

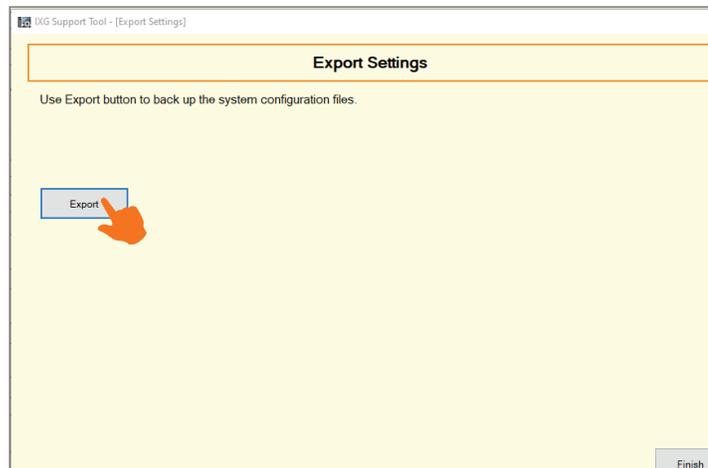
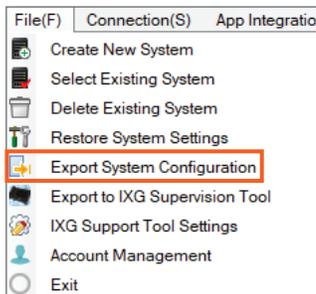
## Exporting and Importing System Configuration Files

### Introduction

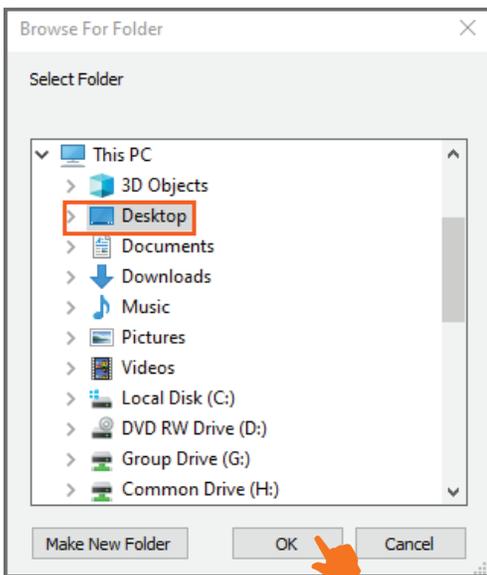
The IXG Support Tool is a software utility used to program IX and IXG Series intercoms, which allows settings changes to be applied to every station in the system at once. When taking over an existing installation, the original system configuration is needed to make programming changes. This guide covers how to export system configurations from IXG Support Tool from one PC and import them onto another.

### Exporting the Configuration Files

Open IXG Support Tool and navigate to **File**, Export System Configuration. An **Export Settings** window will open. Click **Export**.



The PC will open a prompt. Use it to select a location for the exported configuration file. Click **OK**.



## Exporting the Configuration Files *(continued)*

This will create a folder at the chosen destination with the same name as the system in IXG Support Tool. **Any individual file from inside this folder cannot be imported by itself and will not help with system recovery.** The entire folder is needed to transfer the settings to another PC.

If the folder needs to be emailed to its destination, it will need to be compressed first. Right click the folder and select **Send To, Compressed Folder**. If other compression software is installed on the PC, the steps may differ.

Copy or email the compressed folder to the second computer.

## Importing the Configuration Files

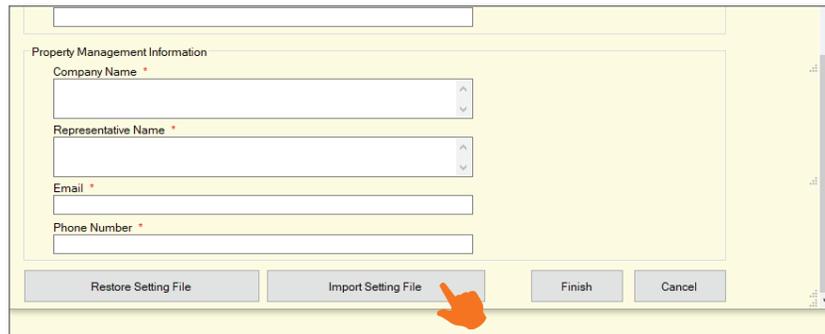
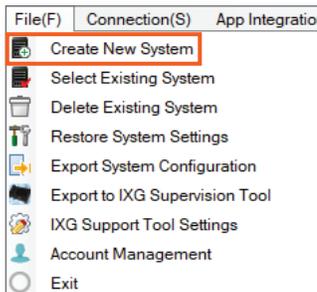
Right click on the compressed folder on the receiving PC and select **Extract All**. Follow the prompts to extract the compressed files. If other compression software is installed on the PC, the steps may differ.

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The default Windows® steps will create a nested folder with the same name as the original folder. In future steps, select the nested folder. This is not a concern when using most other compression software.

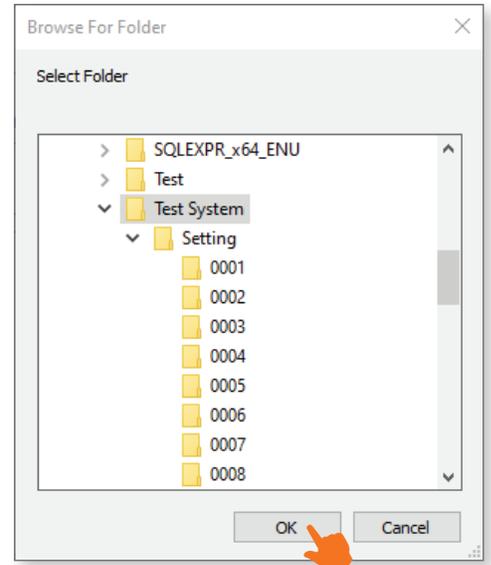
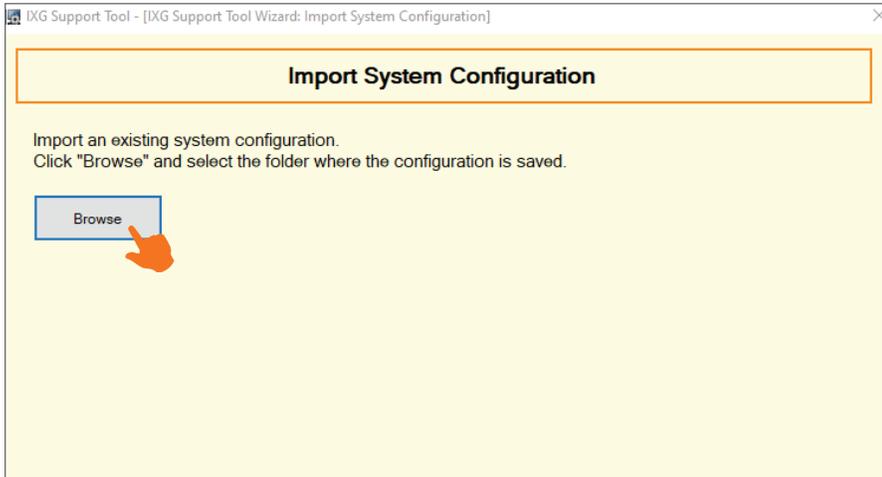
Open IXG Support Tool on the receiving PC. If this is the first time IXG Support Tool has been opened on this PC, it will launch into a **New System** window. If there are other configurations available on the PC, it will load the most recently viewed system when IXG Support Tool opens. In that case, navigate to **File, Create New System**.

Once the **New System** window is open, scroll to the bottom and click **Import Setting File**.

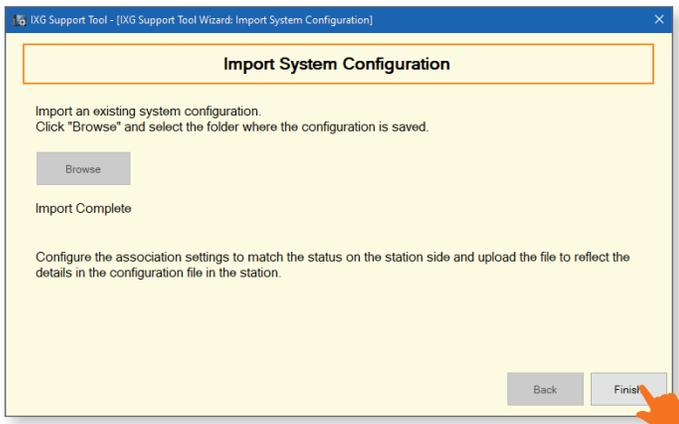


## Importing the Configuration Files *(continued)*

A new window will open. Click **Browse**. Use the system window to navigate to the extracted folder. Click **OK**.

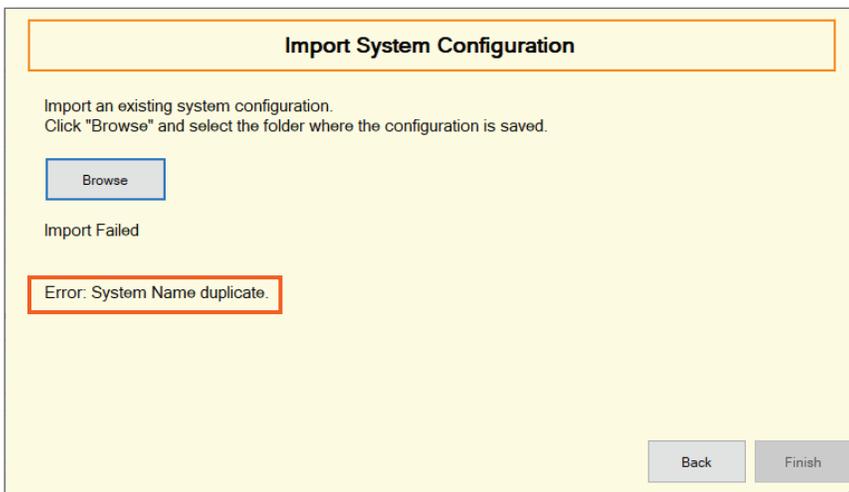


Once the import is complete, click **Finish**.



## Troubleshooting Import Failures

A common reason that an import might fail is if an existing system has the same name. This is common if the PC had previously imported a copy of that site's configuration. This will be noted with the error message "**Error: System Name Duplicate.**"



## Troubleshooting Import Failures (continued)

The solution to this issue is to rename the existing configuration. Navigate to **Site Settings**, **Site Information**. Update the Site Name for the system by adding or deleting any text in the title. A good way to differentiate this older config is to add text like “OLD”, or put in a date. Click **Update** or **Save**, depending on the edition of IXG Support Tool. Attempt the import again.

em Name: Test System]

(C) Tools(T) View(V) Language(L) Help(H)

### Site Information

Please provide the following information.  
It may be used for account recovery purposes.

System ID ♦  
aiphone  
1-20 alphanumeric characters

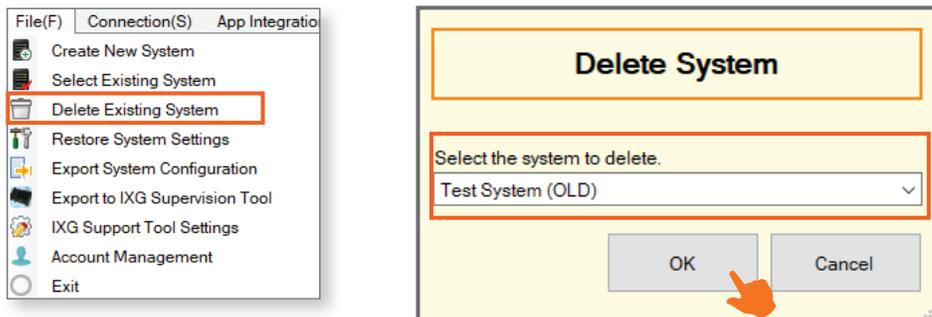
System Password ♦  
\*\*\*\*\*  
1-20 alphanumeric characters

\* Required Settings for Mobile App Service

Site Information

Site Name ♦  
Test System (OLD)

If the import works and the older configuration is no longer needed, navigate to **File**, **Delete Existing System**. Select the system from the list and click **OK**.



If the message reads “**The saved system configuration cannot be used. Create a new system,**” the configuration file is either invalid or corrupted. Reach out to the source of the configuration and have them attempt to export it again. If this still does not work, the system may need to be reprogrammed from scratch.

If the import succeeded, the configuration is ready to modify and upload to the stations. Additional programming information can be found here:

IXG Series Product Page: <https://www.aiphone.com/products/ixg-series>

QuikTech Knowledge Base: <https://www.aiphone.com/kbtopic/ixg-series>

Otherwise, reach out to Aiphone Technical Support for assistance.