System Takeover and Expansion Guide

Introduction

This guide goes over how to recover or reprogram an existing IX Series system. This is meant for situations where the stations are deployed and programmed, but the configuration file is not available and the existing administrator ID and Password are not known. It also covers adding on new stations once the system is recovered, as well as procedures and troubleshooting steps for cases where the existing programming cannot be recovered.

> ℹ This guide cannot be used for IXG Series installations due to differences in hardware, programming, and licensing concerns for sites using the IXG Mobile app.

Getting Started

IX Support Tool needs to be installed on a PC connected to the same network as the IX Series stations. It can be downloaded from the IX Series homepage at https://www.aiphone.com/products/ix-series in the Literature section. Download the full version of IX Support Tool, not the Simple Support Tool. If possible, it is best to remove all of the stations from the field and relocate them to a single PoE switch connected to the programming PC. If that is not possible, physical access to at least one of the stations is required for the initial steps. Make sure that station is easy to access from the vicinity of the programming PC, due to a time sensitive procedure.

ID and Password Recovery

For most systems, all of the stations will have the same administrator ID and Password, meaning that if it is recovered from one device, it should apply to all stations. These credentials can be recovered by accessing any of the stations' web interface using Maintenance Mode. Locate the reset button the device. Some of the more common stations are shown below and on the next page. Other door station models will typically have their reset buttons on the back as well.
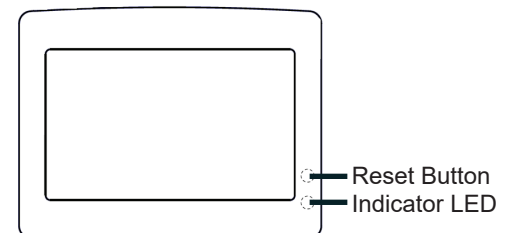
Reset Button Locations

Door/Sub Stations

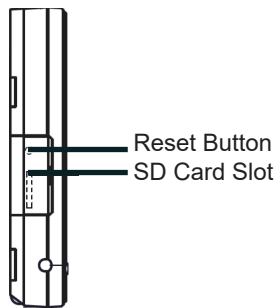The Reset button is located next to or near the LAN port on the back side.

Reset Button — — Ethernet Port
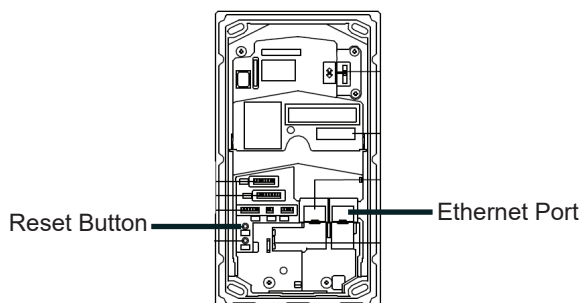
IXW-MA

Remove the front cover to expose the Reset button in the bottom right hand corner.

Reset Button
Indicator LED

Reset Button Locations *(continued)*

IX-MV7-*

Look for the reset button on the right side of the station near the SD Card slot.

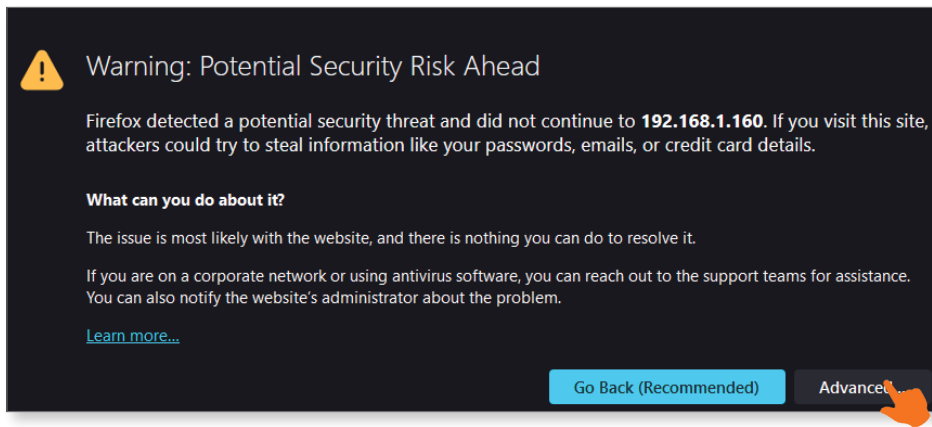Reset Button
SD Card Slot

IX-MV

The Reset button is located between the 3rd and 4th speed dial buttons, under the button label panel.
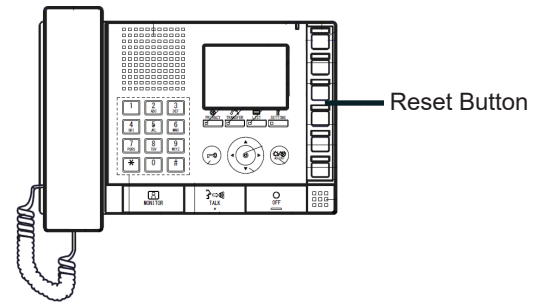
Reset Button

Accessing the Web Interface

Change the PC's IP address to an available address in the range of 192.168.1.X. Open a web browser and enter https://192.168.1.160/webset.cgi?login, but do not proceed yet. Hold down on the reset button on the station until a status light on the front begins to blink. Once the light starts blinking, the station has entered Maintenance Mode. This state only lasts for sixty seconds, so as soon as the status light starts to blink, proceed to the web address. A security message will appear, saying that the web address is insecure. Use the advanced options to proceed anyway. The exact message and prompts will vary depending on the web browser.

⚠ **Warning: Potential Security Risk Ahead**

Firefox detected a potential security threat and did not continue to **192.168.1.160**. If you visit this site, attackers could try to steal information like your passwords, emails, or credit card details.

What can you do about it?

The issue is most likely with the website, and there is nothing you can do to resolve it.

If you are on a corporate network or using antivirus software, you can reach out to the support teams for assistance. You can also notify the website's administrator about the problem.

Learn more...

Go Back (Recommended)   Advanced...

Follow the prompts to proceed to the login page. Select English, then enter the default ID and Password, **admin.** Click Login . This will open up the **Station Information** page, which will display the current administrator ID and Password. Record these for the next steps.

●ID and Password

Unique password recommended for each station.
Set a strong password that is difficult to guess.

Administrator ID ♦	admin1	1-32 alphanumeric characters
Administrator Password ♦	admin1	1-32 alphanumeric characters

ⓘ Maintenance Mode times out after sixty seconds, so this may take several attempts. Once the **Station Information** page has been reached, it will stay open in the browser after the station has left Maintenance Mode.

Using System Restore

System Restore is not available for any systems containing IX-1AS or IX-PA adaptors, or IX Mobile apps. For systems with these, proceed to page 6 for steps on starting over with the programming. RY-IP44 IP relay adaptors and IXW-PBX and IXW-PBXA IP PBX devices will not show up in station search, but are still supported and the associated IX equipment can still be restored.

System Restore is a feature that will import the existing system configuration into from the stations into IX Support Tool, which can save programming time. Once the ID and Password have been recovered, open IX Support Tool and enter the default ID and Password, **admin**. If IX Support Tool does not automatically open a **New System** window, navigate to **File**, Create New System. Click Restore Setting File.

Restore System Settings will open in a new window. Enter a System Name for the site and click Station Search to find the existing stations. If any existing stations do not show up on the station search, **stop using System Restore immediately until they do.** System Restore will most likely fail. Even if it succeeds, a partially restored system will be missing many critical settings. **It is better to start over completely than to correct those settings for every single station.** If nothing shows up during the Station Search, exit the wizard and navigate to **Edit**, IX Support Tool Settings and make sure that the proper NIC is selected.

If some stations are not showing up on the station search while others are, try bringing all stations to one spot and connecting them to the same switch as the programming PC. If this is not possible, skip ahead to page 6 to view the steps for creating a new system. If all of the existing stations do show up in the **Station List,** enter the existing Administrator ID and Password for each existing station. Click the checkbox next to each to select them. If any newly added stations show up in station search, **do not select them**. Click Apply to begin the system restore, then click OK to confirm.

If even a single station does not show up on the search, **stop the restore process immediately.** The restore will either fail completely, or the restored system configuration will be buggy and require so much effort to fix that starting over will be faster.

Using System Restore *(continued)*

IX Support Tool will download the settings files from the stations. This process will take several minutes. If it succeeds, IX Support Tool will open a **System Configuration** window. If it fails, move on to the steps on page 6.

Adding Stations

If new stations are being added to the system, click Add New Station. Otherwise, move on to Finalizing the Restored System.

Click Add New Station. Use the drop-down to enter the types of stations and enter the number of each by clicking Add. Once everything has been added, click OK to confirm.

If the newly added stations need a customized name, number, or IP address, click Station Details to open a window to enter that information. Click OK to confirm.

Adding Stations *(continued)*

Use the radio button to select one of the newly added stations under Station Settings List. Scroll down the page and click Station Search . Once the search is finished, select the matching station under Station List and click Apply . Repeat the steps until all of the new stations are associated. The existing stations will already be associated, so there is no need to associate them.

Completing the System Restore

Scroll to the bottom of the page and click Next . On the Upload Settings to Station page, click Finish .


If no new stations were added, the process is finished. Skip to the end of this document for a list of resources if any programming changes need to be made. If new stations were added, all of the stations will need to have their updated settings uploaded to them.

Uploading Settings to Stations

Wait for the newly added and associated stations to finish rebooting. This will be when the status light stops blinking and turns a solid color, which usually takes several minutes.

Once the stations have rebooted, navigate to **File**, Upload Settings to Station. Select all stations and click Settings . Once the upload is complete, the new and old stations will be able to communicate with each other. Skip to the end of this document for a list of resources for programming specific settings outside of that.
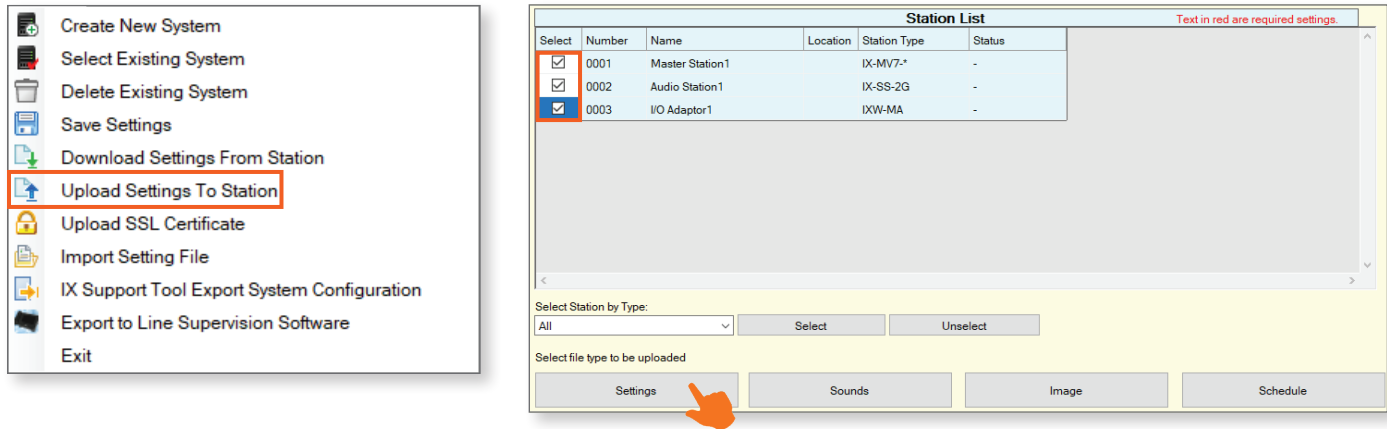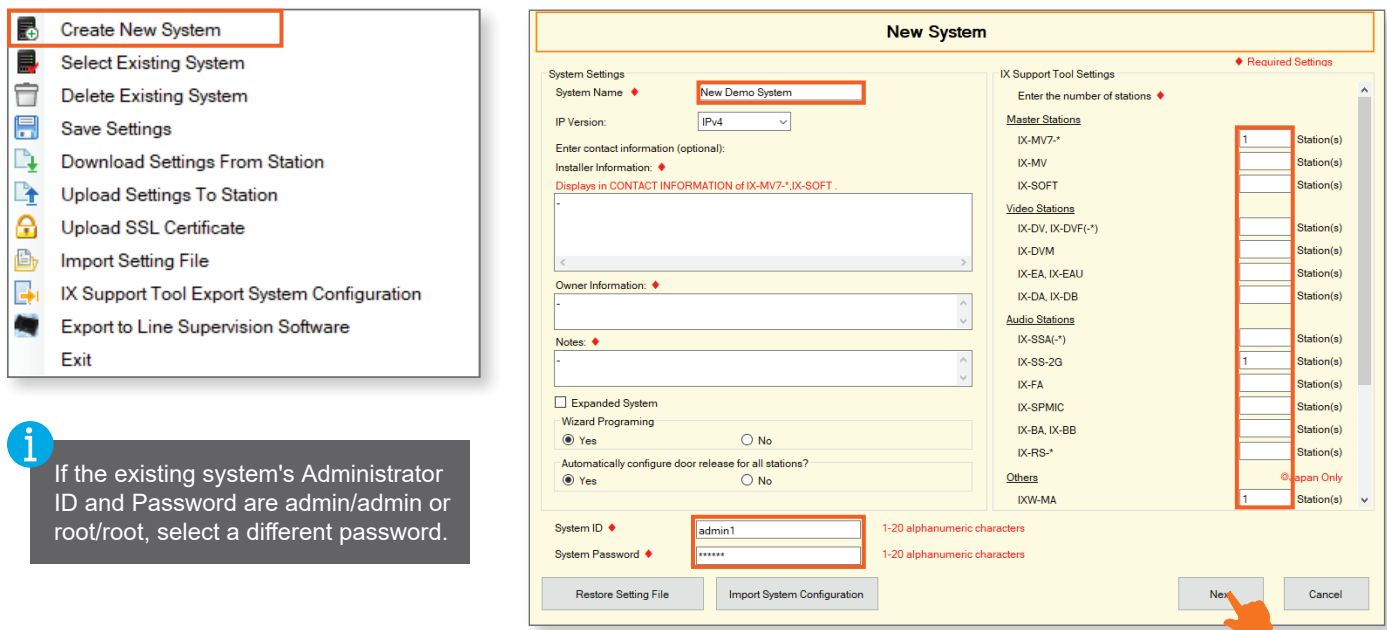
Creating a New System Configuration

If the System Restore failed, there are types of stations that cannot be imported, or there were stations that did not appear on the Station Search, a new configuration will need to be created and uploaded to all new and existing stations.

If this was not already done, use the steps starting on page 1 to recover the existing system's Administrator ID and Password.

Create a list of existing stations and their existing IP addresses, station numbers, and station names. If any of these cannot be ascertained, consult with IT or whoever else is responsible for the system to find acceptable alternatives that can be used instead.

In IX Support Tool, navigate to **File**, Create New System. Give the configuration a name, enter the recovered Administrator ID and Password into the System ID and System Password fields, and enter the quantities of each type of station that will appear in the final configuration. Click Next .

ⓘ If the existing system's Administrator ID and Password are admin/admin or root/root, select a different password.

Creating a New System Configuration *(continued)*

ℹ️ RY-IP44, IX-1AS, and IX-PA stations can be added to the newly created system and configured following the steps in their installation manuals. There are links to these at the end of this document. IX Mobile is no longer available or supported. Please reach out to Aiphone Tech Support or the regional sales representative for advice on how to proceed for sites using IX Mobile.

On the **System Configuration** page, use the Station Details menu customize the stations' Name, Number and IP Address to match the list created before. Click OK once everything is filled out.

#	Number	Name	Location	Station Type	Hos	IP Version	Static / DHCP	IP Address 1	2	3	4	Subnet Mask 1	2	3	4
0001	0001	Master Station1		IX-MV7-*		IPv4	Static	192	168	1	10	255	255	255	0
0002	0002	Audio Station1		IX-SS-2G		IPv4	Static	192	168	1	11	255	255	255	0
0003	0003	I/O Adaptor1		IXW-MA		IPv4	Static	192	168	1	12	255	255	255	0

Location Registry   OK   Cancel

Click Station Search to find the stations on the network. The Station Settings List represents the system on paper, while the Station List is what came up in the search. Use the radio buttons to match the item in Station Settings List with the matching item in the Station List. Click Apply to associate the stations. If any stations did not show up in the search and it is not possible to bring them to the programming PC's location, they can be associated later.

System Configuration

1. Select the setting file to be linked with the chosen station:

Station Settings List

Select	Number	Name	Location	Station Type	Hos	IP Address	Subnet Mask	Associated
⦿	0001	Master Station1		IX-MV7-*		192.168.1.10	255.255.255.0	-
○	0002	Audio Station1		IX-SS-2G		192.168.1.11	255.255.255.0	-
○	0003	I/O Adaptor1		IXW-MA		192.168.1.12	255.255.255.0	-

Advanced Settings

Address Book	Door Release
Station Details	Batch IP Address Configuration

System Management

Add New Station
Station Removal

2. Select the station to associate with the setting file.

○ Enter station MAC address: ☐ Different Networks

Administrator ID

Administrator Password

⦿ Search and select station within local network: Station Search Protocol IPv4

Station List
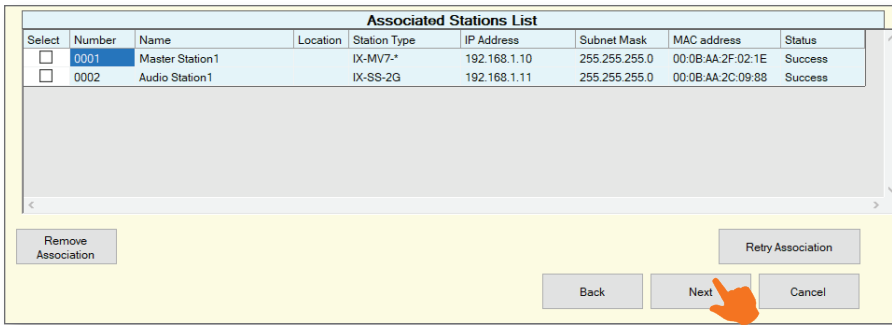
Select	Number	Name	Location	Station Type	IP Address	Subnet Mask	MAC address	Associated
⦿	0001	Master Station1		IX-MV7-*	192.168.1.10	255.255.255.0	00:0B:AA:2F:02:1E	-
○	0002	Audio Station1		IX-SS-2G	192.168.1.11	255.255.255.0	00:0B:AA:2C:09:88	-
○		I/O Adaptor1		IXW-MA	192.168.1.12	255.255.255.0	00:0B:AA:2E:02:13	-

☐ Search for IX-SOFT on this PC

Apply	Associate Automatically		Station Search

Creating a New System Configuration *(continued)*
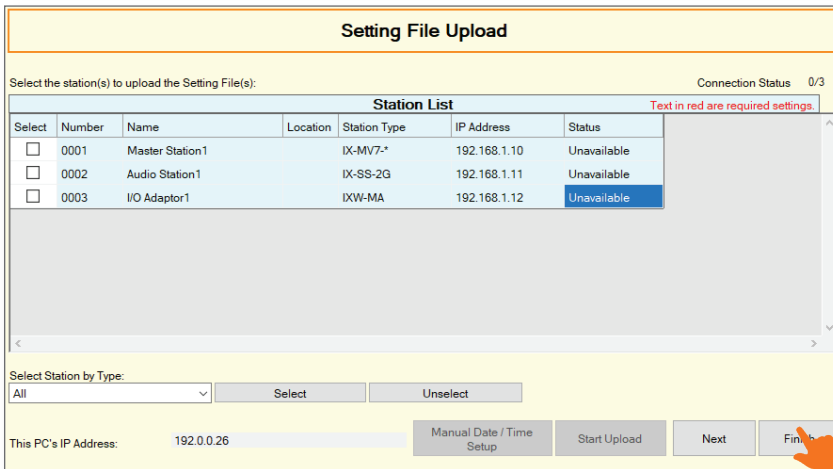
Scroll to the bottom of the page and click Next . On the next page, click Finish .
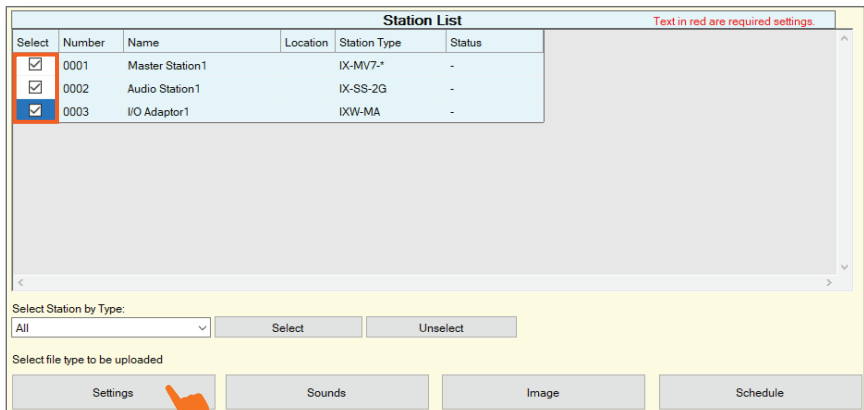

Uploading Settings to Stations

If any of the stations were assigned a new IP address, they will reboot. The station will be done rebooting when the status light stops blinking and turns a solid color, which usually takes several minutes.

Once the stations have rebooted, navigate to **File**, Upload Settings to Station. Select all stations and click Settings . Once the upload is complete, the stations will be be able to communicate with each other. If all of the stations successfully took their uploads, skip to the end of this document for a list of programming resources. If they did not, the following pages go over troubleshooting procedures.

Recommended Troubleshooting Procedures

This section covers troubleshooting steps that cover common difficulties encountered during system takeover.

Troubleshooting Station Search

There can be a few reasons that Station Search can fail. If absolutely nothing showed up, navigate to **Edit**, IX Support Tool Settings. Use the drop-down under Select NIC to make sure that the right NIC is being used.

This menu cannot be accessed from the Programming Wizard. If this is the first installation in the IX Support Tool, create a placeholder system, associate nothing, and click ⟦Next⟧ or ⟦Finish⟧ on each window until the **Edit** drop-down is available.

Navigate to **Tools**, Station Search to check if the stations are visible. IX Support Tool will perform a station search automatically when the page is opened. After a few seconds, click ⟦Cancel⟧ to end the search; all stations will usually appear within a few seconds.
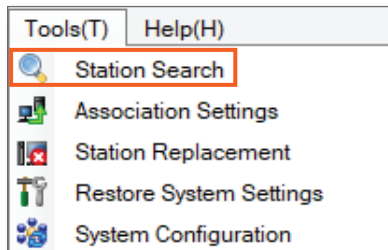

If the station search finds the stations, navigate to **Tools**, System Configuration and follow the steps under "Creating a New System" to get the additional stations associated and programmed.

If no stations show up, make sure that the programming PC is attached to the same switch as the stations that are being searched for, since the broadcast will typically not extend beyond that. Make sure that the switch is unmanaged, try another network cable, or attempt the search again on a different network switch or PoE injector. If that fails, contact Technical Support for additional assistance.

Troubleshooting Settings Upload

If the stations show up in station search and associate successfuly, but the uploads fail, there are a few common possibilities. When stations are associated, they are assigned their final IP address and reboot. Make sure that the stations have finished rebooting, that the PC is in the same IP range as the stations, and that they respond to a ping from the PC's command line.

Once the network settings have been checked out, navigate to **Tools**, Station Search. Cancel the search once the stations appear. Towards the right, the stations' firmware version will be displayed. If any stations have a firmware version lower than 5.0, their firmware will need to be updated using the dedicated IX Firmware Update Tool. Skip to the end of this document, which will have links to where firmware updates and the IX Firmware Update Tool can be downloaded, as well as instructions.

The same links can be used to confirm the most current firmware versions for each station type. If the firmware is up to date or close to it, the trouble stations may not have the same Administrator ID and Password as the system configuration. Open a web browser and navigate to https://stationipaddress/webset.cgi?login. Like in the previous steps where the Administrator ID and Password were recovered, follow the prompts to continue past the security notification page.
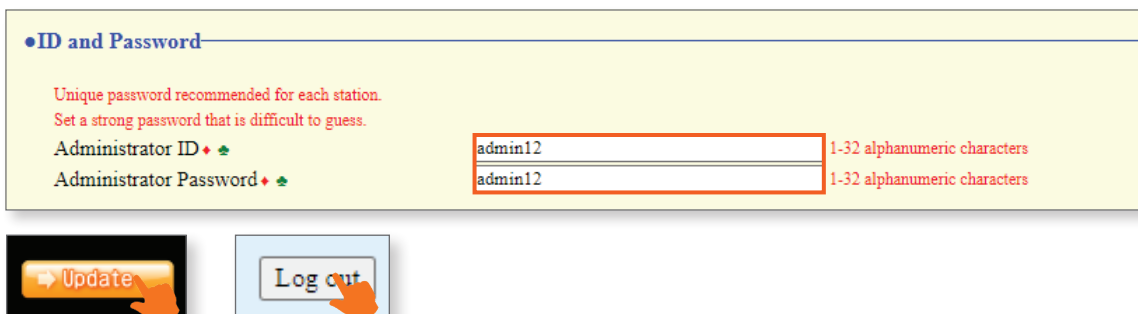
Troubleshooting Settings Upload *(continued)*

Select English from the language list and enter the existing system password. If that fails, try admin/admin. If the firmware is up to date and admin/admin works, the interface will ask for a more secure password to be chosen. In that case, enter the Administrator ID and Password that were chosen in the previous steps. Once the credentials have changed, try to upload from IX Support Tool again.

If admin/admin and the chosen credentials do not work, try the ID and Password Recovery steps from earlier in the document to gain access to the station in Maintenance Mode. It is not common, but some sites will assign different administrator credentials to each station. Once the credentials are known, try logging in outside of Maintenance Mode again. Once logged in, the Administrator ID and Password can be manually changed in the web interface. Once the proper ID and Password have been entered, click Update in the top right corner to save the settings, then click Log out to exit the web interface. Try to upload the settings from IX Support Tool again.
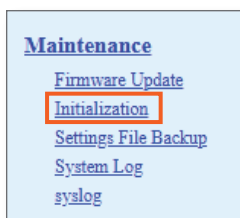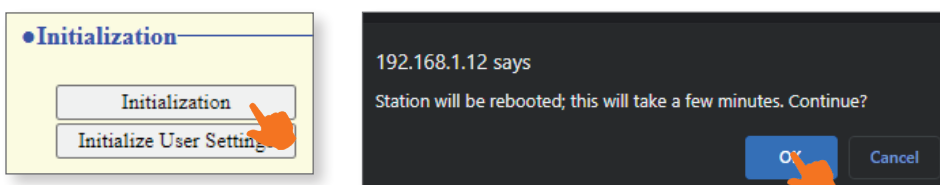

Initializing and Re-Aassociating a Station

If the firmware is up to date, the network connection and credentials are confirmed, and the station is associated, it may be necessary to initialize the station before it can be programmed. This will set the station back to factory settings.

Log into the station's web interface, either normally or using Maintenance Mode. The only difference between the two options will be the time frame; Maintenance Mode only lasts for sixty seconds, but the normal mode allows for unlimited time. Once logged in, navigate to **Maintenance,** Initialization on the lefthand menu.

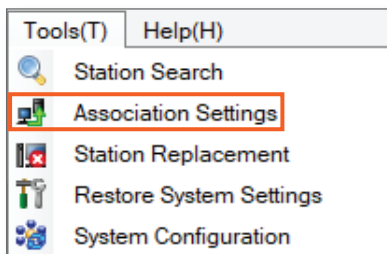

Click Initialization. A prompt will appear saying that the station will reboot. Click OK and wait for the station to finish rebooting.

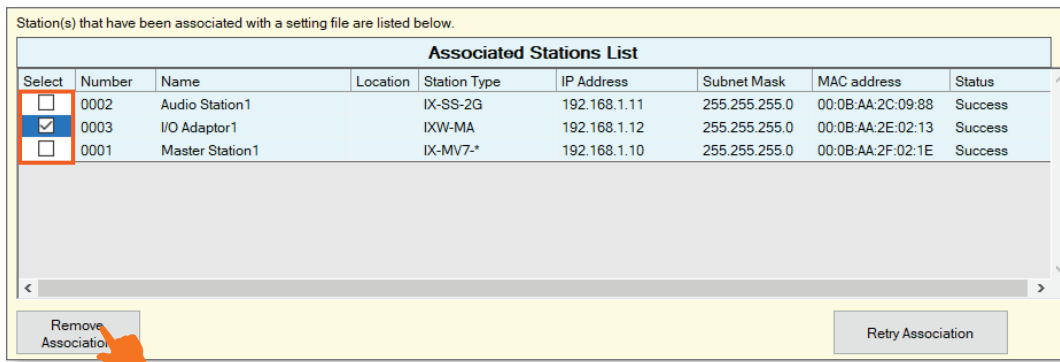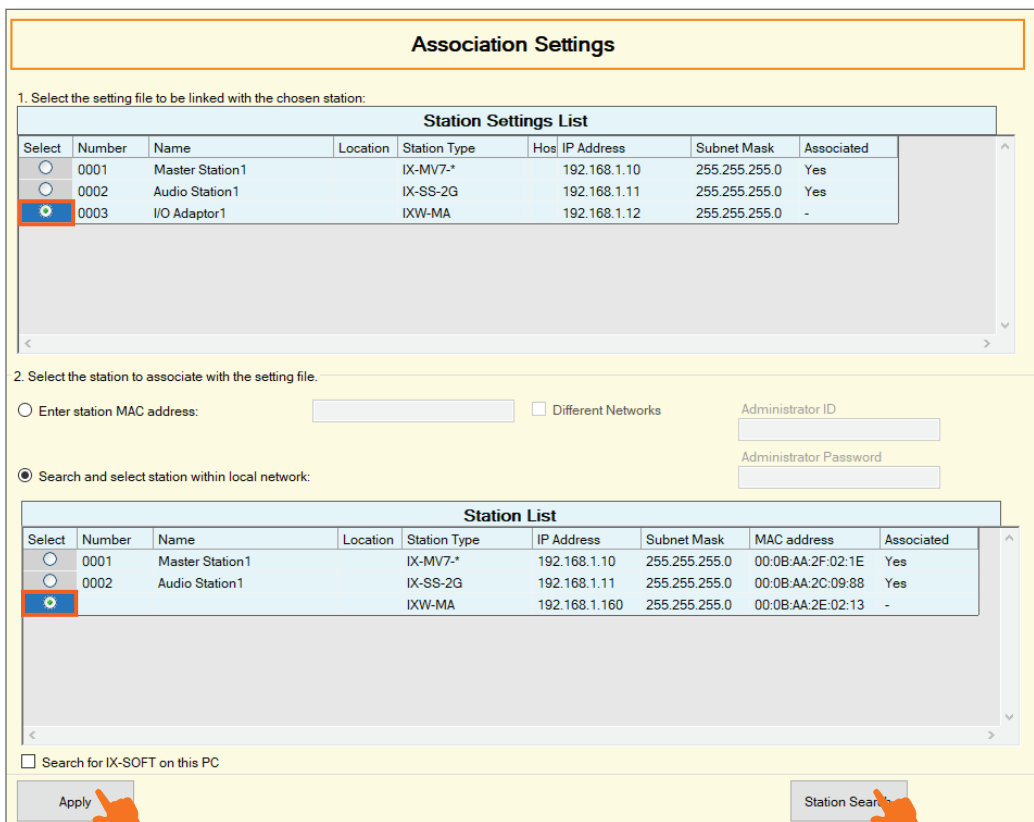# Initializing and Re-Aassociating a Station *(continued)*

Open IX Support Tool and navigate to **Tools**, Association Settings.

Scroll to the bottom of the **Association Settings** page to the Associated Stations List. Select the station or stations that were initialized and click ⌐Remove Association⌐.


Once the stations have finished rebooting from being initialized, scroll back up the page and perform a Station Search. The initialized stations will show up in the Station List with no Number or Name. Select the matching settings in the Station Settings List and Station List and click ⌐Apply⌐. Do this for each initialized station.

Initializing and Re-Associating a Station *(continued)*

Wait for all associated stations to finish rebooting again. Navigate to **File**, Upload Settings to Station. Select all stations and click ⌐Settings¬.
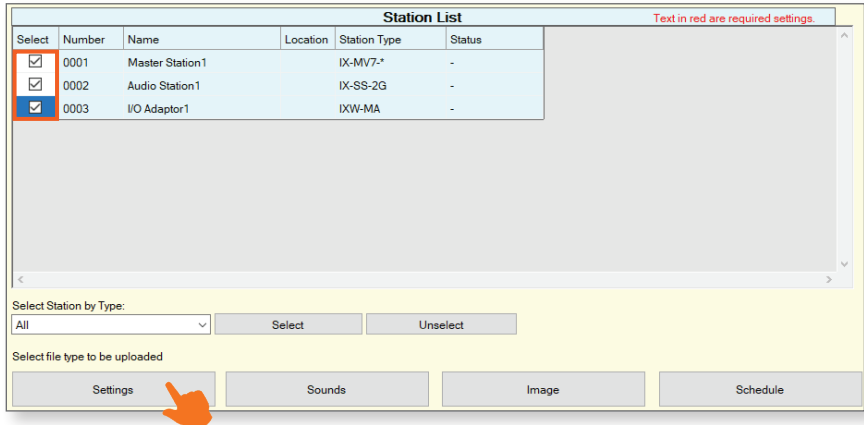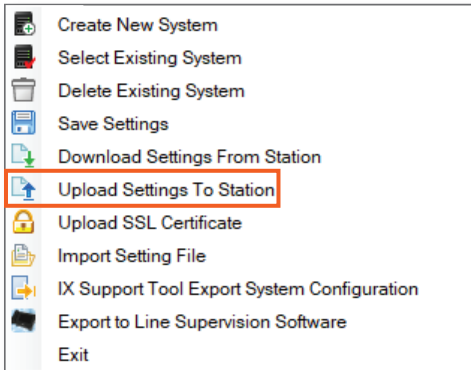
More Information and Resources

General Programming and Troubleshooting Guides

IX Series QuikStart Programming Guide: https://www.aiphone.com/IX-Series-QuickStartProgrammingGuide
QuikTech Online Knowledge Base: https://www.aiphone.com/kbtopic/ix-series
IX Firmware Upgrade Tool: Link https://www.aiphone.com/wp-content/uploads/Firmware-Update-Tool-Guide.pdf
IX Series - Network Security Requirements Summary: https://www.aiphone.com/wp-content/uploads/IX-Series-Network-Security-Summary.pdf

Programming Software and Firmware Updates

IX Series Support Tool: https://www.aiphone.com/IX-SupportTool
IX Firmware Upgrade Tool: https://www.aiphone.com/IXFirmwareUpgradeTool
IX Firmware Updates: https://www.aiphone.com/kbtopic/firmware-ix-ixg

Station Specific Programming Guides

IXW-MA/IXW-MAA: https://www.aiphone.com/wp-content/uploads/2023/06/IX-Series-IXW-MA-IXW-MAA-Programming-Guide.pdf
IX-1AS and IX-10AS: https://www.aiphone.com/wp-content/uploads/IX-1AS-10AS-Instructions.pdf
RY-IP44: https://www.aiphone.com/wp-content/uploads/RY-IP44-with-IX-only.pdf
IX-PA: https://www.aiphone.com/wp-content/uploads/IX-PA-Instructions.pdf
IXW-PBX: https://www.aiphone.com/wp-content/uploads/IXW-PBX-Programming-Guide.pdf
IXW-PBXA: https://www.aiphone.com/wp-content/uploads/2023/07/IX-Series-IXW-PBXA-Programming-Guide-7.23.pdf