

IX|IXG Series

IX-MV7 Unlimited Door Monitoring

IX-MV7 stations can be configured to not have their screens time out during a call or while monitoring, including scan monitoring. This allows the station to be used as a security monitor. The screen will still turn off on its own outside of call or monitoring events.



Using this setting may reduce the lifespan of the IX-MV7's screen.

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>.

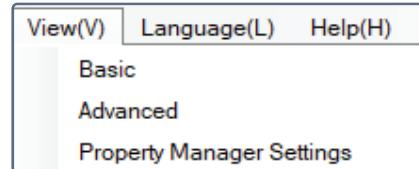
See this link for instructions on exporting and importing a configuration from another PC: <https://www.aiphone.com/ixg-export-import>.

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

IXG Support Tool Settings

Getting Started

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



Monitoring Settings

Navigate to **Station Settings**, **Monitoring** on the side menu. For each IX-MV7, use the drop-down menu under **Select** to change the time parameter to **Infinite**. Do this for all stations that will use unlimited door monitoring. Click **Save**.

Unit Number	Station Name	Monitoring	
		Monitor Timeout [sec]	Select
100	Master Station1	Infinite	10-600 sec
100	Video Door Station1	Infinite	10-600 sec
			10-600 sec

Updating Station Firmware

The IX-MV7 firmware needs to be at 8.82 or higher to support unlimited monitoring. To check the current firmware versions on the stations, select **Connection(S)**, **Station Search** on the top menu.

A station search will begin automatically. Click **Cancel** after five seconds. The current firmware version will be displayed to the right.

Station Search					
Search results within the local network.					
Station List					
Building Nu	Unit Number	Station Name	Station Type	IP Address	MAC Address
		Entrance Station1	IXG-DM7(-*)	192.168.1.25	00:0B:AA:41:05:03
					2.93

Check the latest firmware versions at www.aiphone.com/kbtopic/firmware-ix-ixg. Download and extract the newest firmware version for each station in the system. If there are multiple options, choose the one labeled "Enhanced."

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(-*)	<input type="text"/>	<input type="button" value="Browse"/>
IXG-DM7(-*)(Main)	<input type="text"/>	<input type="button" value="Browse"/>
IXG-DM7(-*)(Sub)	<input type="text"/>	<input type="button" value="Browse"/>
IXG-MK	<input type="text"/>	<input type="button" value="Browse"/>
IXGW-(T)GW	<input type="text"/>	<input type="button" value="Browse"/>
IXGW-LC	<input type="text"/>	<input type="button" value="Browse"/>
IX-MV7(-*)	<input type="text"/>	<input type="button" value="Browse"/>

Select all stations that will have their firmware updated and click **Update**. This process will take several minutes, and the stations will reboot.

Select Station(s) to update:

Select	Building Nu	Unit Number	Station Name	Station Type	Status
<input type="checkbox"/>	01	1111	Tenant Station1	IXG-2C7(-*)	-
<input type="checkbox"/>	01	1111	Video Door Station1	IX-DV-IX-DVF(-*)	-
<input checked="" type="checkbox"/>	01	1112	Master Station1	IX-MV7(-*)	-
<input type="checkbox"/>	01	1112	Video Door Station1	IX-DV	-
<input type="checkbox"/>	01	1113	Entrance Station1(Main)	IXG-DM7(-*)	-

Select Station by Type:

All

i In order to update an IXG-DM7-HIDA's sub-firmware, the built-in card reader's Wiegand connection must be connected to an access control panel.

i Do not interrupt a firmware update once it has begun, including unplugging the station. Doing so can damage the station. A notification window will appear when all firmware updates are complete.

Uploading Settings to Stations

To apply the 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.

The screenshot shows the 'Setting File Upload' interface. At the top, a message says 'Select the station(s) to upload the Setting File(s):'. Below is a 'Station List' table with columns: Select, Building Nu, Unit Number, Station Name, Station Type, and Status. Five stations are listed, all with the 'Select' checkbox checked. The 'Station Name' column shows: Video Door Station1, Video Door Station1, Master Station1, Entrance Station1, and Video Door Station1. The 'Station Type' column shows: IX-DV,IX-DVF(-*) for the first four, and IX-DVM for the fifth. The 'Status' column shows a dash for all. Below the table is a 'Select Station by Type' dropdown set to 'All' with a 'Select' button (number 1) and an 'Unselect' button. At the bottom, a 'Select file type to be uploaded' section has tabs for 'Settings' (number 2, highlighted with a hand cursor), 'Sounds', 'Images', and 'Schedules'.



If the settings upload fails immediately after a firmware update, make sure that the station has finished rebooting.

Exporting System Settings

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.

IX-MV7 Station Settings

On each IX-MV7 station, press the **Settings** button in the bottom left.

On the next screen, select the **User** settings.

On the next screen, select **Monitor**.

Use the drop-down menu next to Screen Timeout and set it to OFF. Press **Back**, then **Home** on the main settings screen. Do this for each IX-MV7 that was updated.

