

Using DNS Hostnames to Call IX-SOFT

Introduction

Aiphone recommends assigning a static IP address or DHCP reservation for any PC running IX-SOFT. This is because IX Series stations communicate with other stations using a preprogrammed IP address. If the IP address of the PC running IX-SOFT changes, it will not be able to receive calls from the rest of the IX system. This issue can be avoided on networks with a DNS server by programming the IX Series stations to call the IX-SOFT using a DNS hostname. Before proceeding, contact the network administrator to obtain the PC's hostname and a valid internal DNS server address.

Settings for IX-SOFT Stations

In IX Support Tool, navigate to **Network Settings**, IP Address. Enter the hostname for the IX-SOFT stations that will not have a static IP address or DHCP reservation. Click **Update**.

| Network Settings | | | | | |
|-------------------|--|--|--|--|--|
| IP Address | | | | | |
| DNS | | | | | |
| SIP | | | | | |
| Multicast Address | | | | | |
| Video | | | | | |
| Audio | | | | | |
| Packet Priority | | | | | |
| NTP | | | | | |

| Station Information | | | | | Network Settings |
|---------------------|--------|--------------------|----------|-------------------|------------------|
| Identification | | | | | IP Address |
| # | Number | Name | Location | Station Type | Hostname |
| 0001 | 0001 | MasterStation1 | | IX-MV7-* | |
| 0002 | 0002 | Master Station2 | | IX-MV | |
| 0003 | 0003 | PC Master Station1 | | IX-SOFT | samplehostname |
| 0004 | 0004 | Video Station1 | | IX-DV, IX-DVF(-*) | |



All DNS, and Hostname addresses in this document are only placeholders. Get the correct information from the system administrator.

Settings for Stations Calling IX-SOFT

Navigate to **Network Settings**, DNS. Enter the address of the site's DNS server, and a secondary server if available. Repeat these settings for each door or master station that needs to call this instance of IX-SOFT. Click **Update**.

| Network Settings | | | | | |
|-------------------|--|--|--|--|--|
| IP Address | | | | | |
| DNS | | | | | |
| SIP | | | | | |
| Multicast Address | | | | | |
| Video | | | | | |
| Audio | | | | | |
| Packet Priority | | | | | |
| NTP | | | | | |

| Station Information | | | | | Network Settings | | | | | | | |
|---------------------|------|-----------------|--|-------------------|------------------|---|---|---|------------------|---|---|---|
| Identification | | | | | DNS | | | | | | | |
| | | | | | Primary Server | | | | Secondary Server | | | |
| | | | | | IPv4 | | | | IPv6 | | | |
| | | | | | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| 0001 | 0001 | MasterStation1 | | IX-MV7-* | 8 | 8 | 8 | 8 | | | | |
| 0002 | 0002 | Master Station2 | | IX-MV | 8 | 8 | 8 | 8 | | | | |
| 0004 | 0004 | Video Station1 | | IX-DV, IX-DVF(-*) | 8 | 8 | 8 | 8 | | | | |
| 0005 | 0005 | Video Station2 | | IX-DVM | 8 | 8 | 8 | 8 | | | | |
| 0006 | 0006 | Video Station3 | | IX-EA, IX-EAU | 8 | 8 | 8 | 8 | | | | |

Upload settings to the physical stations and IX-SOFT instances through IX Support Tool. Test these settings, and adjust the network information as necessary.



IX Support Tool will always try and upload settings to IX-SOFT using the listed IP address, not the hostname. When servicing the system, ensure the PC's current IP address is shown under **Network Settings**, IP Address.