This is an abbreviated programming manual addressing basic program settings for an IX System using the IX Support Tool. A complete set of instructions (IX Web Setting Manual / IX Operation Manual / IX Support Tool Setting Manual) can be found at www.aiphone.net. In North America for additional literature and media, visit www.aiphone.com/IX.
IX Series stations are set to the default IPv4 address of 192.168.1.160. The Support Tool programming software is designed to batch configure all IX stations simultaneously, finding each device on the network by its MAC address. The IX Series is designed to function on managed networks, however the broadcast method used to find stations may not function properly in this environment.

It is possible that a secondary NIC card, such as a VPN or WiFi connection, may prevent Support Tool from finding stations during its station search process when attempting to associate (page 4) or upload to stations (page 7). Disabling any secondary connections before programming may prevent these issues.

When using Support Tool's programming wizard, each station is given default network and station information, and configures all stations to call, communicate, and activate door release. Additional settings are available once the programming has been completed using the wizard.

### Getting Started

IX Series stations are set to the default IPv4 address of 192.168.1.160. The Support Tool programming software is designed to batch configure all IX stations simultaneously, finding each device on the network by its MAC address. The IX Series is designed to function on managed networks, however the broadcast method used to find stations may not function properly in this environment.

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### Installation Recommendations

Place all IX Series stations on the same unmanaged, PoE network switch and wait for each station to power on before launching Support Tool. Stations programmed this way can then be removed from this environment and deployed without losing their configuration data.

- Support Tool has been downloaded and installed.
- Support Tool (v7.2.0.0 or later) can be downloaded from https://www.aiphone.net/support/software-documents/ix/
- The PC and the IX Series stations have been connected to a PoE switch and have completed their boot up process.
- A list of Station Names, Station Numbers, and network information is gathered from the end user.
- The network environment, potential 3rd party port or IP conflicts, and access to administrative rights on the programing PC have been taken into consideration and addressed.
Programming a New System

Creating a System

To create a New System using the Programming Wizard, launch Support Tool and enter the ID and Password. If this is the first time Support Tool is launched the New System programming window will automatically open. If an existing program file is currently in use, choose File > Create New System.

Step 1: System Settings

System Name, Installer Information, Owner Information, and Notes are customizable fields that uniquely identify the system being created.

IP Version: Select the IP version from the drop-down.

Expanded System: Select only when system capacity exceeds 500 stations.

Additionally, an Expanded System can be used when registering stations to a SIP server that requires extension numbers larger than 5 digits.

Door Release: Yes should be selected, even when using the IXW-MA relay adaptor.

Selecting No will disable door release and require manual configuration not covered in this document.

System ID / Password: Select an ID and Password that will be given to each station.

System ID cannot be set “admin” and “root”. System Password cannot be set “admin”.

Individual and unique and ID and Passwords can be set for each station once the Wizard programming is complete.

Enter the quantities of each station that will be part of the system. Station types without values should remain blank.

IX-MV7-*: IX-MV7-HB, IX-MV7-HW, IX-MV7-B, IX-MV7-W
IX-DV, IX-DVF(-*): IX-DVF-P, IX-DVF-2RA, IX-DVF-RA
IX-EA, EAU: IX-EA
IX-DA, IX-DF(-*): IX-DF-HID, IX-DF-RP10, IX-DF-2RA
IX-SSA(-*): IX-SSA-2RA, IX-SSA-RA
IX-SS(-*): IX-SS-2RA, IX-SS-RA
IX-RS-*: IX-RS-B, IX-RS-RA
IX-EAU, and IX-SPMIC are only available in Japan.
Programming a New System

Step 2: Station Customization - Optional

Support Tool will provide each station a default Station Name, four-digit Station Number, and IP Address starting from 192.168.1.10. To edit this information, click [Station Details]. To use the default information, Click [Next].

Changes made during this step will not be applied until the programming process has been completed.

Note:
Clicking will open a second screen where the default system information, the addressing method can be changed to DHCP, and Hostnames can be added. Click, OK to continue.

Optional Settings

Batch configure network information by station type or for all stations

Editing Default Station Details (Optional)

Clicking [Station Details] will open a second screen where the default system information, the addressing method can be changed to DHCP, and Hostnames can be added. Click, [OK] to continue.

Station Details
Edit Number, Name, and IP Address by clicking on [Station Details].

Address Book
Select which stations are displayed in each Master Station's address book.

Door Release
Individually partition, enable, or disable door release access. (enabled by default)

Batch IP Address
Batch configure network information by station type or for all stations

Station Number: 3-5 Digits
Station Name: 24 characters max
Static / DHCP: Connection to the DHCP server by the programming PC is required to assign IP addresses to each station. If this is not possible, speak to the network administrator about DHCP reservations and assign these reservations statically.
Hostname: Do not enter a Hostname if an IPv4 or IPv6 address is already set for the station.
IP Address and Subnet Mask: IX-SOFT and PC running the IX-SOFT must share the same IP Address and Subnet Mask.
Programming a New System

Step 3: Association

The association process is where the station information created in the previous steps (Station Setting List) is associated with a station found on the network (Station List). Choose one of two methods, Automatic (recommended) or Manual.

Once associated, the station will receive its Station Name and network information after a short power cycle, but a final upload of the setting file will be needed before the stations are functional.

Automatic (Recommended)

Clicking the Associate Automatically button will pair physical stations from the Station Settings List to physical stations of the same type found on the Station List below. If IX-SOFT is installed on the programming PC, it must be closed to search for and associate physical stations. Refer to the notes below for steps on searching and associating IX-SOFT.

IX-SOFT: Ensure that the IX-SOFT application is installed and open on all PCs before continuing. Once all instances of IX-SOFT are installed and open, place a check mark next to Search for IX-SOFT on this PC (found above the Station List) and click Station Search to search again. Click Associate Automatically a final time to associate IX-SOFT.

Note:
The Station Settings List is the list of stations created by the previous steps. The Station List is the list of stations found on the network.

The Station List cannot be found by Support Tool. Verify their physical connection, that they have power (PoE), and refer to Page 2 for more information as to why they may not be shown. Click Station Search to search the network again.

When all stations show Success, click Next.

Confirming Status
Scroll down and confirm each station in the Status column says Success. If any status shows as Failed, confirm their network connection and refer to their status light, then select the station and click Retry Association.

Continue
When all stations show Success, click Next.

Skip to Page 7 "Setting File Upload"
Step 3: Association

Manual Association allows the selection of a station by MAC address to pair with a station of the same type from the top Station Setting List and the Station List below it. This method is only recommended for stations that have already been deployed and their MAC Addresses noted. If IX-SOFT is installed on the programming PC, it must be closed to search for and associate physical stations. Refer to the notes below for steps on searching and associating IX-SOFT.

**IX-SOFT:** Ensure that the IX-SOFT application is installed and open on all PCs before continuing. Once all instances of IX-SOFT are installed and open, place a check mark next to Search for IX-SOFT on this PC (found above the Station List) and click **Station Search** to search again. Click **Apply** to associate IX-SOFT in the same way as the physical stations.

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**Select**
Select a created station from the Station Settings List.

**Select**
Select a discovered station from the Station List to associate to.

---

**Associate**
Click **Apply** to associate the selected station with the selected file. Repeat until all stations are associated.

---

**Confirming Status**
Scroll down and confirm each station in the Status column says Success. If any status shows as Failed, confirm their network connection and refer to their status light, then select the station and click **Retry Association**.

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**Firmware Update Popup:**
After a successful association, a popup may open explaining that one or more stations have out of date firmware. See page 7 for more information.

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**Continue**
If all stations show Success, click **Next**.
Firmware Update Popup

Firmware Update

During the association step (page 5/6), Support Tool may indicate that the current version of one or more of the stations requires a firmware update before continuing. If this popup was not displayed, continue with the next step.

Firmware Upgrade Tool

To update the these stations to the appropriate firmware, a separate software is needed. The required firmware, the Firmware Upgrade Tool, and it's quick start guide can be found here https://www.aiphone.net/support/software-documents/ix/

Much of the firmware update process is automated, and can be quickly completed if the stations have been associated using the previous step. Once the firmware has been updated, return to this quick start guide to complete the initial programming process and further steps on configuring the system.

This message will appear for the following station types and their respective firmware:

- **IX-MV7-***, **IX-RS-***, **IX-DV**, **IX-DVF-***, **IX-EA**, **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

Stations with firmware v5.xx or newer and **IXW-MAs** with firmware v9.20 or newer do not require an update.

Once the station's firmware has been updated, or if the stations do not require a firmware update, continue to the next page.
Programming a New System

Step 4: Setting File Upload

Once each station has been associated with its individual station information, the setting file containing the rest of the system’s configuration will need to be uploaded to each station. To upload the setting file, the programming PC will need to be in the same subnet as the associated stations (refer to Step 3).

Step 5: Export Settings

The final step of the Programming Wizard is to create a copy of the system’s setting file and export it to a secure location or external drive. This final step is critical in the ongoing maintenance of the system that has been created. If settings are to be changed in the future, or new stations are to be added, this file is required to do so.
Adding a New Station

Getting Started

Adding a new station to an existing system requires having the system program file open in Support Tool and a network connection to all existing stations. The new station should be connected to the network and completed its initial boot up process before starting step one.

Step 1: Opening the System Configuration Settings

From the top menu bar, click Tools (T) and select System Configuration.

Step 2: Adding a New Station

One or multiple stations and station types can be added on the Add New Station screen.

Station Type
Use the Station Type drop-down menu to select the Station Type of the new station.

Station Quantities
Enter the quantities of stations that are being added to the system.

Add the station(s)
Click Add to add the station(s) to the Station Information table below.

Finished
Click OK once all stations of each Station Type has been added.

Note:
Refer to page 4 and continue through page 7 to complete the steps for editing the station information, association, and uploading the setting files.
The IXW-MA is an IP relay with 10 configurable outputs that can be remotely triggered by a station based on status conditions defined in Support Tool. Typically, these outputs are used for remote door release or external signalling activation. The following steps detail the configuration for using the outputs of the IXW-MA for door release.

These steps should be followed if the IXW-MA was included when creating a new system. If the IXW-MA needs to be added to the system, refer to page 9 (Adding a New Station) and return to this section once complete.

**Step 1: SIF Settings**

Expand **Function Settings** on the left-hand side menu and select **SIF**. Note that the SIF event trigger for door release is sent by the door station, and not the master station, so the following steps use door stations as examples.

- **SIF Functionality**: Enable for each station interacting with the IXW-MA.
- **Program Type**: 0100 for each station.
- **IPv4**: Enter the IP address of the IXW-MA.
- **Destination Port / SSL**: 65014 when SSL is Enabled (65013 when SSL is Disabled)
- **Connection**: Socket

While still on the **Function Settings > SIF** screen, scroll right to find **Change Contact**.

- **Change Contact**: Check the Change Contact box for each station that will communicate with the IXW-MA.
- **Update**: Click **Update** to save the SIF and Change Contact settings.
IXW-MA Settings

Step 2: IXW-MA Relay Output Configuration

Expand Option Input / Relay Output Settings on the left-hand side menu and click Relay Output.

**Relay Output Selection**
Use the Relay Output drop-down menu under [Display Settings] to select a relay output.

Default set to Relay Output 1

**Function**
Use the Function drop-down menu to select Contact Change SIF Event for the IXW-MA.

Expand Option Input / Relay Output Settings on the left-hand side menu and click Relay Output.

Scroll the window to the right to find the Contact Change SIF Event column, and click Open.

Select a Station
In the popup window, select the station to trigger the chosen output on the IXW-MA, then click OK.

Update
Click Update to save the settings.

Step 3: Relay Output Time (Optional)

To allow individual output times for the up to 10 relay outputs, the IXW-MA output times reflect the timer settings of the station interacting with it.

**Output Time Range**
For the interacting station, use the drop-down for Output Time Range to chose between milliseconds (msec) and seconds (sec).

**Output Time**
After selecting a range, chose the amount of time for the relay to activate.

Update
Click Update to save the settings.
Setting File Upload

The final step after configuring new settings, or making changes to existing settings, is to upload the setting file to all stations. If the setting files are not uploaded, any changes made in Support Tool will not be reflected on the station(s).

Upload Settings To Station

From the menu bar, select **File** then **Upload Settings To Station**.

Select Stations

Click **Select** to check all stations in the system.

Upload Settings

Click **Settings** to begin the upload process.

Other Uploads (Optional)

Click the respective button if custom Sounds, Images, or Schedules were configured.

Upload Status

If the status shows **Failed**, ensure the programming PC is in the same subnet as the IX Stations it is uploading to (page 3), and that the stations are powered on and available (solid status light on the station).

A status of **Changes Required** will be accompanied by a popup explaining "Station vulnerabilities detected". This is due to missing or insufficient passwords. To review the set ID and Passwords, expand **Station Information** on the left hand side window and select **ID and Password**.

The **User**, **ONVIF**, and **RTSP** passwords can be left blank. Update these settings, and upload again.

Export Settings

A copy of the system’s setting file should be exported to a secure location or external drive. This step is critical for the ongoing maintenance of this system. If settings are to be changed in the future, or new stations are to be added, this file is required to do so.

To export the file, click on **File (F)** at the top of the screen and select **IX Support Tool Export System Configuration**.
Door Call Destinations and Master Address Book

Getting Started

Setting stations to only call or communicate to other stations within a system is possible through configuring call lists and Address Books for doors and master stations, respectively. The following steps are explained for systems that have already completed the setup process shown on pages 3-7.

Master Station Address Book

A master station's Address Book contains the station information of each station in the system by default. A station must be in the Address Book of a master station if it is to call it directly (manually or by Speed Dial), activate the door release of that station, transfer that call to another station, and other specific features.

This is NOT a requirement for setting door station call-in destinations (which doors call which masters), detailed on the next page. If Address Book partitioning is not needed, refer to page 13.

Station Types: IX-MV, IX-MV7-*, IX-SOFT

Expand System Information on the left-hand menu and select Address Book.

Displayed will be a row of master stations that are part of the system, and columns of stations with check marks indicating that they are in that station's Address Book. By default, all stations will be in each master station's Address Book. To remove a station from an Address Book, the check mark will need to be removed.

Removing Stations from an Address Book

Find the cross section between the master station and the station to be removed from its Address Book. Use the drop-down menu under Select and change the check mark to the Blank selection.

Update

Click the Update button save the changes.
Door Call Destinations

Door/Sub Station Call Destinations

Expand **Call Settings** on the left-hand menu and select **Called Stations (Door/Sub Stations)**.

Displayed will be a row of door/sub stations that are part of the system, and columns of stations they are able to communicate with. By default, all door/sub stations are set to call every master station. Note the Station Type for the next step.

**Station Types: IX-DV, IX-DVF(-*), IX-EA, IX-SSA(-*), IX-SS-2G, IX-RS-***

Ensure that **Group 01** (default) is selected from the **Display Settings** drop-down menu at the top of the screen.

Disabling Call-in Per Station

Find the cross section between the door and master station communication will be enabled/disabled between. By default, there will be a **U** in the drop-down menu. Click this drop-down and select the **Blank** option.

The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.
There are three types of Call Transfers: Absent, Delay, and Schedule. Before configuring transfer settings, refer to page 14 to customize door station call-in destinations and master station Address Books.

**Absent Transfer**

Absent Transfer is used situational, meant to be manually activated by pressing the **Transfer** button on the master station. If Absent Transfer is **Enabled** and activated, an incoming call will be immediately be transferred.

### Step 1: Enabling Absent Transfer

From the menu on the left, expand **Transfer Settings** and select **Absent Transfer**.

- **Absent Transfer**: Use the drop-down menu to **Enable** Absent Transfer on a station.
- **Station List**: Click **Open** and select the station(s) to receive the transfer, and click **OK**.
- **Update**: Click the **Update** button to save the changes.

### Step 2: Re-Transfer (Optional)

If the Absent Transfer destination is unavailable, **Re-Transfer Destination** allows the call to be sent to another master station with its own transfer configuration to begin another round of transfers.

- **Re-Transfer Destination**: Select the Station Number of the stations receiving the transfer, and click **OK**.
- **Update**: Click the **Update** button to save the changes.

**Note:**
Re-Transfer does not begin a new **Call Timeout** countdown (Call Settings > Call Origination). It may be necessary to extend the call-in time to utilize this setting.

**Upload:**
The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.
Call Transfer - Delay Transfer

Delay Transfer will automatically transfer an incoming call after a set amount of time.

**Step 1: Enabling Absent Transfer**

From the menu on the left, expand **Transfer Settings** and select **Delay Transfer**.

**Delay Transfer**

Use the Delay Transfer drop-down menu to select **Enable** or **Disable**.

**Station List**

Click **Open** and select the station(s) to receive the transfer, and click **OK**.

**Delay Time**

Enter the **Delay Time** before the call is transferred.

**Update**

Click the **Update** button to save the changes.

**Step 2: Re-Transfer (Optional)**

If the Absent Transfer destination is unavailable, **Re-Transfer Destination** allows the call to be sent to another master station with it’s own transfer configuration to begin another round of transfers.

**Re-Transfer Destination**

Select the **Station Number** of the stations receiving the transfer, and click **OK**.

**Update**

Click the **Update** button to save the changes.

**Note:**

Re-Transfer does not begin a new **Call Timeout** countdown (Call Settings > Call Origination). It may be necessary to extend the call-in time to utilize this setting.

**Upload:**

The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.
Call Transfer - Schedule Transfer

Schedule Transfer

Delay Transfer will automatically transfer an incoming call based on a created schedule that can be set for a specific time of day, and on a daily schedule.

Step 1: Enabling Absent Transfer

From the menu on the left, expand Transfer Settings and select Schedule Transfer.

Click the Update button to save the changes.

Use the drop-down menu to Enable Schedule Transfer.

Click Open and select the station(s) to receive the transfer, and click OK.

Step 2: Schedule View Adjustment

At the top of the Schedule Transfer settings page there are several ways to adjust what is displayed, and how it is displayed, in this section. Click Schedule View Adjustment to open these options.

Day: Place a check mark next to every day in which a Schedule Transfer will be used.

Display Range: Each day can have up to 12 individual transfer times. Use the drop-down options to choose how many of those 12 to display.

If every day of each week are to repeat themselves, select 1 in each drop-down.

Click OK to return close the window.
Call Transfer - Schedule Transfer

Step 2: Schedule Transfer Start and End Time

Scrolling to the right, the daily schedule will need to be created by setting a Start and End Time for each station and each day.

Start and End Time
Enter a Start Time and End Time to the specific day of the week or date that the transfer is scheduled for.

Click the Update button to save the changes.

Upload:
The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.
IP Camera Integration

Getting Started

The IX Series allows integration of IP cameras that are ONVIF profile S compliant. These cameras can be called up by either audio or audio/video stations, as well as individually monitored by master stations.

Step 1: Opening Network Camera Registry

Network Cameras will first need to be registered in Support Tool.

Step 2: Registering a Network Camera

Support Tool will search for available Network Cameras on the network, and any camera found will be listed in the Network Camera Search List. If a known camera is not found, place the programming PC on the same network switch as the camera(s), and attempt the search again.
Step 3: Registering a Network Camera to a Master Station

For a Master Station to interact with a Network Camera, either during a camera call-up or while monitoring, it must be registered to a Master Station’s Network Camera List.

Selecting the IP Camera
Use the Select drop-down menu to select each Master Station you wish to register the IP camera to.

Step 4: Assigning a Network Camera to a Station

To assign an IP camera to a station for station call-up, the camera will need to be registered to each station it will interact with.

Address Book
From the menu on the left expand System Information and select Address book.

Open Station List
Click Open Station List to open the Station List screen.

Network Camera Selection
Click Network camera selection to open a new window to select a registered IP camera.

Upload:
The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.
Timer Settings

Getting Started
The call-in, communication, and door release timers are found across several sections within Support Tool. The following steps will quickly show their location, and give a simple example of adjusting the respective setting.

Door Release Output Timer
To adjust the amount of time the door release relay output activates, expand Option Input / Relay Output Settings and click Relay Output.

Option Input / Relay Output Settings

<table>
<thead>
<tr>
<th>Station Information</th>
<th>Option Input / Relay Output Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>Name</td>
</tr>
<tr>
<td>0001</td>
<td>Master Station 1</td>
</tr>
<tr>
<td>0002</td>
<td>Master Station 2</td>
</tr>
<tr>
<td>0003</td>
<td>Master Station 3</td>
</tr>
<tr>
<td>0005</td>
<td>Video Station 1</td>
</tr>
<tr>
<td>0006</td>
<td>Video Station 2</td>
</tr>
<tr>
<td>0007</td>
<td>Audio Station 1</td>
</tr>
<tr>
<td>0008</td>
<td>Handset Sub Station 1</td>
</tr>
</tbody>
</table>

Output Time Range and Output Time
Use the drop-down menu under Output Time Range to select either 200-2000 (msec) or 3-600 (sec), then use the Output Time section to enter the desired value.

Update
Click the Update button to save the changes.

Upload:
The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 11 for more details on this process.

Call Timeout
To adjust the time a station will call-in to another station before ending, expand Call Settings and click Call Origination.

Call Settings

<table>
<thead>
<tr>
<th>Station Information</th>
<th>Call Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>Name</td>
</tr>
<tr>
<td>0001</td>
<td>Master Station 1</td>
</tr>
<tr>
<td>0002</td>
<td>Master Station 2</td>
</tr>
<tr>
<td>0003</td>
<td>Master Station 3</td>
</tr>
<tr>
<td>0004</td>
<td>Video Station 1</td>
</tr>
<tr>
<td>0005</td>
<td>Video Station 2</td>
</tr>
<tr>
<td>0006</td>
<td>Audio Station 1</td>
</tr>
<tr>
<td>0007</td>
<td>Handset Sub Station 1</td>
</tr>
</tbody>
</table>

Call Timeout
Under Call Timeout, select the desired duration between 10 and 600 seconds.

Update
Click the Update button to save the changes.

Upload:
The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.
Timer Settings

Talk Timeout

To adjust the amount of time a station will communicate to another station before ending the call, expand Station Settings and click Communication.

The setting file needs to be uploaded to each station for these settings to take effect. Refer to page 12 for more details on this process.