

IX|IXG Series

Salient CompleteView Integration

Introduction

This guide covers integrating IX|IXG Series stations with the Salient CompleteView VMS platform. It assumes that IXG Support Tool and CompleteView have been installed and basic programming is complete. See the links below to configure the IX|IXG Series equipment.

IXG Support Tool: <https://www.aiphone.com/IXG-SupportTool>

IX|IXG Multi-Tenant QuickStart Guide: <https://www.aiphone.com/IX-IXG-Multitenant-QSG>

IXG Support Tool Navigation

Save



The **Save** button may be labeled as **Update** in some editions of IXG Support Tool. If that is the case, download the newest version from the link above, which is required for CompleteView integration. This button saves configured settings in IXG Support Tool, but does not upload settings to the stations.



Hand Icon

Look for the Hand Icon to indicate where to click on the screen.

ONVIF® Streaming (IXG Support Tool Settings)

Setting Credentials

In IXG Support Tool, navigate to **Station Information**, ID/Password on the side menu. Add an ONVIF ID, ONVIF Password, RTSP ID, and RTSP Password to each station that will stream to CompleteView. Record these for later steps. Click **Save**.

Unit Number	Station Name	ID / Password							
		ID(Administrator)	Password(Admin)	User ID	User Password	ONVIF ID	ONVIF Password	RTSP ID	RTSP Password
001	Video Door Station1	aiphone	*****			aiphone	*****	aiphone	*****
002	Video Door Station1	aiphone	*****			aiphone	*****	aiphone	*****
003	Entrance Station1	aiphone	*****			aiphone	*****	aiphone	*****

Enabling Video Streaming (For IXG-DM7-HIDA)

To enable video streaming on an IXG-DM7-HIDA, navigate to **Network Settings, Video** on the side menu. Scroll right and find the Second Video Encoder column under ONVIF Transmit Channel. Use the drop-down menu to change the setting to Enable for each IXG-DM7-HIDA to be registered. Click **Save**.

Unit Number	Station Name	Video						
		SIP Channel		ONVIF Transmit Channel			Resolution	Frame Rate [fps]
		RTP Start Port	RTP End Port	Video Streaming	Second Video E	Video Codec		
001	Video Door Station1	30000	31000		Enable	H.264/AVC	1280x720(HD)	10
002	Video Door Station1	30000	31000		Enable	H.264/AVC	1280x720(HD)	10
003	Entrance Station1	30000	31000		Enable	H.264/AVC	1280x720(HD)	10

Updating Station Firmware

The IX|IXG stations' firmware will need to be up to date to properly integrate with the CompleteView platform. 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** on the pop-up window after 5 seconds. The current firmware version will be displayed to the right. Record each station's IP address for a later step.

Check the latest firmware versions at www.aiphone.com/kbtopic/firmware-ix-ixg. Download and extract the newest version of each station's firmware. 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.

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



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.

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	

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(-*)

IXG-DM7(-*)(Main)

IXG-DM7(-*)(Sub)

IXG-MK

Browse

Browse

Browse

Browse

IX-DV,IX-DVF(-*)

IX-DVM

IX-SSA(-*)

IX-EA,IX-EAU

IX-FA

Browse

Browse

Browse

Browse

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

Select

Unselect

Update

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 choose all stations at once. Click **Settings** to upload the configuration. This will apply all settings to the stations.

Setting File Upload

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

Station List					
Select	Building Nu	Unit Number	Station Name	Station Type	Status
☒	01	001	Video Door Station1	IX-DV,IX-DVF(-*)	-
☒	01	002	Video Door Station1	IX-EA,IX-EAU	-
☒	01	003	Master Station1	IX-MV7-*	-
☒	01	004	Entrance Station1	IXG-DM7(-*)	-
☒	01	005	Video Door Station1	IX-DVM	-

Select Station by Type.

All

Select

Unselect

Select file type to be uploaded.

Settings

Sounds

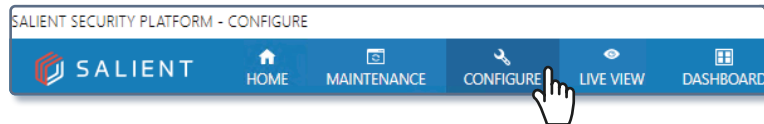
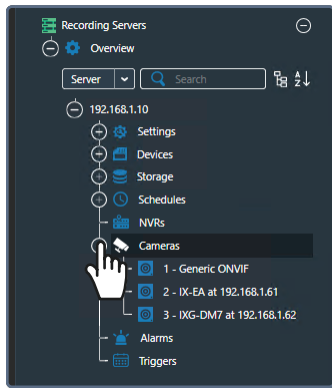
Images

Schedules

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

ONVIF Streaming (CompleteView Settings)

Open CompleteView. On the left side menu, expand the **Cameras** menu, then click **Configure** on the top menu.



A list of already registered cameras and other video devices will appear in a list. Click **+Add**.

ENABLE	ID	CAMERA NAME	TYPE	DEVICE	HTTP PORT	RTSP PORT	MAC ADDRESS	DRIVER	CHANNEL	USER NAME	PASSWORD	RESOLUTION
☒	1	Generic ONVIF	Network	192.168.1.60	80	554	00:0B:AA:27:2B:F2	Generic ONVIF	1	aiphone	*****	1280x720
☒	2	IX-EA at 192.168.1.61	Network	192.168.1.61	80	554	00:0B:AA:2A:46:AF	Generic ONVIF	1	aiphone	*****	1280x720
☒	3	IXG-DM7 at 192.168.1.62	Network	192.168.1.62	10080	554	00:0B:AA:41:05:84	Generic ONVIF	1	aiphone	*****	1280x720

+ Add

A new row will appear to accommodate the new station. Enter its IP address and the ONVIF credentials created in the previous step. Click **Apply** to finish adding the station and complete registration. Repeat these steps for each station.

ENABLE	ID	CAMERA NAME	TYPE	DEVICE	HTTP PORT	RTSP PORT	MAC ADDRESS	DRIVER	CHANNEL	USER NAME	PASSWORD	RESOLUTION	COMPRESSION	FPS	AUDIO	SCHEDULE	RECORDING
☒	1	Generic ONVIF	Network	192.168.1.60	80	554	00:0B:AA:27:2B:F2	Generic ONVIF	1	aiphone	*****	1280x720	H.264	10	☐	Recording Schedule	
☒	2	IX-EA at 192.168.1.61	Network	192.168.1.61	80	554	00:0B:AA:2A:46:AF	Generic ONVIF	1	aiphone	*****	1280x720	H.264	10	☐	Recording Schedule	
☒	3	IXG-DM7 at 192.168.1.62	Network	192.168.1.62	10080	554	00:0B:AA:41:05:84	Generic ONVIF	1	aiphone	*****	1280x720	H.264	10	☐	Recording Schedule	
☒	4	IX-DVM	Network	192.168.1.63	80	554		Generic ONVIF	1	aiphone	*****	640x480	H.264	8	☐	Recording Schedule	

+ Add Clone Add From CSV Export to CSV Remove

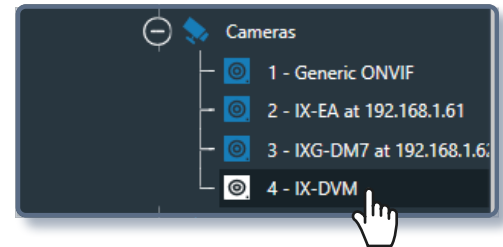


The MAC address will remain blank until the station has been added.

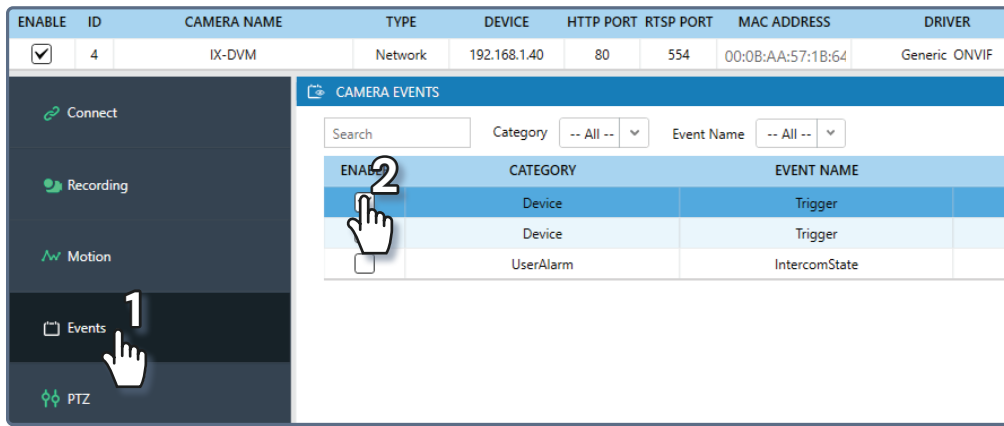
Input Detection (CompleteView Settings)

Once the stations have been added to CompleteView, the software can detect when a call is placed, which is called a Digital Input in the software. This can be used to trigger different actions in CompleteView.

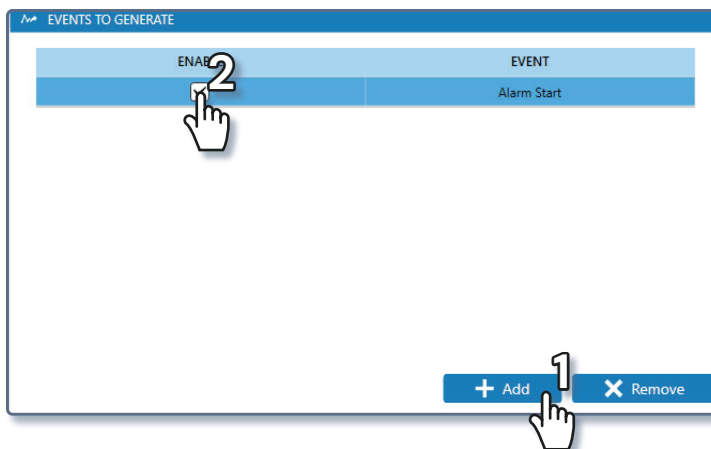
On the left side menu, expand **Cameras** and select the station.



Then, select **Events**. This will reveal a **Camera Events** menu. Use the check box under **Enable** to select an event.



Under **Events to Generate**, click **+ Add**. Choose an event type from the list, then click a check box under **Enable**.



Under **Trigger Actions**, click **+ Add Action** to set what happens when the specified event occurs.

TRIGGER ACTIONS

TARGET TYPE	TARGET	ACTION	VALUE	ACTION PRIORITY
Camera	1 - Generic ONVIF	Alarm Recording	Unspecified	5

+ Add Action

X Remove Action

Click the save button at the top of the page. Repeat these steps for each station that needs events to be tracked.

SALIENT

HOME

MAINTENANCE

CONFIGURE

LIVE VIEW

DASHBOARD

PLAYBACK

Management Server

Common Settings

Ports

Services

Security

Operations

Integrations

ENABLE	ID	CAMERA NAME	TYPE	DEVICE	HTTP PORT	RTSP PORT	MAC ADDRESS	DRIVER	CHANNEL	USER NA...	PASSWO...	RESOLUTION	COMPRESSL...	FPS	AUDIO	SCHEDULE	REC...
☒	4	IX-DVM	Network	192.168.1.40	80	554	00:0B:AA:57:1B:64	Generic ONVIF	1	aiphone	*****	1080x720	H.264	10	☒	Recording Sched...	

CAMERA EVENTS

Search

Category -- All --

Event Name -- All --

Disable

Enable

Select All

Refresh Events

ENABLE	CATEGORY	EVENT NAME	SUB EVENT NAME	EVENT ALIAS (OPTIONAL)	RECORDING TRIGGER
☒	Device	Trigger	DigitalInput		Alarm Start
☐	Device	Trigger	Relay		Alarm Start
☐	UserAlarm	IntercomState			Alarm Start