◆AIPHONE

IXG SERIES

Call Transfer Guide

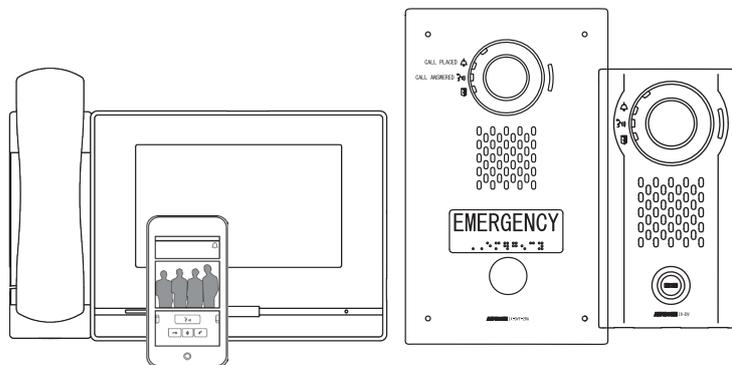IXG Support Tool version **5.0.1.0**

Table of Contents

General Overview

This guide covers programming transfers and related settings in IXG Support Tool. Transfers allow calls to be rerouted to other destinations.

This guide assumes that the system has already been programmed and is otherwise functioning. If this is not the case, consult the IXG Quick Start Guide at the link below.
https://www.aiphone.com/IXG-Series-QuickStartGuide

Terminology

There are a variety of station types that receive calls. These include guard stations, master stations, and PC master stations. To simplify the descriptions in this guide, any station receiving a call will be referred to as an **Answering Station**. The station making the call will be referred to as the **Calling Station**.

A **transfer** is when an answering station does not answer the first stage of a call, and then hands it over to another answering station(s). All calls to an answering station will be transferred in the same way;

A **re-transfer** is when an answering station receives a transfer, and then hands it over to another answering station. Note that re-transfers are configured on the station receiving the transfer, not on the answering station that makes the initial transfer. A call can be re-transferred multiple times.

Example: There are three answering stations, A, B, and C. Calls should arrive at Station A, then go to Station B, then end up at Station C.

Station A would be configured to transfer calls to Station B. Station B would then be configured to re-transfer calls to Station C.

Advanced View

To access the settings covered in this guide, use the top menu and select **View**, Advanced.
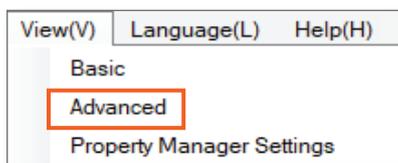
Limitations

Not all transfer settings are available to all stations. The following stations are not able to perform transfers at all:

*   **IX-RS-***
*   **IXG-2C7**
*   **IXG mobile apps**
*   **Door or Entrance stations receiving calls**

These stations can still be the destinations of transfers or re-transfers.

IXG-DM7-HID(A) entrance stations will always call all stations and apps in a unit simultaneously, so calls from them cannot be transferred within units. These calls can still be transferred to other units.

IXG-MK Guard Stations will transfer and re-transfer calls to all stations in a unit simultaneously.

Calls from legacy IX-DA and IX-BA door stations can only be transferred once and to a single call destination, even if the answer stations being called are configured to transfer to multiple stations or to retransfer calls.

If a call is transferred to an external phone system, any further transfers will need to be configured by that external phone system.

General Overview *(continued)*

Updating and Uploading Settings

The Save button (which may be labeled as **Update** in some editions of IXG Support Tool) is used to save configured settings within Support Tool only. Clicking Save does not upload setting changes to stations. To push settings to the stations, navigate to **Connection(S)**, Upload Settings. For further instructions on uploading settings, see the full Quick Start Guide listed on **page 2**.
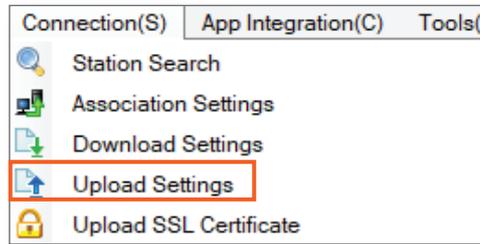
Station Partitioning

By default, stations in the same unit will automatically be in one anothers' address books, and door stations will be programmed to call answer stations in the same unit. Stations in other units may not be able to communicate with each other by default, depending on the default settings chosen. Station partitioning is the process of adjusting these settings, and must be done before transfer settings can be configured.

System Information - Station List

To configure which stations are in an answering station's address book, navigate to
System Information, Station List on the side menu.

There will be a row of all answering stations and mobile apps to the left, and then a column for each door station, entrance station, and answering station along the top. To add a station to an address book, find the cross section where the desired stations meet and place a check mark in the drop down menu. To remove them from the address book, make that cell blank. The door release button can also be configured when adding the specified station or mobile app to a station's address book. By default, the door release button will be displayed; this setting only needs to be adjusted if the station receiving a transfer should not be able to unlock that door.

Building Nu	Unit Number	Station Name	01 / 100 / 1000		
			Video Door Station1 / IX-DV,IX-DVF(-*)		
			Select	Network Camera	or Release Bu
01	101	Master Station1	✔		
01	101	Intercom App1	✔		Display 1 Only
01	101	Intercom App2	✔		Display 1 Only

Once everything is configured, click Save .

Call Settings - Called Stations (Door/Sub Stations)

To configure which answer stations a door station calls out to, navigate to **Call Settings,** Called Stations (Door/Sub Stations) on the side menu.

By default, this page will display Call Group 01 in the **[Display Settings]** drop-down in the top right corner. Most stations will use this use this call group when their call button is pressed. If a different call group is being used, use the drop-down menu to change call groups.
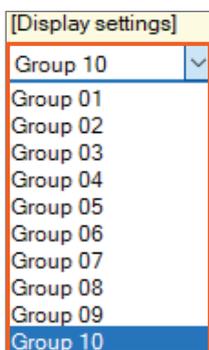
Legacy IX-BA and IX-DA door stations will use Call Group 10.

Station Partitioning *(continued)*
Call Settings - Called Stations (Door/Sub Stations) *(continued)*

The page will display a row of all answering stations along the top, as well as a list of door stations to the left. To adjust the call settings, scroll right to find the cell where the door station and the answering station intersect. Use the drop-down menu to put a **U** in that cell to set that door to call that station, or set the field to be blank to prevent the door from calling that station.

Building Nu	Unit Number	Station Name	Total	Call Settings		
				Called Stations (Door/Sub Stations)		
				Group 01		
				Select Unit	Building Number / Unit Number / Station Number / Station Name / Station Type	
					01 / 100 / 1000 / Video Door Station1 / IX-DV,I	01 / 101 / 1010 / Master Station1 / IX-MV7-*
01	100	Video Door Station1	0	Select		
						U

The door stations can only be set to ring one unit of mobile apps per group. To select the desired unit's mobile apps, scroll to the right and click Select . Place a check mark next to the desired mobile app unit and click OK . Once everything is configured, click Save .

Mobile Apps and Phone			
Building Nu	Unit Number	Unit Name	Select Unit
			Select
			Select
			Select

Select a Destination Unit.

Select	Building Number	Unit Number	Unit Name
☑	01	101	Main Office

OK   Cancel

Absent Transfers

When an answering station is configured for absent transfers, it will receive calls as normal most of the time. The answering station will feature a button labeled **Transfer**. When this is engaged, the answering station will immediately pass all calls to the designated answering stations.

To configure absent transfer, navigate to **Transfer Settings**, <u>Absent Transfer</u>. For each station that will perform an absent transfer, use the drop-down to set **Absent Transfer** to Enable.

			Transfer Settings
Building Nu	Unit Number	Station Name	Absent Transfer
01	200	Guard Station1	Disable
01	300	Master Station1	Enable ⌄

Depending on the type of answering station being configured, either the Select or Select Station buttons will be available. Select will configure all stations and apps within a unit to receive the transfer, while Select Station will allow up to ten individual answering stations to be chosen. Click OK to make the selection.

Absent Transfer	
Transfer Destination List	
Select Unit	Select Station
Select	Select Station
Select	Select Station

ℹ️ Even stations and unit types that cannot perform a transfer or retransfer can be the target of a transfer.

Select Stations

Select Station. (1/10)

Station List

Select	Building Nu	Unit Number	Station Nu	Station Name	Station Type
☐	01	100	1000	Entrance Station1	IXG-DM7(-*)
☑	01	200	2000	Guard Station1	IXG-MK
☐	01	400	4000	Video Door Station1	IX-DV,IX-DVF(-*)
☐	01	500	5000	Tenant Station1	IXG-2C7(-*)
☐	01	501	5010	Tenant Station1	IXG-2C7(-*)

OK   Cancel

Scroll right to select the mobile apps from a unit for the transfer. Click OK to make the selection.

Mobile Apps and Phone			
Building Nu	Unit Number	Unit Name	Select Unit
			Select
			Select

ℹ️ Only mobile apps from one unit can be involved in a call, either during the initial call, transfers, or retransfers. Transfers and retransfers to additional groups of mobile apps will fail.

Select Unit

Select a Destination Unit.

Select	Building Number	Unit Number	Unit Name
☑	01	200	Guard Shack
☐	01	300	Office

OK   Cancel

Absent Transfers *(continued)*

To configure a re-transfer, scroll right to **Re-Transfer Destination**. Re-transfers can only target a single answering station, regardless of type, as well as apps from a single unit.

Re-Transfer Destination					
Select Station	Station Numbe	Mobile Apps and Phone			
		Building Nu	Unit Number	Unit Name	Select Unit
Select Station					Select
Select Station					Select

Select Station

Select Station

			Station List		
Select	Building Nu	Unit Number	Station Nu	Station Name	Station Type
○	01	100	1000	Entrance Station1	IXG-DM7(-*)
○	01	200	2000	Guard Station1	IXG-MK
◉	01	301	3010	Master Station1	IX-MV7-*
○	01	400	4000	Video Door Station1	IX-DV,IX-DVF(-*)
○	01	500	5000	Tenant Station1	IXG-2C7(-*)
○	01	501	5010	Tenant Station1	IXG-2C7(-*)

OK   Cancel

Select Unit

Select a Destination Unit.

Select	Building Number	Unit Number	Unit Name
☐	01	200	Guard Shack
☑	01	300	Office

OK   Cancel

The transfer and retransfer destinations will be listed in the table next to the answering station handling the transfers. The same steps can be used to add or remove destinations. Once everything is configured, click Save , then navigate to **Connection(S)**, Upload Settings to upload the settings to all stations.

ⓘ

Once an absent transfer has been configured for an answering station, it will be active every time settings are uploaded to the station. To disable it, tap the **Transfer** button on the station.

Delay Transfers

When an answering station is configured for delay transfers, it will receive calls as normal. Then, after a designated delay time has passed, the call will be transferred to other designated stations.

To configure delay transfers, navigate to **Transfer Settings**, <u>Delay Transfer</u>. For each station that will perform a delay transfer, use the drop-down to set **Delay Transfer** to Enable. Then, set a **Delay Time**. This will set how long the answering station will ring before the transfer occurs.

Building ▼	Unit Number	Station Name	Transfer Settings	
			Delay Transfe	Delay Transfer
				Delay Time [sec
01	200	Guard Station1	Disable	30
01	300	Master Station1	Enable ⌄	30

> ℹ️ If the **Delay Time** exceeds the total call time, the call will never be transferred. This includes the cumulative **Delay Times** of all transfers and retransfers that a call is subject to. To adjust the call time, navigate to **Call Settings**, <u>Call Origination</u> and adjust the **Call Timeout** of the calling station.

Select will configure all stations and apps within a unit to receive the transfer, while Select Station will allow up to ten individual answering stations to be chosen. Click OK to make the selection.

Absent Transfer	
Transfer Destination List	
Select Unit	Select Station
Select	Select Station
Select	Select Station

> ℹ️ Even stations and unit types that cannot perform a transfer or retransfer can be the target of a transfer.

Select Stations

Select Station. (1/10)

Select	Building Nu	Unit Number	Station Nu	Station Name	Station Type
☐	01	100	1000	Entrance Station1	IXG-DM7(-*)
☑	01	200	2000	Guard Station1	IXG-MK
☐	01	400	4000	Video Door Station1	IX-DV,IX-DVF(-*)
☐	01	500	5000	Tenant Station1	IXG-2C7(-*)
☐	01	501	5010	Tenant Station1	IXG-2C7(-*)

OK   Cancel

Scroll right to select the mobile apps from a unit for the transfer as well. Click OK to make the selection.

Mobile Apps and Phone			
Building Nu	Unit Number	Unit Name	Select Unit
			Select
			Select

> ℹ️ Only mobile apps from one unit can be involved in a call, either during the initial call, transfers, or retransfers. Transfers and retransfers to additional groups of mobile apps will fail.

Select Unit

Select a Destination Unit.

Select	Building Number	Unit Number	Unit Name
☑	01	200	Guard Shack
☐	01	300	Office

OK   Cancel

Delay Transfers *(continued)*

To configure a re-transfer, scroll right to **Re-Transfer Destination**. Re-transfers can only target a single answering station, regardless of type, as well as apps from a single unit.

Re-Transfer Destination					
Select Station	Station Numbe	Mobile Apps and Phone			
		Building Nu	Unit Number	Unit Name	Select Unit
Select Station					Select
Select Station					Select

Select Station

Select Station

			Station List		
Select	Building Nu	Unit Number	Station Nu	Station Name	Station Type
○	01	100	1000	Entrance Station1	IXG-DM7(-*)
○	01	200	2000	Guard Station1	IXG-MK
◉	01	301	3010	Master Station1	IX-MV7-*
○	01	400	4000	Video Door Station1	IX-DV,IX-DVF(-*)
○	01	500	5000	Tenant Station1	IXG-2C7(-*)
○	01	501	5010	Tenant Station1	IXG-2C7(-*)

OK   Cancel

Select Unit

Select a Destination Unit.

Select	Building Number	Unit Number	Unit Name
☐	01	200	Guard Shack
☑	01	300	Office

OK   Cancel

The transfer and retransfer destinations will be listed in the table next to the answering station handling the transfers. The same steps can be used to add or remove these destinations. Once everything is configured, click ⌐Save¬, then navigate to **Connection(S)**, Upload Settings to upload the settings to all stations.

Schedule Transfers

When an answering station is configured for schedule transfers, it will receive calls as normal when the configured schedules are not active. During the scheduled times, calls will immediately be transferred to the designated stations.

To configure schedule transfers, navigate to **Transfer Settings**, <u>Schedule Transfer</u>.

There are two types of schedules available: Weekly Schedules and Daily Schedules.

Weekly Schedules are set for days of the week (Sunday, Monday, etc.) and will always be active on those days during the set times.

Daily Schedules are set for particular dates and times, and can be configured up to one year from the present date. This is ideal for holiday schedules or one time needs. If the daily schedule needs to be set for the next year on the same date, it will need to be configured again.

For each answering station, up to twelve total daily and weekly schedules can be active on the same date. By default, today's date will be displayed under **[Daily Schedule]**, and the first three weekly and daily schedules will be shown.

By default, the first three weekly schedules will be displayed for every day of the week. To change which days of the week are displayed, and how many weekly schedules are shown, click Schedule View Adjustment . The check boxes can be used to add or remove days of the week to display, and the drop-downs can be used to limit which schedules are displayed. As few as one or as many as twelve can be shown at once. To finalize the choices, click OK .

Schedule Transfers *(continued)*

To adjust the daily schedule on display, use the drop-down under **[Daily Schedule]**. Use the arrows to select a month and select on the desired day. Only today or dates in the future can be selected. To adjust the number of daily schedules displayed, use the drop-downs under **[Display Range]**. Click `Change to Daily Schedule Display` to make the choice. IXG Support Tool will scroll the view right to show the first daily schedule.
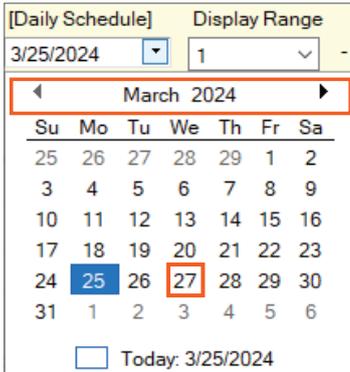
Once the desired schedules are displayed, use the drop-down next to the stations to enable **Schedule Transfer.**

The displayed schedules will go from left to right. The menus will show the Sunday schedules first, then Monday, and so on. After the last Saturday schedule on display, the daily schedules will be displayed further to the right. Each day of the week and the schedules beneath them are independent of each other, and some settings will need to be repeated for each day and schedule.

Depending on the type of answering station making the transfer, `Select` will configure all stations and apps within a unit to receive the transfer, while `Select Station` will allow up to ten individual answering stations to be chosen. Click `OK` to make the selection.
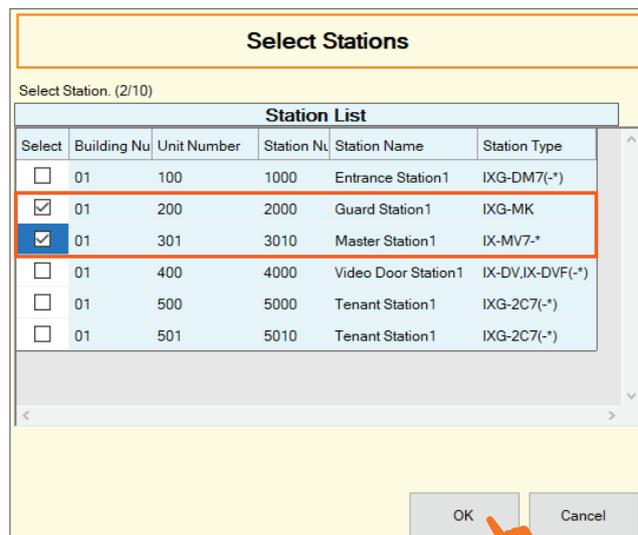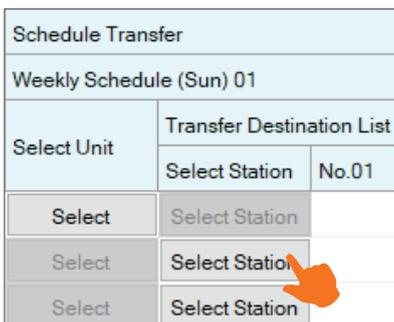
Even stations and unit types that cannot perform a transfer or retransfer can be the target of a transfer.

Schedule Transfers *(continued)*

To enable mobile apps, scroll right to **Mobile Apps and Phone** and click [Select] under **Select Unit**. Use the menu to select a group of apps under a unit to transfer to, and click [OK].

Select Unit

Select a Destination Unit.

Select	Building Number	Unit Number	Unit Name
☐	01	200	Guard Shack
☑	01	300	Office

OK   Cancel

ℹ Only mobile apps from one unit can be involved in a call, either during the initial call, transfers, or retransfers. Transfers and retransfers to additional groups of mobile apps will fail.

Use the same settings under **Re-Transfer Destination** to configure another station and/or group of mobile apps to retransfer calls to.

Re-Transfer Destination		Mobile Apps and Phone			
Select Station	Station Numbe	Building Nu	Unit Number	Unit Name	Select Unit
Select Station					Select
Select Station					Select

Use the same settings under **Re-Transfer Destination** to configure another station and/or group of mobile apps to receive re-transfers.

Select Station

Select Station

			Station List		
Select	Building Nu	Unit Number	Station Nu	Station Name	Station Type
○	01	100	1000	Entrance Station1	IXG-DM7(-*)
○	01	200	2000	Guard Station1	IXG-MK
●	01	301	3010	Master Station1	IX-MV7-*
○	01	400	4000	Video Door Station1	IX-DV,IX-DVF(-*)
○	01	500	5000	Tenant Station1	IXG-2C7(-*)
○	01	501	5010	Tenant Station1	IXG-2C7(-*)

OK   Cancel

Select Unit

Select a Destination Unit.

Select	Building Number	Unit Number	Unit Name
☐	01	200	Guard Shack
☑	01	300	Office

OK   Cancel

Schedule Transfers *(continued)*

Finally, a **Start Time** and **End Time** will need to be set for the schedule. Times are given in 24-hour time.

Start Time		End Time	
Hour	Minute	Hour	Minute
13	00	16	00 ⌄

Repeat these steps as needed for each daily and weekly schedule. Schedules can be copied from one place to another by dragging and selecting multiple cells, pressing **Ctrl + C** to copy them, then pasting them in their final destination by pressing **Ctrl + V**.

Station Name	Transfer Settings					
	Schedule Transfer					
	Weekly Schedule (Sun) 01					
	Mobile Apps and Phone		Start Time		End Time	
		Select Unit	Hour	Minute	Hour	Minute
Guard Station1		Select				
Master Station1		Select	13 ⌄	00	16	00
Master Station1		Select				

Station Name	Transfer Settings					
	Schedule Transfer					
	Weekly Schedule (Mon) 01					
	Mobile Apps and Phone		Start Time		End Time	
		Select Unit	Hour	Minute	Hour	Minute
Guard Station1		Select				
Master Station1		Select	13	00	16	00 ⌄
Master Station1		Select				

If a transfer needs to go overnight, configure a schedule for the first day that lasts until 23:59, and set a second starting at 00:00.

Example: There are two answering stations, A and B. Every day, Station A takes calls during business hours, 9:00am to 6:00pm, and has a schedule transfer that sends calls to Station B outside of those hours. Station A will need to have two different schedule transfers configured. The first will last from 18:01 to 23:59, and the second will last from 00:00 to 8:59. This will need to be set for every day of the week.

Once all schedules are configured, click Save , then navigate to **Connection(S)**, Upload Settings to upload the settings and the schedules to all stations. In addition to the normal setting upload, the schedules will need to be uploaded. Select all stations, then click Schedules on the **Setting File Upload** page.

Setting File Upload

Select the station(s) to upload the Setting File(s):

Station List

Select	Building Nu	Unit Number	Station Name	Station Type	Status
☐	01	100	Entrance Station1	IXG-DM7(-*)	-
☐	01	200	Guard Station1	IXG-MK	-
☐	01	300	Master Station1	IX-MV7-*	-
☐	01	301	Master Station1	IX-MV7-*	-
☐	01	400	Video Door Station1	IX-DV,IX-DVF(-*)	-
☐	01	500	Tenant Station1	IXG-2C7(-*)	-
☐	01	501	Tenant Station1	IXG-2C7(-*)	-
☐			Gateway Adaptor1	IXGW-(T)GW	-

Select Station by Type.

All ⌄		Select		Unselect

Select file type to be uploaded.

Settings	Sounds	Images	Schedules

Lock Transfers

Lock transfer is a setting that prevents a users without administrator privileges from disabling a configured absent transfer. This setting is not commonly used, and is disabled by default.

To enable a lock transfer, navigate to **Transfer Settings**, <u>Lock Transfer</u>. The answering stations that are compatible with lock transfer will be listed. Use the drop-down to enable or disable the setting; the default setting is disable. Once everything is configured, click Save , and upload the settings to all stations.

Building Nu	Unit Number	Station Name	Transfer Settings Lock Transfer
01	300	Master Station1	Disable
01	301	Master Station1	Enable
			Disable