

IX Series IP network-compatible intercom

# IX Supervision Tool Operation Manual

Software version: 4.0.0.0 or later



• Read this "IX Supervision Tool Operation Manual" prior to usage to ensure safe and correct operation.

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# Introduction

This manual provides details on Monitoring Software (Supervision Tool).

The IX Series offers a separate manual for Installation, Settings, and Operations. Refer to the relevant manual. For questions or support on how to setup and operate IX Series products and software, refer to our Web site. https://www.aiphone.net/support/

# 1. Notational symbols in this manual

The following symbols identify important information concerning operational procedures.

🕂 Warning	Negligence could cause death or serious injury.
\land Caution	Negligence could result in injury to people or damage to property.
Important	Indicates what should be known before operation. Please read and understand before proceeding.
Vote	Indicates tips and additional information for operation.

• Terms displayed on a PC are indicated as "[XXXX]."

• Page reference are shown as <u>"Title ( $\rightarrow$  page XX)," ( $\rightarrow$  page XX), or page XX.</u>

• The illustrations and screen shots in this manual may vary from the actual ones.

# 2. Device type

The stations are shown as below.

	Device Type	Example Model Name
Master Stations	IX-MV	IX-MV
	IX-MV7-*	IX-MV7-HW, IX-MV7-HW-JP, IX-MV7-W, IX-MV7- HB, IX-MV7-B
IX Intercom application for PC	IX-SOFT	IX-SOFT
Video Stations	IX-EA	IX-EA
	IX-DVM	IX-DVM
	IX-DV, IX-DVF(-*)	IX-DV, IX-DVF, IX-DVF-P, IX-DVF-2RA, IX-DVF- RA
	IX-DA	IX-DA
Audio Stations	IX-SSA(-*)	IX-SSA, IX-SSA-2RA, IX-SSA-RA
	IX-SS-2G	IX-SS-2G
	IX-BA	IX-BA
	IX-RS-*	IX-RS-W, IX-RS-B
Others	IXW-MA	IXW-MA

# 3. Product manuals

Read "Installation Manual," "Setting Manual," and "Operation Manual". Have the person who installs or configures the product refer to the relevant manuals.

Installation Manual	Installation Manual (comes with each station.) Refer to when installing and connecting each station. (For installers)
Quick Start Guide	Quick Start Guide (booklet included with the IX-MV7-*.) This Setting Manual explains how to easily configure the IX Support Tool. (For system administrators)
Manuals can be downloaded from our web site. Refer to these manuals as necessary.	IX Support Tool Setting Manual (Electronic format (PDF file).) This document describes how to configure and maintain the system using the IX Support Tool. (For system administrators).
https://www.aiphone.net/support/ software-documents/	Quick Start Guide (electronic manual (PDF file).) This Setting Manual explains how to easily configure the IX Support Tool. (For system administrators)
	IX Supervision Tool Operation Manual (Electronic format (PDF file).) This document describes how to use the IX Supervision Tool (For system administrators).
	<b>Operation Manual (Electronic format (PDF file).)</b> This document describes how to use the IX Series Stations. (For users).
	Web Setting Manual (Electronic format (PDF file).) This document describes how to setup stations via their web interface. (For system administrators).
	Installation Manual (Electronic format (PDF file).) This document describes how to install IX Series stations. (For system administrators and installers).

# 4. IX Supervision Tool

IX Supervision Tool can monitor the lines and detect faults. Up to 9,999 stations can be monitored.

When IX Supervision Tool is installed, it will be added to Windows startup.

Configuring the Address Book and monitoring interval will cause IX Supervision Tool to automatically run in the notification area and begin monitoring when the PC starts.

#### Line supervision

By checking the response to a ping, this feature confirms that the station is properly connected to the network.

#### Device check

This function checks the following items to determine whether stations are operating normally or malfunctioning. • Program

- Speaker/Microphone
- Call Button
- Contact input

## 

- To check for any failure of the speaker/microphone, the station beeps.
- Call button and restore button monitoring do not detect damage or similar issues.
- For IX-SOFT, IX-MV, IX-DA, and IX-BA, only programs are monitored.
- Network cameras and IP phones cannot perform monitoring.

Line Supervision and Device Check can be performed using the three following methods.

- Automatically monitor at preset time
- Automatically monitor at preset intervals
- Manually monitor when required

Line monitoring and failure monitoring leave logs. Check these logs as necessary. Configure the application to send the logs via email to the specified address.

In addition, you can use the IX Supervision Tool to remotely retrieve the Audio Door Station (IX-DV, IX-DVF(-\*), and IX-SSA(-\*)) recording data. (However, the IX-SOFT and IX-MV7-\* recordings cannot be remotely retrieved.)

# Installation and Startup

# 1. System requirements

PC requirements for using the IX Supervision Tool.

Operating System	Windows 7 Professional, Windows 7 Enterprise, Windows 7 Ultimate Windows 8, Windows 8 pro, Windows 8 Enterprise Windows 8.1, Windows 8.1 pro, Windows 8.1 Enterprise Windows 10 Home, Windows 10 pro, Windows 10 Enterprise Windows 10 Education
CPU	32 bit (x86) processor or 64 bit (x64) processor of 1 GHz or higher
Memory	4 GB RAM or higher
Screen resolution	1280x768 or greater

Windows is trademarks of Microsoft Corporation in the United States and/or other countries.

# 2. Installing the IX Supervision Tool

1. Access our Web site and download the monitoring application onto the PC. https://www.aiphone.net/support/

2. Extract the downloaded file.

Double-click [setup.exe] in the extracted folder to install IX Supervision Tool.

• If .NET Framework 4.5 has not been installed, first install .NET Framework 4.5 by following the instructions on the screen.



#### 3. Click [Next].



**4.** Choose the location to install the IX Supervision Tool and the user who will use the IX Supervision Tool, and click **[Next]**.



# Important If using the computer with user privileges, select "All Users."

## 5. Click [Next].

AIPHONE_IX_SupervisionTool	-	-		×
IX Supervision Tool is ready to install. Click [Next] to continue.				
Cancel B	ack		Ne	xt

\* When "User Account Control" is shown, click YES/OK.

# 6. Click [Close].

AIPHONE_IX_SupervisionTool		-	×
Installation is Complete			
IX Supervision Tool installed successful	у.		
Please confirm using Windows Update t	hat .NET Framework	installation is current	000

\* IX Supervision Tool is now installed.

# 3. Login

 Double-click the shortcut "AIPHONE IX SupervisionTool" created on the desktop or "AIPHONE\_IX\_SupervisionTool.exe" in the folder specified at the installation. With the default setting, the application will be installed in "Local disc (C)" > "Program Files" > "AIPHONE\_IX\_Supervision Tool."

\*After installing, configuring the Address Book and monitoring interval will cause IX Supervision Tool to automatically run in the notification area and begin monitoring when the PC starts.

	Local Disk (C:) > Program Files (x80) > AIPH	ONE_IX_SupervisionTool	~ Ö S	earch AIPHONE_IX_Supervis	shu J
A Quick scene	Name	Date modified	Туре	Size	
Quick access ConeDrive This PC Network	AIPHONE_IX_SupervisionTool	8/21/2018 10;57 AM	Application	1,180 KB	
OneDrive	A Conception of the local division of the lo				
This PC	g	and inclusion of the	Sec. 1	10.	
Network	244	4.000	-		
	a second				
	Name and Address Townships of		-	-	
	C Rescience di	A second second second	-		
	· her her he		-		

- 2. Enter "ID" and "Password," and click [Login].
  - "Line Supervision" screen is displayed.
  - When first logging into the IX Supervision Tool, the Address Book Registration window will be displayed. Refer to <u>"Station Registration (→page 15)"</u> and register the Address Book.

💓IX Supervi	sion Tool	×
IX S	Supervision Too	l Login
ID Password	Login	Cancel

\* The default ID and Password are "admin."

# Menu Bar

# 1. File



#### 1.1 Station Registration

Register a new Station List.

Choose "File" > "Station Registration, " the "Station Registration" window will be shown.

					St	ation Regist	tration											
tatio	on List I	File Import	/Export															
Station List File Import / Export File:																		
	_					Station Lis	1											
		Station Information Identification			Network Settings IP Address													
	Delete	Delete	Delete	Delete	Delete	Delete	Delete	Delete	Delete	Number	Name	Location	Station Type	IPv4/IPv6	IPv4 Address	3 4 Py6Address	Administrator ID	Administrator F
12 13 14 15 16 17 10 19 10 11 12 13 14																		

#### 1.1.1 Registering a new Address Book

### 1. Click [Import].

### 2. Click [Yes].

• Click [No] to return to the "Station Registration" window without importing.



- **3.** Select the Setting Address List file and click **[Open]**.
  - The Setting Address List file to import can be created from IX Support Tool. Refer to the "IX Support Tool Setting Manual."

i Open								×
← → • ↑ 🗖	> This	PC > Desktop	~	νŌ	Search Deskto	р		Q
Organize 🔻 Ne	w folder						-	?
- Oviele energy		Name	Date modified	Туре		Size		
Desktop	*	SettingAddressList	8/28/2018 2:59 PM	Text D	ocument		4 KB	
Downloads	*							
Documents	*							
Pictures	*							
👌 Music								
Videos								
a OneDrive								
💻 This PC								
i Network								
	File <u>n</u> an	ne: SettingAddressList		~	text files (*.tx	t)		$\sim$
					<u>O</u> pen		Cance	

**4.** Click **[OK]**.



# 5. Click [Register].

• When the message "Registration Complete" is shown, click [OK].

					Sta	tion Regis	tration	-				-
statio	n List	File Import	/Export									
File:	-											
	C:VU	ers/Administr	ator/Desktop/SettingAddres:	sList.txt						Import	Export Delete	Station
						Station Li	șt.					
		Station Inform	nation			Network Se	dings	_				-
	Dalata	Identification		1	1	IP Address	ID.4 LANS			11	1	-
	Control	Number	Name	Location	Station Type	IPv4/IPv6	1 2	3	4 IPv6 Address	Administrator ID	Administrator Password	
001		0001	Master Stations 1	Office	DX-MI/7-1	IPv4	192 168	1	1	admin	*****	
102		0002	Master Stations2	Office	DC-MV7-*	IPv4	192 168	1.	2	admin	*****	
03		0003	Master Stations3	Office	DG-MIV7-*	1Pv4	192 168	1	3	admin		
04		0004	Master Stations4	Office	DC-MIV7-*	IPv4	192 168	1	4	admin		
05		0005	Master Stations5	Office	DC-MV7-*	IPv4	192 168	1	5	admin	*****	
06		0006	Master Stations6	Office	DC-MV	IPv4	192 168	+	6	admin	*****	
07		0007	Master Stations7	Office	DC-MV	(Pv4	182 168	1	7	admin		
60		0008	Master Stational	Office	DC-MV	IPv4	182 168	1	.0	admin		
109		0009	Master Stations9	Office	DC-MIV	1Pv4	192 168	1	9	admin	*****	
010		0010	Master Stations 10	Office	DC-MV	IPv4	192 168	1	10	admin	****	
11		0011	Video Stations1	Entrance	IX-DV, IX-DVF(-*)	IPv4	182 168	1	11	admin		
12		0012	Video Stations2	Entrance	EX-DV, EX-DV/F(-*)	(Pot	192 168	1	12	admin		
113		0013	Video Stations3	Entrance	IX-DV, IX-DVF(-*)	iPv4	192 168	1	13	admin	*****	
114		0014	Video Stations4	Entrance	IN-DV, IX-DVF(-*)	IPv4	192 168	1	14	admin		
115		0015	Video Stations5	Entrance	DODY, IX-DVF(+*)	IPv4	192, 168	1	15	admin		

\* The information can be entered manually to register in the Station List.

• When registration is completed, "Line Supervision" screen will be displayed. "Error Status (→page 31)"

#### ■ Number

Description	Enter the station number.
Settings	3-32 digits
Default value	-

#### ■ Name

Description	Enter the station name.
Settings	1-24 alphanumeric characters
Default value	-

#### ■ Location

Description	Enter the location where the station is installed.
Settings	1-24 alphanumeric characters
Default value	-

# ■ Station Type

Description	Select the station type.
Settings	<ul> <li>IX-DA</li> <li>IX-BA</li> <li>IX-MV</li> <li>IX-MV7-*</li> <li>IX-SOFT</li> <li>IX-RS-*</li> <li>IXW-MA</li> <li>IX-DV, IX-DVF(-*)</li> <li>IX-DVM</li> <li>IX-SSA(-*)</li> <li>IX-SS-2G</li> <li>IX-EA, IX-EAU</li> <li>IX-FA: Not used.</li> <li>IX-SPMIC: Not used.</li> </ul>
Default value	-

#### ■IPv4 / IPv6

Description	Select the communication type.
Settings	• IPv4 • IPv6
Default value	-

#### ■ IPv4 Address

Description	Set the IPv4 Address of the station.
Settings	1.0.0.1 - 223.255.255.254
Default value	-

#### ■ IPv6 Address

Description	Set the IPv6 Address of the station.
Settings	2000::0 - 3FFF:FFFF:FFFF:FFFF:FFFF:FFFF:FFFFFFFFF
Default value	-

#### Administrator ID

Description	Set the ID of the administrator account for each station.
Settings	1 - 32 alphanumeric characters
Default value	-

## Administrator Password

Description	Set the password of the administrator account for each station.
Settings	1 - 32 alphanumeric characters
Default value	-

#### 1.1.2 Exporting a registered Address Book

Export a registered Station List to a file.

## 1. Click [Export].

-

2	IONE	IX	Supervisio	onSoftw	are							
					Sta	tion Regis	tratio	n				
statio	on List	File Import	/ Export									
File	1					_	_	_	_		Import	Export Delete St
_						Station Lis	1					
_	1	Station Inform	nation			Network Se	tings		_			
		Identification				IP Address						
	Delete	Number	Name	Location	Station Type	1Pv4/1Pv6	IPv4 Ad	gress	1	IPv6 Address	Administrator ID	Administrator Password
-00+	1	000.0	Baala Platess I	0844	DV ABUT 1	illud	400 14	6 9			4.8400	
0001	10	0001	Master Stations?	Office	DVMP7-	iD-1	102 11	10 1			admin	
0002	H	0002	Linetar Cistiane 7	Office	DC-80/7.4	ID.d	102 14	10 1		2	adaption in	*****
0004	H.	0004	Master Stationed	Office	ICAD/7.*	iP.4	102 14	10.1		4	admin	
005	H	0005	Master Stations6	Office	ICAR/T.*	IPut	192 1				admin	
0006	n	0006	Master Stations6	Office	DGARV	IPu4	192 1	18 1		6	admin	*****
0007	n	0007	Master Stations7	Office	DG-MIV	(Pv4	192 1	58 1		7	admin	
8000		0008	Master Stations0	Office	DG-MIV	IPv4	192 1	58 1		0	admin	*****
0009		0009	Master Stations9	Office	DX-MIV	IPv4	192 10	18. 1		9	admin	
0100		0010	Master Stations 10	Office	DC-MV	IPv4	192 1	18. 1	1	Ó.	admin	*****
0011		0011	Video Stations 1	Entrance	D4DV, D4DVF(-*)	IPv4	192 1	1 88	1	1	admin	
0012		0012	Video Stations2	Entrança	DK-DV, IX-DVF(-*)	(Pol	192 14	50 1	1	2	admin	
0013		0013	Video Stations3	Entrance	DGDV, IX-DVF(-*)	iPv4	192 10	1 88	1	ż.	admin	*****
0014		0014	Video Stations4	Entrance	ID-DV, IX-DVF(-*)	IPv4	192 1	18 1	1	4	admin	
0015		0015	Video Stations5	Entrance	IN-DV, IX-DVF(+*)	(Pv4	192. 1	18 1	1	5	admin	****

2. Select the location to export the registered Station List, and save the file using another file name.
When the message "Export Complete \*Need to check the final version" is shown, click [OK].

🗮 Export As					×
$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ Deskto	р		Search Deskt	ор	Q
Organize 🔻 New folder	r				?
<ul> <li>✓ Quick access</li> <li>✓ Desktop</li> <li>✓ Downloads</li> <li>✓ Documents</li> <li>✓ Pictures</li> <li>✓ Music</li> <li>✓ Videos</li> <li>✓ OneDrive</li> </ul>	Name	Date modified 8/28/2018 2:59 PM	Type Text Document	Size 4 KB	
This PC					
File name: *.txt					~
Save as type: text file	es (*.txt)				~
∧ Hide Folders			<u>S</u> ave	Cance	٤ <b>ا</b>

#### 1.1.3 Deleting stations from a registered Address Book

Delete stations from the Station List (for example, when replacing a station).

- 1. Click select of the station to be deleted.
  - Click [Select] to select all stations.
  - Click [Unselect] to remove the checks from all stations.

-	-	_		_	Sta	tion Reais	trati	on		_			_
tatio	n List	File Import	/Export						-				_
ile.	-												
											Import	Export Delete	Station
						Station Lis	at l						
		Station Inform	nation			Network Se	dings	-	_				
	Daleta	Idensitication	1	1	-	IP Address	ID.4	-			1	1	
	Contract	Number	Name	Location	Station Type	IPv4/IPv6	1	2	3	4 IPv6Address	Administrator ID	Administrator Password	
01	0	0001	Master Stations 1	Office	DG-MIV7-*	IPv4	192	168	1	1	admin	*****	
102		0002	Master Stations2	Office	DG-MV7-*	IPv4	192	168	1.	2	admin	*****	
03		0003	Master Stations3	Office	DG-MIV7-*	IPv4	192	169	1	3	admin		
04		0004	Master Stations4	Office	DG-MIV7-*	IPv4	192	168	1	4	admin		
05		0005	Master Stations5	Office	DC-MIV7-*	IPV4	192	168	1	5	admin	*****	
06		0006	Master Stations6	Office	DG-MEV	IPv4	192	168	1	6	admin	*****	
107		0007	Master Stations7	Office	DC-MIV	(Pu4	192	168	1	7	admin	*****	
80		0000	Master Stational	Office	DG-MIV	IPv4	192	168	1	.0	admin		
909		0009	Master Stations9	Office	DG-MIV	IPv4	192	168	1	9	admin	*****	
010		0010	Master Stations 10	Office	DC-MV	IPv4	192	168	1	10.	admin	*****	
11		0011	Video Stations1	Entrance	DI-DV, IX-DVF(-*)	IPv4	182	168	1	11	admin	*****	
012		0012	Video Stations2	Entrança	DK-DV, IX-DVF(-*)	(Pot	192	168	1	12	admin		
13		0013	Video Stations3	Entrance	106-DV, IX-DVF(-*)	(Py4	192	168	1	13	admin	*****	
014		0014	Video Stations4	Entrance	ID-DV, IX-DVF(-*)	IPv4	192	168	1	14	admin		
115		0015	Video Stations5	Entrance	IN-DV, IX-DVF(-*)	(Pv4	192	168	1	15	admin	*****	

2. Click [Delete Station].

- When the confirmation message is shown, click [Yes].
- When the message "Stations Deleted" is shown, click [OK].

1			1	-		-		/						_
					Sta	tion Regis	trati	on						
tatio	on List	File Import	/ Export											
ile:	-										the second se			
-	1					-					ampon	Export	Delete	static
_	_					Station Li	st		_				_	-
		Station Inform	noter			Network Se	ittings	-	_					
	Daleta	idensiicason		1		IP Address	IDut #		-		11			
	C. Prant	Number	Name	Location	Station Type	IPv4/IPv6	1	2 3	3	4 IPv6 Address	Administrator I	Administrati	or Password	
01		0001	Master Stations 1	Office	DGMI/7-1	IPv4	192	168 7	1	1	admin	*****		
02		0002	Master Stations2	Office	DC-MV7-*	iPv4	192	68	1.	2	admin	*****		
03		0003	Master Stations3	Office	DG-MIV7-*	IPv4	192	68	1	3	admin			
04		0004	Master Stations4	Office	DG-MIV7-*	IPv4	192	60 1	1	4	admin			
05	2	0005	Master Stations5	Office	DC-MIV7-*	IPV4	192	68 :	1	5	admin	*****		
96		0006	Master Stations 6	Office	DG-MEV	IPv4	192	68 -	1	6	admin	*****		
07		0007	Master Stations7	Office	DC-MIV	(Pu4	192	168	1	7	admin	*****		
80		0008	Master Stations8	Office	DG-MIV	IPv4	192	68 1	f .	0	admin			
09		0009	Master Stations9	Office	DG-MPV	IPv4	192	168	1	9	admin			
10		0010	Master Stations 10	Office	DC-MV	IPv4	192	168	1.1	iQ.	admin	*****		
11		0011	Video Stations 1	Entrance	DI-DV, DI-DVF(-*)	IPv4	182	68 :	1	11	admin	*****		
12		0012	Video Stations2	Entrance	IX-DV, IX-DVF(-*)	(Pot	192	60 1	1.1	12	admin			
13		0013	Video Stations3	Entrance	106-DV, IX-DVF(-*)	(Py4	192	168 1	1.1	t) t	admin	*****		
14		0014	Video Stations4	Entrance	DODV, IX-DVF(-*)	IPv4	192	68	1.1	14	admin			
15		0015	Video Stations5	Entrance	IN-DV, IX-DVF(+*)	(Pv4	192	68 1	1 1	15	admin	*****		

#### **3.** Click [Register].

• Once a message is shown indicating that the process is complete, click [OK].

#### 1.2 Notification area

Choose "File" > "Notification area," the screen will be minimized and will be moved to the notification area.



To view the monitoring application, double-click and choose the item to be viewed.

#### 1.3 Close Program

Choose "File" > "Close Program," the following message will be shown.

1. Click [Yes] to close the IX Supervision Tool.



# 2. Edit



#### 2.1 Test Settings

Configure various features including monitoring method for Automatic Line Supervision and Device Check, Email notification.

Choose "Edit" > "Test Settings.", the "Test Settings" window will be shown.

IX Supervision	Software		
	Test Settings		
Automatic Settings Line Supervision Test Method O Schedule O Periodic O Manual Schedule Settings Sun 00 ~ Hour Periodical Time 15 sec ~	Femail Settings Server Cettings SMTP Server SMTP Port SMTP Encryption Authentication Settings SMTP Authentication Mode ID Password	OFF     OTLS     ON     OFF     OLOGIN     OCRAM	(*1) 1-65535 O STARTTLS MD5 (*2) (*2)
Device unex rest tempo ○ Schedule ○ Periodic ④ Manual Schedule Settings Sun 00 ~ Hour 00 ~ Minute	Email Addresses Destination 1 Destination 2 Destination 3 Source Address Email Event Trigger	Destination Addres (1) (2)	(*2) (*2) (*2) (*2)
Periodical Time	Line Supervision (Passed)	Disable v Disable v	Disable v (*3)
Pop-up Message	Device Check (Passed) Device Check (Failed)	Disable v Disable v Disable v Disable v	Disable v (*3) Disable v (*3)
Enable     O Disable	Email Subject	Subject Text	(*4)
Email Notifications	Line Supervision (Failed) Device Check (Passed) Device Check (Failed)		(*4) (*4)
O Enable	Send Test Email	Send	( 4)

#### ■ Configuring Test Settings

**1.** Configure each item.

### 2. Click [Apply].

• When registration is completed, "Line Supervision" screen will be displayed." (→page 31)"

#### Menu Bar

#### 2.1.1 Automatic Settings

## ■ Line Supervision Test Method

Description	Select how to perform Line Supervision.
Settings	<ul> <li>Schedule: Automatically monitor the line at the specified time.</li> <li>Periodic: Automatically monitor the line during the specified period.</li> <li>Manual: Do not automatically monitor the line.</li> </ul>
Default value	Manual

## ■ Schedule Settings (Line Supervision)

Description	If <u>"Line Supervision Test Method (<math>\rightarrow</math>page 23)</u> " was set to "Schedule," set the day of the week and time to automatically monitor the line.
Settings	Day of the week: • Daily • Sun • Mon • Tue • Wed • Thu • Fri • Sat Time: • From 00:00 to 23:59
Default value	Sun 00:00

## ■ Periodical Time (Line Supervision)

Description	If <u>"Line Supervision Test Method</u> ( $\rightarrow$ page 23)" was set to "Periodic," set the period for which to automatically monitor the line.
Settings	<ul> <li>15 sec</li> <li>20min</li> <li>30min</li> <li>60min</li> </ul>
Default value	15 sec

#### ■ Device Check Test Method

Description	Select how to perform Device Check.
Settings	<ul> <li>Schedule: Automatically monitor malfunctions at the specified time.</li> <li>Periodic: Automatically monitor malfunctions during the specified period.</li> <li>Manual: Do not automatically monitor malfunctions.</li> </ul>
Default values	Manual

## Schedule Settings (Device Check)

Description	If <u>"Device Check Test Method (<math>\rightarrow</math>page 23)</u> " was set to "Schedule," set the day of the week and time to automatically monitor malfunctions.
Settings	Day of the week: • Daily • Sun • Mon • Tue • Wed • Thu • Fri • Sat Time: • From 00:00 to 23:59
Default value	Sun 00:00

## Periodical Time (Device Check)

Description	If <u>"Device Check Test Method (<math>\rightarrow</math>page 23)</u> " was set to "Periodic," set the period for which to automatically monitor malfunctions.
Settings	<ul> <li>10 min</li> <li>20 min</li> <li>30 min</li> <li>60 min</li> </ul>
Default value	10 min

#### 2.1.2 Pop-up Message

## ■ Pop-up Error Message

Description	Enable / Disable the pop-up message to display the monitoring result.
Settings	• Enable • Disable
Default value	Enable

#### 2.1.3 Email Notifications

#### ■ Send Test Results

Description	Enable / Disable Email notification to send the monitoring result.
Settings	• Enable • Disable
Default value	Disable

#### 2.1.4 Email Settings

If <u>"Send Test Results ( $\rightarrow$ page 24)</u>" was set to "Enable," be sure to configure this setting.

#### 2.1.4.1 Server Settings

#### ■ SMTP Server

Description	Set the SMTP server. Configure using either the IP address or Hostname. If configuring using the Hostname, also configure the DNS settings on the PC.
Settings	1 - 255 alphanumeric characters
Default value	-

#### ■ SMTP Port

Description	Enter the Port to be used for SMTP.
Settings	1 - 65535
Default value	-

#### ■ SMTP Encryption

Description	Enter the SMTP Encryption method.
Settings	• OFF • TLS • STARTTLS
Default value	OFF

#### 2.1.4.2 Authentication Settings

#### ■ SMTP Authentication

Description	Enable SMTP authentication.
Settings	• ON • OFF
Default value	OFF

#### ■ Mode

Description	Select the SMTP authentication mode.
Settings	• LOGIN • CRAM-MD5
Default values	LOGIN

#### ID 🔳

Description	Select the ID for SMTP authentication.
Settings	1-64 alphanumeric characters
Default value	-

#### Password

Description	Select the password for SMTP authentication.
Settings	1-64 alphanumeric characters
Default value	-

#### 2.1.4.3 Email Addresses

#### Destination 1

Description	Set the email address.
Settings	1-64 alphanumeric characters
Default value	-

#### Destination 2

Description	Set the email address.
Settings	1-64 alphanumeric characters
Default value	-

#### ■ Destination 3

Description	Set the email address.
Settings	1-64 alphanumeric characters
Default value	-

#### ■ Source Address

Description	Set the source email address.
Settings	1-64 alphanumeric characters
Default value	-

#### 2.1.4.4 Email Event Trigger

Set the event trigger which initiates an Email. Configure the e-mail event trigger for each destination address.

#### ■ Line Supervision (Passed)

Description	An email will be sent when Line Supervision has passed.
Settings	Enable     Disable
Default value	Disable

#### ■ Line Supervision (Failed)

Description	An email will be sent when Line Supervision has failed.
Settings	• Enable • Disable
Default value	Disable

#### ■ Device Check (Passed)

Description	An email will be sent when Device Check has passed.
Settings	Enable     Disable
Default value	Disable

#### ■ Device Check (Failed)

Description	An email will be sent when Device Check has failed.
Settings	Enable     Disable
Default value	Disable

#### 2.1.4.5 Email Subject

Set up the subject text of email message for each trigger.

#### ■ Line Supervision (Passed)

Description	Set the subject of the email when Line Supervision has passed.
Settings	1 - 64 alphanumeric characters
Default value	-

## ■ Line Supervision (Failed)

Description	Set the subject of the email when Line Supervision has failed.
Settings	1 - 64 alphanumeric characters
Default value	-

#### ■ Device Check (Passed)

Description	Set the subject of the email when Device Check has passed.
Settings	1 - 64 alphanumeric characters
Default value	-

#### ■ Device Check (Failed)

Description	Set the subject text of the email when Device Check has failed.
Settings	1 - 64 alphanumeric characters
Default value	-

#### Important

• UTF-8 encoding is used for the "Subject Text". Depending on the email client, the characters may appear incorrectly.

#### 2.1.4.6 Send Test Email

Send a test email message to the email address specified in <u>"Email Addresses (→page 26)"</u>.

■ How to send the test e-mail

- 1. Click [Send].
- 2. The following email will be sent to the specified e-mail address. Example of sending an e-mail message: If "System name" in "Software Settings (→page 29)" was set to "Supervision Tool"

From	*****@*****.com
Date and time	15:22 11/20/2018
To CC	xxxx@xxxxx.com
Subject	Supervision Tool Email Test
Text	Test Email sent at "2018/11/20 15:22:46."
	Station number: "-"
	Station name: "SupervisionTool" Location: "-"

#### 2.2 Software Settings

Configure the IX Supervision Tool Login ID and Password, as well as the system name and communication type. You can also enter Installer Information:, owner information, and notes. These will be shown on the "Version" screen. "Version (—page 39)"

Choose "Edit" > "Software Settings," the "Software Settings" window will be shown.

NX Supervision Tool	×
	Software Settings
IX Supervision Tool Settings ID and Password ID: • Password: • *****	
	OK Cancel

Configuring Software Settings the Software Settings

### **1.** Configure each item.

• Items marked with • are required field. A value must be entered.

#### **2.** Click **[OK]**.

• Click [Cancel] to cancel setting.

#### 2.2.1 Software Settings

#### 2.2.1.1 ID and Password

#### ■ID ♦

Description	Set the ID for logging to IX Supervision Tool.
Settings	1 - 32 alphanumeric characters
Default value	admin

#### ■ Password ♦

Description	Set the login password for IX Supervision Tool.
Settings	1 - 32 alphanumeric characters
Default value	admin

#### 2.2.1.2 System Settings

## ■ System Name ♦

Description	Change the system name.
Settings	1-64 alphanumeric characters
Default value	SupervisionTool

#### ■ IP Version ♦

Description	Choose the communication type for IX Supervision Tool.
Settings	• IPv4 • IPv6
Default value	IPv4

#### ■ Installer Information

Description	Enter the installer information.
Settings	1-64 alphanumeric characters
Default value	-

#### ■ Owner Information

Description	Enter the owner information.
Settings	1-64 alphanumeric characters
Default value	-

#### ■ Notes

Description	Enter the notes.
Settings	1-64 alphanumeric characters
Default value	-

# 3. Tools



#### 3.1 Error Status

Monitor the stations in the system for any failure. Choose "Tool" > "Error Status." The "Error Status" window will be shown.

IPHONE	IX Sur	orvisio	nSoftwa	rol II	1	1					_
2-	are sup	ervisio	nsortwa		Estas Otatus	/				Plan All Manifoun	_
Line Superv	ision				Entro status				-	Step / Winselitering	_
rogress:	-								M	anual Line Supervisio	n
					Line Supervision Errors						
lumber	Name	Location	Station Type	IP Address	Status						
	Handset Sub Station 1	Entrance	IX-SSA(-*)	192 168 1.21	Communication Error						
300	The second se										
1002	Master Stations?	Office	DX-MV7-*	192 168 1.2	Communication Error						
002 002 Device Chec Progress:	Master Stations2	Office	DCAN/7-3	102.169.1.2	Communication Error					Aanual Device Check	
036 002 Device Chec rogress: tation informati	Master Stations?	Office	DCAW7-3	102.168.1.2	Communication Error	Enor Inform	ation			Aanual Device Check	
Device Chec Progress: tation informati	Master Stations2 ck Nom	Office	DCAW/7-3	102 168 12 102 168 12	Device Check Errors	Error Inform Program	1ation SpeakerMic	Call Button 1 C	all Button 2   Call Bu	Aanual Device Check	n Report 2

When "Enable" is selected for <u>"Pop-up Error Message ( $\rightarrow$ page 24)</u>", the following screen will be shown if a failure is detected.

\* When "Communication Error" is shown in the status, the network failure might be occurred.



The screen will not be refreshed even if the error status recovers or a new error occurs. To refresh the screen, refer to <u>"Manually checking monitoring ( $\rightarrow$ page 32)"</u> and manually check monitoring again. The screen will be automatically refreshed if set to "Schedule" or "Periodic."

					Error Sta	tus	Stop All Monitoring
ne Super rogress:	rvision						Manual Line Supervision
	-				Line Supervision	Errors	
invs i			Shervit 1974	0.000000	- Change		
vice Ch	neck.						Manual Device Check
vice Ch ogress:	ieck				Device Check 8	srors	Manual Device Check
ovice Ch ogress:	neck		00000 201	Daddate	Device Check 8	Errors Environmenter Desense Constantiate (Australia	Manual Device Check
vice Ch ogress: ton inform noer	neck Nation Name	Location	Station Type	IP-Address	Device Check 6	Erfors Engrintson Program : Beeakentic ::   Call Button 1	Manual Device Check Cell Buton 2   Cell Buton 3   Latin Reset 1   Latin Res
evice Ch rogress: uson inform imber	naboh.   Marte	Location :	Station Type	IP Address	Device Check B	Errors Enor Intermation Program "Speakentinc" (Call Button 1	Manual Device Check Cell Buton 2   Cell Buton 3   Latch Reset 1   Latch Res

Manually checking monitoring

- To perform Line Supervision, click [Manual Line Supervision]. The "Select Manual Line Supervision Station" window will be shown.
   To perform Device Check, click [Manual Device Check]. The "Select Manual Device Check Station" window will be shown.
- 2. Check of the station to be monitored.
  - Click [Select] to select all stations.
  - Click [Unselect] to remove the checks from all stations.

		Select	Manual Line Su	pervision Station		
elect St	ation(s) to te	st:				
			Station Li	st		
elect	Number	Name	Location	Station Type	IP Address	^
	0028	Audio Stations8		IX-SS-2G	192.168.1.28	
	0029	Audio Stations9		IX-SS-2G	192.168.1.29	
	0030	Audio Stations 10		IX-SS-2G	192.168.1.30	
	0031	Audio Stations 11		IX-BA, IX-SS(-*)	192.168.1.31	
	0032	Audio Stations 12		IX-BA, IX-SS(-*)	192.168.1.32	
	0033	Audio Stations 13		IX-BA, IX-SS(-*)	192.168.1.33	
	0034	Audio Stations 14		IX-BA, IX-SS(-*)	192.168.1.34	
	0035	Audio Stations 15		IX-BA, IX-SS(-*)	192.168.1.35	
	0036	Handset Sub Station1		IX-RS-*	192.168.1.36	
	0037	Handset Sub Station2		IX-RS-*	192.168.1.37	
	0038	Handset Sub Station3		IX-RS-*	192.168.1.38	
	0039	Handset Sub Station4		IX-RS-*	192.168.1.39	
	0040	Handset Sub Station5		IX-RS-*	192.168.1.40	
	0041	I/O Adaptor1		IXW-MA	192.168.1.41	
	0042	I/O Adaptor2		IXW-MA	192.168.1.42	
	0043	I/O Adaptor3		IXW-MA	192.168.1.43	
	0044	I/O Adaptor4		IXW-MA	192.168.1.44	
	0045	I/O Adaptor5		IXW-MA	192.168.1.45	~

# 3. Click [Execute] to start monitoring.

• Click [Cancel], to cancel monitoring. The screen will return to "Error Status".

\* Depending on the number of stations, monitoring may take several minutes. To stop monitoring, click **[Cancel]**.

ie(E) Edit(E)	) Tools(I) Lang	nabe(N) Helb(R)		-			
IPHONI	IX S	upervisio	onSoftwa	ire			
					Error Status		Stop All Monitoring
anual Line	Supervision Sta	arted at 08/29/2018	17:08:52				Cancel
ogress, a	44				Lina Cunananian Errare		
mber	Name	Location	Station Type	IP Address	Status	1	
vice Che	ck						
ogress:							Manual Device Check
					Device Check Errors		
tion informat	100	A statist	Louis in a sta	Lan Landit La	Canada da	Error Information	
tation informat	Name	Location	Station Type	IP Address	Status	Program Speakenthic Call Button 1	Call Button 2 Call Button 3 Latch Reset 1 Lat

#### **4.** When monitoring is finished, the error status will be displayed.

When "Enable" is selected for <u>"Pop-up Error Message ( $\rightarrow$ page 24)</u>", the monitoring result will be shown if a failure is detected. Click **[OK]** to close the window.

		AGE(V) HEID(H)							
PHO	IX Su	ipervisio	nSoftwa	re	1	/			
-					Error Status	-			Stop All Monitoring
nual L tus: C	ine Supervision Con Complete, Errors Dete	npleted at 08/29/20 ected.	18 17:12:02						Manual Line Supervision
				-	Line Supervision Errors	2.4			
ider	Name	Location	Station Type	IP Address	Statuo	1			
	Audio Stations1	Entrance	10-85A(-*)	192 168 1.21	Communication Error				
	Handset Sub Statio	nt	IX-RS-*	192 168 1.36	Communication Error				
nual D tus: C	Device Check Comple complete. Errors Dete	rted at 08/29/2018 Incted.	17:12:25						Manual Device Check
nual E tus: C	Device Check Comple Complete. Errors Dete	eted at 08/29/2018 Incted.	17:12:25		Device Check Errors	Empt Mare	13800		Manual Device Check
nual D tus: C on Infor	Device Check Complete Complete. Errors Detr INAme	eted at 08/29/2018 ected.	17:12:25 Station Type	IP Address	Device Check Errors Status	Emor Inten Program	1abon SpéakerMic (Catl Bu	tion 1   Call Button 2	Manual Device Check

- Stopping all monitoring
- 1. Click [Stop All Monitoring].

					Error Status					Stor	All Monitoring
Manual Lin Status: Co	ne Supervision Completer	eted at 08/29/2	018 17:12:02							Manual Li	ne Supervision
		191 L			Line Supervision Errors						
lumber	Name	Location	Station Type	IP Address	Status						
1021	Audio Stations 1	Entrance	IX-BSA(-*)	192.168.1.21	Communication Error						
002	Master Stations2	Office	IX-MV7-*	192 168 1.2	Communication Error						
	Line of a state of the Odella and		IV DO 1	102 169 1 26	Communication Error						
40	rianceet sud station1		MARK.	104.109.100							
lanual De tatus: Co	wice Check Complete	d at 08/29/2018 •d.	17:12:25	100, 100 120						Manual [	Device Check
Aanual De Itatus: Co	whose Sub Station	d at 08/29/2018 •d.	17:12:25	100, 100 120	Device Check Errors				1	Manual [	ewce Check
fanual De Itatus: Co	wice Check Complete mplete. Errors Detecte	d at 08/29/2018 ed.	17:12:25		Device Check Errors	Engrinter	maton	0415444		Manual [	Jewice Check
lanual De tatus: Co ation inform umber	vice Check Complete mplete. Errors Detects hatten Name Ween Stalaget	d at 08/29/2018 ed. Location	17:12:25	IPAddress	Device Check Errors Istitute Ferror	Empr Infor Program	maton. SpéakerMić	Call Button	Call Button 2	Manual I	Device Check

## 2. Click [Yes].

• Click [No] to return to the "Error Status" window without stopping all monitoring.



- 3. [Stop All Monitoring] button will be changed to [Resume Monitoring].
  - To resume Line Supervision and Device Check, click [Resume Monitoring].

#### 3.2 History

Check the Line Supervision Log for any device error or a communication error.

Choose "Tools" > "History," the "History" window will be shown.

Select the feature for which you want to view the log (line monitoring or fault detection), time, result (all,  $\checkmark$ : Passed, or x: Failed) and click **[Apply]** to view the monitoring history.



#### 3.3 Download Recording

To download recordings of the Stations (IX-MV7(-\*) (Ver.6.00 or later), IX-DVM, IX-DV, IX-DVF(-\*), IX-EA, and IX-SSA(-\*))(cannot delete them remotely).

\* IX-SOFT and IX-MV7(-\*) (Ver.5.99 or earlier), recording data cannot be retrieved.

• Select "Enable" for "CGI Functionality" of the station for downloading the recording data stored in.

Choose "Tool" > "Download Recording", the "Download Recording" window will be shown.

		10	Download Recording		
select s	Station				
	The second secon	110000	Station List	12121	1
Jelect	Number	Name	Location	Station Type	
0	0011	Video Stations 1	Entrance	DK-DV, DX-DVF(-*)	
0	0012	Video Stations2	Entrance	IX-DV, IX-DVF(-*)	
0	0013	Video Stations 3	Entrance	IX-DV, IX-DVF(-*)	
0	0014	video Stations4	Entrance	DC-DV, DC-DVF(-*)	
0	0015	video Stationso	Entrance	DX-DV, DX-DVF(-*)	
0	0021	Audio Stations 1	Entrance	IX-SSA(-*)	
0	0022	Audio Stations2	Entrance	IX-SSA(-')	
õ	0023	Audio Stations 3	Entrance	DA-SCAL+1	
0	0024	Audio Stations4	Entrance	1X-SSA(-*)	
0	0025	Audio Stations5	Entrance	IX-334(-1)	

1. Click O of the station to obtain recording data.

Menu Bar

# **2.** Click **[Next]**, the "Download Recording" window will be shown.

	Г	I	File Nun	ber: The se	quence numbe	er of the data file.					
			<ul> <li>Clip Number: Clip Number will be shown. When the recording data is split into multiple clips, the sequence number will be shown.</li> </ul>								
			Date: The date of the recording will be shown.								
			Recordir	ig Length: Th	he length of th	e recording will be shown.					
			-ile Narr	ie: The file n	ame of the rec	cording will be shown.					
IX Supervisio	n Tool - D E) Tool	ownload Recording	11. // Help0-0				- ¤ ×				
IPHON	EI	<b>X</b> Sup	ervisio	onSoftwar	re/ //						
				1	Download Record	ling					
Otation Numi	ber	Change Station		Refresh							
					Recordings List						
Select	File Numb	er Cli	p Number	Date	Recording Length	File Name					
	1	1		2018/11/19	Oh Om 3s	002_001_2018_11_19_11_10.avi					
	2	1		2018/11/19	Oh Om 2s	004_001_2018_11_19_21_50.avi					
	3	1		2018/11/20	Oh Om 5s	005_001_2018_11_20_09_40.avi					
LI LI	4	1		2018/11/20	0h 0m 2s	006_001_2018_11_20_22_03.avi					
4	2	3		2018/11/20	on om 1s	031_003_2018_11_20_10_03.av					
H	7	-		2018/11/20	Ob Om 3e	034 002 2018 11 20 10 02 mi					
-	-						_				
Enter the File	Numberti	select all Clips fro	om that File. Lea	e Blank to select all.							
-		Select		Unselect							
Download Lo	cation				Browse		Download				
-			_				Dominoad				

- **3.** Confirm the Station Number to obtain recordings from.
  - Click [Change Station] to change the station. The screen will return to the "Download Recording" window, select a different station to obtain recordings.
  - Click [Refresh] to refresh the Recordings List.
- **4.** Check local to select the recording to download.
  - Click [Select] to select all recordings.
  - Enter the recording number and click [Select] to select all the relevant recording data files.
  - Click [Unselect] to remove checks from all recordings.
- **5.** Click **[Browse]** to specify the location where the selected files to be downloaded.
- **6.** Click [Download].
- **7.** Click **[OK]**.



# 4. Language

IX Supervision Tool - [Static	on Registration]	
File(F) Edit(E) Tools(T)	Language(V) Help(H	)
	日本語 English Français	ion
Station List File Imp File:	Español Nederlands 繁體中文 简体中文	

Set the language of following items.

- The display content of the IX Supervision Tool.
- The input text language of setting item. (Station List, etc).
- The content of the email message.

**1.** Choose "Language" select language, the screen will be changed to the selected language.

Menu Bar

# 5. Help



#### 5.1 Version

Choose "Help" > "Version," the "Version" window will be shown.

🖹 IX Supervision Tool X	
Version	
Software Version 2.0.0.0 Copyright© 2018-2019 Aiphone Co.,Ltd. All Rights reserved.	— The current version of IX Supervision Tool.
Additional Information	— The installer, the owner, and the notes entered in <u>"Software</u> <u>Settings (→page 29)"</u> , will be shown.
Close	

• Click [Close] to close the "Version" screen.



https://www.aiphone.net/

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