	Guard Station1	44013452724667605806
01	1003	Video Door Station1	9
01	1004	Tenant Station1	889509275567861

Next, the answering stations that release the door will need to have their settings adjusted. Navigate to **Function Settings**, Door Release on the side menu. Use the **Display** menu to select the building and group of stations that includes the door stations. Click **Apply**.

Display

Building Number / Building Name01/Building1

Station Number10020 - 107

Apply

Find the column for the door or entrance station. Replace the key wherever it intersects with an answering station that needs to unlock it. Repeat these steps for all door and entrance stations that were adjusted. Click **Save**.

Unit Number	Unit Name	Door Release Assignment					
		1000 / 1C	1001 / 105 / Master Station1 / IX-MV7-*			1003 / 107 / Video Door Station1 / IX-DVM	
		Contact Assignment	Door Release Key		Option Output Key	Contact Assignment	Door Release Key
1001	Commercial200		-		-		
1002	Commercial201		Destination Station 62098581848829485359		-	Destination Station	9
1004	Commercial203						

Configuring a Door Station to Answer Calls (Optional)

Door stations registered to the IP PBX can receive calls from VoIP phones, but they are not able to auto-answer. The station's call button will need to be configured to answer calls.

Navigate to **Call Settings**, **Station Information** on the side menu. Adjust the **Call Button Function** to **Call**, **Answer Call**, **End Communication**. Click **Save**. When the door station received a call, press the button to answer it.

Building Nu	Unit Number	Station Name	Station Information
01	200	Audio Door Station1	Call Button Function Call Call Call, Answer Call, End Communication

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, which will complete the programming steps.

Setting File Upload

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

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-DVF(-*)	-
☒			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

Exporting System Configuration

Once the upload is complete, it is best practice to create a copy of the system configuration. This allows the settings to be restored, or moved to a new programming PC as needed.

Select **File(F)** from the top menu and click Export System Configuration. Click **Export** on the new window that appears. If the configuration file needs to be emailed, compress the folder first.

Testing the System

Once the settings have been uploaded to the stations, place a test call from a door station. The door should be able to reach the programmed extension. Answer the call and verify two-way communication between the phone extension and door station. If there is not, verify the settings on the IP PBX and in IXG Support Tool.

Enabling Video (Optional)

Door and entrance stations will send video to compatible SIP phones during a call. If the video shows up on answering stations, but not on the site’s SIP phones, changing the video profile can resolve the issue.

Navigate to **Network Settings**, Video on the side menu. Scroll right to **Select Profile**. Use the drop-down menu to change the door and entrance stations’ profile to Baseline. Click **Save** , then upload settings to all stations again.

Unit Number	Station Name	Video					
		SIP Channel					
		Video Streamin	Video Codec	Resolution	Wide View	Frame Rate [fps]	Select Profile
100	Master Station1	Enable	H.264/AVC			15	Main
							Baseline
							Main
							High