

RY-IP44 Unlocks Door When Call is Placed

Problem

After reprogramming a system that includes the RY-IP44 IP Relay Adaptor, an issue can arise where the RY-IP44 unlocks the door as soon as a call is placed. This is due to default settings in IX Support Tool for door stations such as the IX-DV, IX-SSA, and other models that have more than one output.

Cause

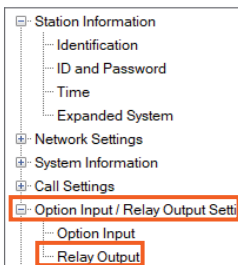
By default, door stations with multiple outputs use Relay Output 1 for Door Release, and Relay Output 2 for a Status Output when the door station places a call. Newer model IP Relay Adaptors like the IXW-MA can tell the difference between the two outputs, but the RY-IP44 cannot. When the secondary relay makes a Status Output, the RY-IP44 interprets that as a door release request and activates.

Solution

Disable the door's Relay Output 2 in IX Support Tool.

Steps

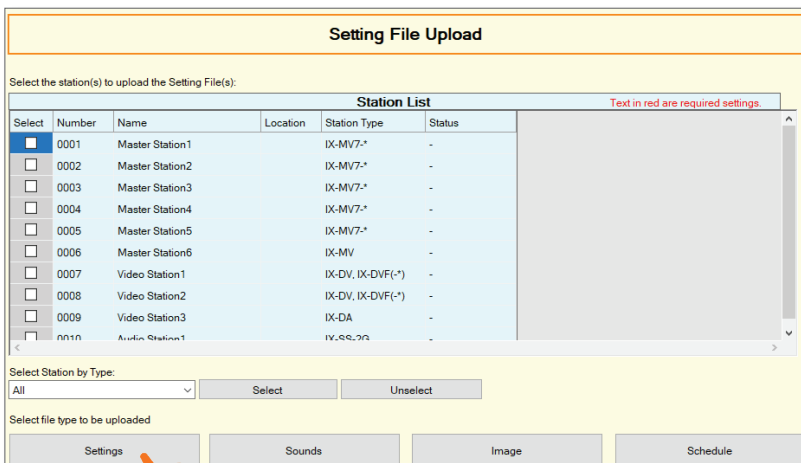
Navigate to **Option Input / Relay Output Settings** in the tree on the lefthand side of IX Support Tool. Click the plus button to reveal the subitems, and select Relay Output.



Under [Display Settings], select Relay Output 2. Remove the checkmarks for the door station under Status Output 2, Outgoing Call. Click **Update**.

0001	0001	Master Station1	IX-MV7-*	Status Output	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0002	0002	Master Station2	IX-MV		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0004	0004	Video Station1	IX-DV, IX-DVF(-*)	Status Output	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Navigate to **File** and click Upload Settings to Stations. Select all stations from the from the Station List and click **Settings**.



For more details about the features and information above, please contact Technical Support.