

Genetec™ Integration

Introduction

IXG Series video door stations can integrate with Genetec™ software, using ONVIF™ to stream video and SIP to place phone calls. This guide covers station integration with Genetec's Security Center platform, including Sipelia. This guide does not cover the installation of Security Center or any plugins. It also assumes that IXG Support Tool has been installed and basic programming is complete.

IXG Support Tool can be downloaded here: <https://www.aiphone.com/IXG-SupportTool>

IXG QuickStart Guide can be downloaded here: <https://www.aiphone.com/IXG-Series-QuickStartGuide>



At this time, the IXG-DM7-HID(A) entrance station does not support Genetec integration.

Navigating IXG Support Tool

There are two main sections in IXG Support Tool: the top menu and the left menu. These menus will have a main directory, followed by a subdirectory.

Instructions pointing to the top menu will be in the format of *Italics, Underlined*. Example: *Connection(S), Upload Settings*.

Instructions pointing to the left menu will be in the format **Bold, Underlined**. Example: **Call Settings, Incoming Call**.

Buttons or settings that need to be clicked will be marked with an orange pointer. If multiple items need to be clicked in the same screenshot, they will be marked with numbers to show the proper order. Important items will be marked with an orange box.

There is a **Save** button in the top left of IXG Support Tool. Clicking this saves the settings locally, but they are not pushed to the stations until they are uploaded in the last step of this guide. This button may be labeled as **Update** in some editions of IXG Support Tool. If that is the case, download the newest version at the link above and reinstall the software. This will not overwrite existing saves.



Save

ONVIF Streaming (IXG Support Tool Settings)

Each video station will need to be assigned credentials to enable video streaming. In IXG Support Tool, navigate to **Station Information, ID/Password**. Add an **ONVIF ID, ONVIF Password, RTSP ID, and RTSP Password**. Once everything is filled out, click **Save**.

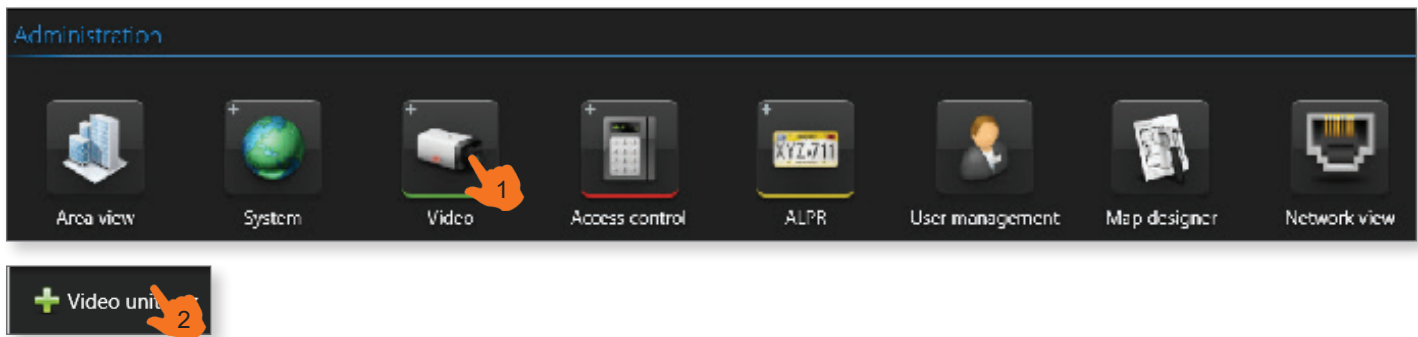
Unit Number	Station Name	ID / Password							
		ID(Administrator)	Password(Admin)	User ID	User Password	ONVIF ID	ONVIF Password	RTSP ID	RTSP Password
115	Video Door Station1	aiphone	*****			streaming	*****	streaming	*****
1000	Video Door Station1	aiphone	*****			streaming	*****	streaming	*****

Save

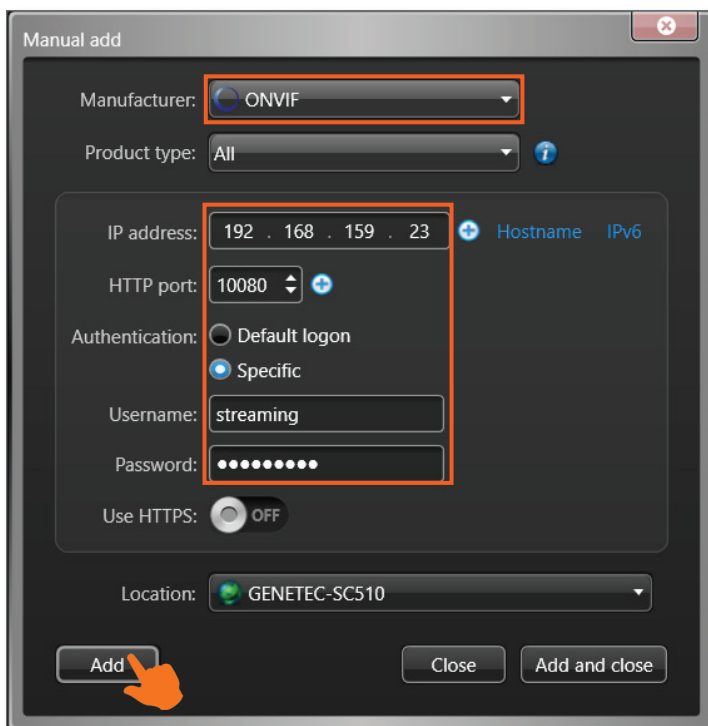


ONVIF™ Streaming (Genetec Config Tool Settings)

Log in to the Genetec service using the Genetec Config Tool. Navigate to **Administration**, **Video**. Click **+Video Unit** in the bottom left of the screen.

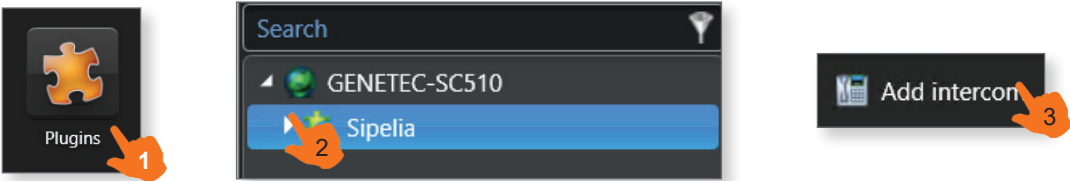


Manually add each door station as a camera by entering its IP address, the **ONVIF ID** and **Password** of the station. Set the HTTP port to **10080** and the manufacturer to **ONVIF**. Click **Add** to complete the process. Repeat these steps for each station to be configured.

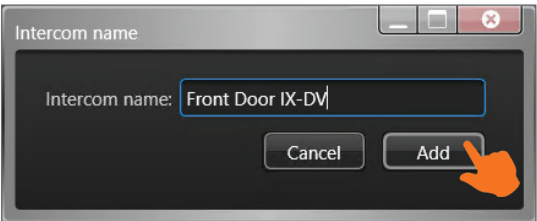


Sipelia Registration (Sipelia Settings)

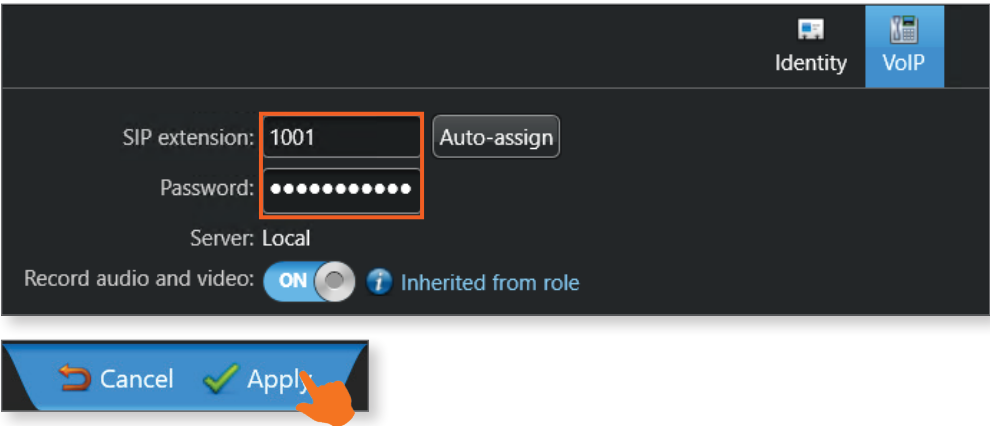
Stations can be registered to Sipelia to place calls to a phone number or extension. Log in to Genetec Config Tool. Click **Plugins** under **Administration**. Click the caret next to Sipelia to expand the options. Click **Add Intercom** at the bottom of the screen.



A window will appear. Enter a descriptive name for the intercom and click **Add**.



Assign the intercom an extension and a password. This can either be entered manually, or click **Auto-assign** to apply the next available extension. Click **Apply** to save the SIP settings. Repeat these steps for each station to be registered.



Sipelia Registration (IXG Support Tool Settings)

In IXG Support Tool, navigate to **Station Information**, Identification. Make sure that each station's number matches the extension assigned in Sipelia. Click **Save**.

Building Nu	Unit Number	Station Type	Identification	
			Station Nu	Station Name
01	1000	IX-DV,IX-DVF(-*)	102	Video Door Station 1
01	115	IX-DV,IX-DVF(-*)	101	Video Door Station 1



Adding SIP Server Information

In IXG Support Tool, navigate to **Network Settings**, **SIP**. Under **Primary Server**, add the **ID** and **Password** assigned to the stations in Sipelia. Enter the IP address of the PBX under **IPv4 Address**. If needed, Secondary and Tertiary SIP server information can be added by scrolling to the right. Once everything is configured, click **Save**.

Building Nu	Unit Number	Station Name	SIP				
			SIP Connections		Primary Server		
			SIP Signaling ▼	User Agent	ID	Password	IPv4 Address
01	1000	Video Door Station1	5060		102	*****	192.168.30.122
01	115	Video Door Station1	5060		101	*****	192.168.30.122

Save

VoIP Phone Registration

To be called by IXG Series stations, VoIP phones will need to be assigned to units. In IXG Support Tool, navigate to **Site Settings**, **Units/Stations**. The VoIP phone will be treated like a master station, and can be assigned to a commercial or guard unit. For the desired unit, click **Select** next to **Master / Tenant Stations** to choose a VoIP phone as station type.

Repeat as necessary for each unit that will contain a VoIP Phone, then click **Save**.

Unit Nur ▼	Unit Type		Units / Stations				
			Unit Name	First Name	Last Name	Phone Registrati	Master / Tenant Station 1
113	Guard	Select	Commercial113			Disable	Select
114	Commercial	Select	Commercial114			Disable	IX-RS-*
115	Outside Area	Select	Outside Area 115				Select

Select Station

IXG-MK

IX-RS-*

VoIP Phone

Delete

Cancel

Save



Only one VoIP phone can be added per unit.



The number of master stations in a unit can be adjusted under **Display Settings** at the top of the page. The maximum number is eight.

VoIP Phone Registration *(continued)*

To set the SIP extension that the stations will call, navigate to **Station Information**, Identification. The VoIP phone will be listed along with the other stations. Change its **Station Number** to match the extension the IXG Series Stations will need to call. Do this for every assigned VoIP phone, then click **Save**.

Building Nu	Unit Number	Station Type	Identification	
			Station Number	Station Name
01	113	VoIP Phone	1130	VoIP Phone1
01	114	IX-RS-*	1140	Handset Sub Station1
01	114	IX-MV7-*	1141	Master Station2
01	115	IX-DV,IX-DVF(-*)	101	Video Door Station1
01	116	IXG-2C7(-*)	1160	Tenant Station1
01	144	IXG-DM7(-*)	1440	Entrance Station1
01	1000	VoIP Phone	10000	VoIP Phone1
01	1000	IX-DV,IX-DVF(-*)	102	Video Door Station1
		IXGW-(T)GW	0001299999999999	Gateway Adaptor1
		IXW-MA	0001399999999999	I/O Adaptor1/4.5.6



Station numbers can be between 4 and 24 digits long. When integrating with the SIP server, verify if there are any length requirements and set the Station Numbers accordingly.

Save

Configuring the Station Lists *(Master and Guard Stations)*

Next, the VoIP phone will need to be added to the station list of the master and guard stations that will call it. In IXG Support Tool, navigate to **System Information**, Station List. There will be a column in the table that represents each VoIP phone. Where they intersect with the calling station, use the drop-down menu to change the blank space to a check mark.

Do this for the desired stations and click **Save**.

Unit Number	Station Name	01 / 113 / 1130		
		VoIP Phone1 / VoIP Phone		
		Select	Network Camera	or Release But
114	Master Station2			
116	Tenant Station1	✓		

Save

Calling a VoIP Phone (Door / Sub Station)

To configure which door and substations will call the VoIP phone, navigate to **Call Settings**, **Called Stations (Door/Sub Stations)**. Like with the last setting, there will be a column that represents each VoIP phone. Where they intersect with the calling station, use the drop-down menu to change the blank to a U to set the station to call the VoIP phone.

Repeat as necessary for each unit that will contain a VoIP Phone, then click **Save**.

Building Nu	Unit Number	Station Name	Total	Called Stations (Door/Sub Stations)	
				Group 01	
				Select Unit	Building Number / Unit Number / Station Num
					01 / 113 / 1130 / VoIP Phone1 / VoIP Phone
01	114	Handset Sub Station1	0	Select	
01	115	Video Door Station1	0	Select	
01	1000	Video Door Station1	0	Select	
					U



Only one VoIP phone can be called by each station at a time.

Configuring Door Release (Optional)

Door stations have built in contacts that can be used for door release. These can be activated by third party IP phones by inputting the door station's Door Release Authentication Key during a call. However, by default, IXG Support Tool assigns stations a twenty digit key; it is strongly recommended to shorten the key length for end user convenience.

Navigate to **Option Input / Relay Output Settings**, **Relay Output**. Make sure that each door station's **Function** shows Door Release. Scroll right to find a column labeled **Door Release Key**. For each door station to be released, select the cell and type in the desired number. Click **Save**.

Unit Number	Station Name	Relay Output				
		Rela	Relay Output 1 (Output Time is valid when Relay Output function is set to Door Release or is			
		Conf	Option Relay Con	Output Time Range	Output Time	Door Release Key
114	Handset Sub Station1	tion	Disable	200-2000 [msec]	400	9
114	Master Station2	tion	Disable	200-2000 [msec]	400	9
115	Video Door Station1	tion	Disable	200-2000 [msec]	400	9
116	Tenant Station1	tion	Disable	3-600 [sec]	5	79867158020157456043
144	Entrance Station1	tion	Disable	3-600 [sec]	5	9
1000	Video Door Station1	tion	Disable	200-2000 [msec]	400	9
	I/O Adaptor1/4.5.6	tion	Disable	200-2000 [msec]	400	



Some IX and IXG Series stations will have more than one relay output. Even on these stations, Relay Output 1 is most commonly used for door release. To switch and configure other outputs, use the Display Settings drop-down menu at the top of this page.



Configuring Door Release (Continued)

Changing the authentication key here will prevent any IX or IXG Series answering stations from being able to unlock the door. To correct this, navigate to **Function Settings**, **Door Release**. Under **Display** at the top of the page, use the drop-down menus to select the building number and the range of station numbers for the modified stations. Click **Apply**.

Display

Building Number / Building Name
01/Building1

Station Number
101 - 1440

Apply

Click **Door Release Batch Configuration** towards the top of the page. A new window will open. In that window, put a check mark for each door station that had its door release key changed, and select check marks for the types of unit in the system. Click **Execute**, which will close the window. Click **Save**.

Door Release Batch Configuration

Door Release Batch Configuration

Only a Relay Output set to "Door Release" can be selected. Configure Relay Outputs in "Option Input / Relay Output Settings - Relay Output".
Door Release Batch Configuration will overwrite existing Access Codes.

Door Release / Option Output Settings

Building Number	Unit Number	Unit Type	Station Name	Relay Output	
				Relay Output 1 Door Release	Relay Output 2 Option Output
01	115	Outside Area	Video Door Station1	☒	☐
01	144	Entrance	Entrance Station1	☒	☐
01	1000	Commercial	Video Door Station1	☒	☐

Select Building and Unit Types

Building
All

Unit Type
All

Relay Output
Relay Output 1 Door Release

Select

Unselect

Entrance Door Release partitioning by Unit Type

Select	Unit Type
☒	Residential
☒	Guard
☒	Commercial
☒	Common Inside Area
☐	Other Building Guard (Multi Buildings only)

Common Outside Area Door Release partitioning by Unit Type

Select	Unit Type
☒	Local Unit
☒	Guard in the local building

Door Station of the Residential, Guard, or Commercial Unit will be released by the Master Station of the same unit.

Execute

Cancel

Save

Video Encoder Settings

IXG Series Stations stream video to VoIP phones during communication by default. If the phone models require different settings to receive the video stream, navigate to **Network Settings**, **Video**. Use the drop-down menu **Select Profile** setting to change the video profile. The most common alternative choice is Baseline. Once everything is configured, click **Save**.

Unit Number	Station Name	Video			
		SIP Channel			
		Resolution	Wide View	Frame Rate [fps]	Select Profile
114	Master Station2			15	Main
115	Video Door Station1	640x480(VGA)		15	Main
116	Tenant Station1				Baseline
144	Entrance Station1	640x480(VGA)	Enable	15	Main
1000	Video Door Station1	640x480(VGA)		15	High

These settings have no impact on video quality.

Save

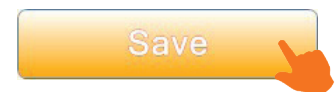
Configuring a Door Station to Answer a Call (Optional)

By default, a door station will not answer a call from a third-party IP phone like it would from a master station. There are two ways to address this, depending on the site's needs. Either the door station's call button can be configured to also answer incoming calls, or enhanced firmware can be installed on a door station to let it auto-answer calls.

Manually Answering Calls from a Door Station

This setting will allow users at the door station to initiate calls, answer incoming calls, and end active calls with the same call button. Navigate to **Call Settings**, **Station Information**. For each door station, use the drop-down menu under **Call Button Function** to change the setting from Call to Call, Answer Call, End Communication. Click **Update** to save the settings.

Building Nu	Unit Number	Station Name	Station Information
			Call Button Function
01	114	Handset Sub Station1	Call
01	115	Video Door Station1	Call
01	1000	Video Door Station1	Call
			Call, End Communication
			Call, Answer Call, End Communication



Enabling Auto-Answer for Door Stations

This setting will cause calls to be answered as soon as the door station acknowledges the call from the IP phone. To use this feature, the station needs to have the enhanced firmware installed. In a web browser, navigate to <https://www.aiphone.com/kbtopic/firmware-ix-ixg>. Scroll down the page to find the appropriate firmware for the stations to be configured, which will be labeled as Enhanced. Click **Download Firmware**.



IX-DV, IX-DVF-* Firmware

(Enhanced)

CHANGE LOG

DOWNLOAD FIRMWARE

The firmware would usually be updated through IXG Support Tool, which is shown on the next page. For IX Series stations with a starting firmware version below 5.0, use the Aiphone IX Firmware Upgrade Tool instead. IXG Series stations have a different firmware numbering scheme and do not use this tool.

The upgrade tool can be downloaded here: <https://www.aiphone.com/IX-FirmwareUpgradeTool>

Enabling Auto-Answer (continued)

The firmware update will download in a compressed folder. Use the programming PC's built in functions to extract it. Navigate to **Maintenance, Firmware Update**. For each type of door station to be updated, click **Browse** to select the extracted .bin file.

Update Firmware

Download the log file before updating IXG-2C7(-*), IXG-DM7(-*), and IXGW-(T)GW with version 1.02 or older. To download the log file, go to "Connection -> Download Log File".

To check the current firmware version, go to "Connection -> Station Search".

Select Firmware files:

IXG-2C7(-*)		Browse
IXG-DM7(-*)(Main)		Browse
IXG-DM7(-*)(Sub)		Browse
IXG-MK		Browse
IXGW-(T)GW		Browse
IXGW-LC		Browse
IX-MV7-*		Browse
IX-DV,IX-DVF(-*)		Browse
IX-DVM		Browse
IX-SSA(-*)		Browse
IX-EA,IX-EAU		Browse
IX-FA		Browse

Put a check mark next to the door stations to be updated under the **Select** column under Station List. Click **Save**.

Select Station(s) to update:

To check the current firmware version, go to "Tool -> Station Search".

Station List						Text in red are required settings.
Select	Number	Name	Location	Station Type	Status	
☐	1001	Master Station1		IX-MV7-*	-	
☒	1002	Video Station1		IX-DV, IX-DVF(-*)	-	
☒	1003	Video Station2		IX-DV, IX-DVF(-*)	-	

Select Station by Type:

All



Do not unplug or otherwise interrupt the firmware update process, since it may damage the stations. This process will take several minutes, and the stations will reboot several times.

Upload Settings to Stations

To push the settings to the stations, navigate to *Connection(S)*, *Upload Settings*. Click **Select** with Select Station by Type set to All, and then click **Settings**. The upload process will begin. This may take several minutes.

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	114	Handset Sub Station1	IX-RS-*	-
☒	01	114	Master Station2	IX-MV7-*	-
☒	01	115	Video Door Station1	IX-DV,IX-DVF(-*)	-
☒	01	116	Tenant Station1	IXG-2C7(-*)	-
☒	01	144	Entrance Station1	IXG-DM7(-*)	-
☒	01	1000	Video Door Station1	IX-DV,IX-DVF(-*)	-
☒			Gateway Adaptor1	IXGW-(T)GW	-
☒			I/O Adaptor1/4.5.6	IXW-MA	-

Select Station by Type.

All

Select file type to be uploaded.

Exporting the Program File

Navigate to *File(F)*, *Export System Configuration*. Click **Export** and choose a destination to place the configuration folder, then click **Finish** to close the window. This entire folder is needed to import the settings into a copy of IXG Support Tool on another PC.

Export Settings

Use Export button to back up the system configuration files .

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