

IXG SERIES

IP Video Intercom

Paging Guide

IXG Support Tool version 5.0.1.1



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Introduction

IX and IXG Series master and guard stations are able to send pages to other stations in the system. There are a variety of paging options, including prerecorded message pages and using a line-out on a station to send the page to an external speaker or amplifier. This guide covers the most common settings used.

Any station with a speaker is able to receive a page, but only IX-MV7, IXG-MK, and IX-SOFT master stations can generate pages. Master and guard stations have different options available; each setting will note the matching station types. **Stations that are able to generate a page will be referred to as paging stations in this guide.**

IXG Support Tool has programming menus on the left side of the program and along the top. Navigation instructions for the left side menu are given in the format **Menu**, Submenu.

Example: **Function Settings**, SIF Settings.

Navigation instructions for the top menu are given in the format Menu, Submenu.

Example: Connection(S), Upload Settings.

This guide assumes that the rest of the system has already been programmed in IXG Support Tool. If this is not the case, follow the IXG Series Complete Quick Start Programming Guide here:

<https://www.aiphone.com/IXG-Series-QuickStartGuide>

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

Station List (All Stations)

Before a station can be paged, it needs to be part of a paging station's address book. To make sure that the desired stations can be targeted, navigate to **System Information**, Station List.

The master and guard stations will be laid out on the left side of the table as rows, and there is a column for each station. If the cell is blank where the two stations meet, the column station will not be in the paging station's address book. To change that, select the cell and use the drop-down menu to change the blank to a check mark. Once all of the station lists are configured, click **Save**.

Building	Unit Number	Station Name	01 / 111 / 1110			01 / 112 / 1120		
			Entrance Station1 / IXG-DM7(-*)			Tenant Station1 / IXG-2C7(-*)		
			Select	Network Camera	or Release But	Select	Network Camera	or Release But
01	111	Entrance Station 1				✓		
01	112	Tenant Station 1	✓					
01	113	Guard Station 1	✓			✓		
01	114	Master Station 1	✓			✓		
01	117	PC Master Station 1	✓			✓		



Paging Origination (All Stations)

This is a collection of settings to adjust various settings on paging stations. Navigate to **Paging Settings**, [Paging Origination](#).

Paging Timeout controls the length of the page once it begins. Range: 1-600 seconds. Default: 30 seconds.

Paging Wait Timer [sec] sets how long the paging station will wait for a response from all of the target stations before the page begins. Range: 1-20 seconds. Default: 10 seconds.

Urgent Page Response sets whether an urgent priority page can be answered by one of the destination stations. Can be toggled from Enable to Disable.

Lock Paging hides the paging button on the station's main menu. Can be toggled from Disable to Enable.

Building Nu	Unit Number	Station Name	Paging Settings			
			Paging Origination			
			Paging Timeout [sec]	Paging Wait Timer [sec]	Urgent Page Response	Lock Paging
01	113	Guard Station1	30	10	Enable	Disable
01	114	Master Station1	30	10	Enable	Disable
01	117	PC Master Station1	30	10	Enable	Disable



Some settings will be greyed out for the IXG-MK. These can be configured from the station's own settings menus.

Once everything is configured, click **Save**.



All Page (All Stations)

This setting configures which stations are targeted when a paging station uses the All Page option. Navigate to **Paging Settings**, [All Page](#).

Click **Select Station** next to the desired paging station.

Building Nu	Unit Number	Station Name	Total		Paging Settings	
			Total	Unicast	All Page	
					Select Station	Unicast
01	113	Guard Station1	0	0	Select Station	-
01	114	Master Station1	0	0	Select Station	-
01	117	PC Master Station1	0	0	Select Station	-

All Page (All Stations) *(continued)*

Add a check mark to the stations that will receive the page. By default, All Page will use multicast. To switch stations to unicast, place a check mark under the **Unicast** column. Once the stations are selected, click **OK**.

Select Stations

Max. 9999 stations can select.
 Select Station. (2/9999)
 Select Unicast. (2/50)

Station List						
Select		Building Nu	Unit Number	Station Nu	Station Name	Station Type
Select Station	Unicast					
<input type="checkbox"/>	-	01	111	1110	Entrance Station1	IXG-DM7(-*)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	01	112	1120	Tenant Station1	IXG-2C7(-*)
<input type="checkbox"/>	-	01	114	1140	Master Station1	IX-MV7-*
<input type="checkbox"/>	-	01	115	1150	Video Door Station1	IX-DV,IX-DVF(-*)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	01	116	1160	Handset Sub Station1	IX-RS-*
<input type="checkbox"/>	-	01	117	1170	PC Master Station1	IX-SOFT

Select Station by Type.
All Select Unselect OK Cancel

i Unicast is recommended in most situations. Multicast is needed to page more than 10 stations at the same time, which requires multicast groups to be configured on the network.

The selected stations will no longer be greyed out. To remove them from the list of All Page stations, click the check mark under the desired station.

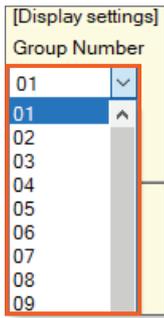
Repeat these steps as needed for each paging station and click **Save**.

Station Name	Total		Paging Settings	
	Total	Unicast	All Page	
			Select Station	Unicast
Guard Station1	2	2	Select Station	Building Number / Unit Number / Station Number / Station Name / Station Type
				01 / 111 / 1110 / Entrance Station1 / IXG-DM7(-*)
				01 / 112 / 1120 / Tenant Station1 / IXG-2C7(-*)
				☑

Save

Creating a Group (IX-MV7 and IX-SOFT)

IX-MV7 and IX-SOFT master stations can place pages to custom made groups, which can be selected manually or through speed dials. To configure these groups, navigate to **System Information, Group**. Up to fifty groups can be set. By default, Group 01 will be selected. Use the drop-down menu under **Group Number** to select other groups, if needed.



There will be a row for each station that can have groups configured. To create the group, set the **Number** and **Name** for the master stations that will use the group.

Building Nu	Unit Number	Station Name	System Information			
			Group			
			Number	Name	Type	Total
01	114	Master Station1	01	General	Audio Pro	0
					Video Pro	0
01	117	PC Master Station1	01	General	Audio Pro	0
					Video Pro	0

i Each master station's groups can be set individually, or the batch configuration setting at the top of the page can be used.

For each station that can receive a page, there will be a column. Where it intersects with the master station that will page it, use the drop-down to change the blank from a blank to a **U** for unicast, or an **M** for multicast.

Station Name	Group				Group	
	01				01	
	Number	Name	Type	Total	Building Number / Unit Number / Station Number / Station Name / Station Type	
					01 / 111 / 1110 / Entrance Station1 / IXG-DM7(-*)	01 / 112 / 1120 / Tenant Station1 / IXG-2C7(-*)
Master Station1	01	General	Audio Pro	2	U	U
			Video Pro	0		
PC Master Station1	01	General	Audio Pro	1		U
			Video Pro	0		
						U
						M

i Unicast is recommended in most situations. Multicast is typically used to page more than 50 stations at a time during all or building pages, while paging groups are capped at 50 stations.

Scroll right to reveal and add more stations. Once the group has been configured with the desired stations, click **Save**. Use the **Group Number** drop-down to configure other groups, repeating the same steps.



Building Page (IXG-MK)

IXG-MK guard stations can use an option called Building Page, which lets them target a desired group of stations in the same building. Navigate to **Paging Settings**, [Building Page](#). For sites with multiple buildings, use the **[Select Building]** drop-down at the top of the page to choose the desired building.

[Select Building]

01/Building1 ▾

Click **Select Station**.

Building Nu	Unit Number	Station Name	Total		Paging Settings
			Total	Unicast	Building Page
01	113	Guard Station1	0	0	Select Station

Add a check mark to the stations that will receive the page. By default, Building Page will use multicast. To change the stations to unicast, place a check mark under the **Unicast** column. Once the stations are selected, click **OK**.

Select Stations

Max. 9999 stations can select.
 Select Station. (3/9999)
 Select Unicast. (3/50)

Station List						
Select		Building Nu	Unit Number	Station Nu	Station Name	Station Type
Select Station	Unicast					
<input type="checkbox"/>	-	01	111	1110	Entrance Station1	IXG-DM7(-*)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	01	112	1120	Tenant Station1	IXG-2C7(-*)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	01	114	1140	Master Station1	IX-MV7-*
<input type="checkbox"/>	-	01	115	1150	Video Door Station1	IX-DV,IX-DVF(-*)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	01	116	1160	Handset Sub Station1	IX-RS-*
<input type="checkbox"/>	-	01	117	1170	PC Master Station1	IX-SOFT

Select Station by Type.
 All ▾ Select Unselect

OK Cancel

i Unicast is recommended in most situations. Multicast is needed to page more than 50 stations at the same time, which requires multicast groups to be configured on the network.

Building Page (IXG-MK) (continued)

The selected stations will no longer be greyed out, and will show a box with a check mark in it. To remove them from the list of Building Page stations, click the check mark under the desired station.

Repeat these steps as needed for each paging station and building, and click **Save**.

Station Name	Total		Paging Settings	
	Total	Unicast	Building Page	
			Select Station	Unicast
			Unit Number / Station Number / Station Name / Station Type	
			111 / 1110 / Entrance Station1 / IXG-DM7(-*)	112 / 1120 / Tenant Station1 / IXG-2C7(-*)
Guard Station1	3	3	Select Station	- <input checked="" type="checkbox"/>



Custom Sounds (All Stations) (optional)

Typically, pages allow the user to broadcast live audio. If a pre-recorded message will be used instead, a custom sound can be uploaded to the paging stations.

The sound file must be in the following format:

File Type: **.wav**

Sample Size: **16 bits**

Sample rate: **8 KHZ**

Channel: **1 (mono)**

File name: **Up to 41 characters (including .wav extension)**

Length: **Up to 200 seconds**

Size: **Up to 8 Mb**

Navigate to **System Information, Custom Sound Settings**. For each paging station, click **Browse** and navigate to the file on the programming PC.



The stations receiving the message page do not need to have the custom sound assigned to them.

Building Nu	Unit Number	Station Name	System Information		
			Custom Sound Registry		
			001		
			Name	Browse for .wav file	Dele
01	111	Entrance Station1		Browse	<input type="checkbox"/>
01	113	Guard Station1		Browse	<input type="checkbox"/>
01	114	Master Station1		Browse	<input type="checkbox"/>
01	115	Video Door Station1		Browse	<input type="checkbox"/>
01	116	Handset Sub Station1		Browse	<input type="checkbox"/>
01	117	PC Master Station1		Browse	<input type="checkbox"/>

Repeat these steps for each paging station that needs to send the message page. If more than one custom sound needs to be set, scroll right to see additional slots for the sounds. Up to 100 sounds can be set for each station. Once everything is configured, click **Save**.



Speed Dial Buttons (All Stations) (optional)

Speed dial buttons can be assigned to let group, building, or all pages to be made more quickly. Navigate to **Station Settings**, Speed Dials.

The speed dial can be assigned a label under **Speed Dial Button Name**. Next, the button's action can be assigned using the drop-down menu under **Function**.

Building Nu	Unit Number	Station Name	Station Settings		
			Speed Dials		
Speed Dial 1					
			Speed Dial Button Name	Function	Ind
01	113	Guard Station1	Classrooms	No Function	▼
01	114	Master Station1	Classrooms	No Function	▼
01	117	PC Master Station1		All Page	
				All Message Page	
				Monitoring	
				Network Camera Monitor	
				Scan Monitoring	
				Option Relay Control	
				Building Page	
				Building Message Page	
				Unit Call	

These speed dial functions are related to paging:

All Page: Make a live All Page.

All Message Page: Select a sound file for the All Page.

Building Page (IXG-MK Only): Make a live Building Page.

Building Message Page (IXG-MK Only): Select a sound file for the Building Page.

Group Page (IX-MV7 and IX-SOFT Only): Make a live page to a selected group.

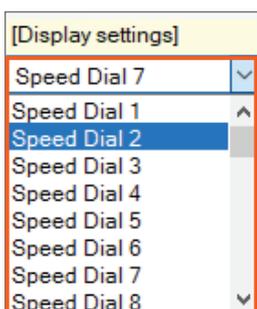
Group Message Page (IX-MV7 and IX-SOFT Only): Select a sound file to page the selected group.

Once a function is chosen, scroll right to find the appropriate settings. The appropriate column's cells will turn from grey to white. Depending on the function, different functions may need to be chosen, such as building or group destinations, or a sound file. Once everything is configured, click **Save**.

Group Page			
Priority	Number	Open	Priority
		Open	
	01	Open	Urgent
		Open	



Up to eight speed dial buttons can be set for the IX-MV7 or IXG-MK, or up to fifty for IX-SOFT. To switch the displayed speed dial button, use the drop-down menu under **[Display Settings]** at the top of the page.



Speed Dial Buttons (All Stations) *(continued)*

There is a screen view on the IX-MV7 and IXG-MK that allows speed dial buttons to be displayed on the home screen. To enable this, navigate to **Function Settings**, Display Mode. Use the drop-down menu under **Home Screen** to switch from the default Option 1 to Option 2. Once all stations are configured, click **Save**.

Station Name	Display Mode	
	Master UI Mode	Standard Mode
		Home Screen
Tenant Station1	Standard	Option 1
Guard Station1	Standard	Option 1
Master Station1	Standard	Option 1
		Option 2

Speaker Output (Various) *(optional)*

Stations receiving a page will typically play the audio from their built-in speaker. Some stations have an audio out that can be connected to an external speaker or amplifier. To use this connection for paging audio instead, navigate to **Station Settings**, Volume / Tone. Scroll all the way to the right, looking for the **Audio Output** or **Audio Output (for Door)** column. Only the appropriate options for the station will be selectable.

Station Name	Station Settings							
	Volume / Tone							
	Tone				Mic Select	Headset Specific	Audio Output	Audio Output (for Door)
Auto Answer Tone	On Hold	Key Received	Error					
Entrance Station1	Pre Tone 1		Operation Sound	Error				Built-in Speaker for Communication and Paging
Tenant Station1	Pre Tone 1	On Hold	Operation Sound			Mic Device	External speaker output for Ringtone, built-in speaker for Communication	
Guard Station1	Pre Tone 1	On Hold	Operation Sound			Mic Device	External speaker output for Ringtone, built-in speaker for Communication	
Master Station1	Pre Tone 1	On Hold	Operation Sound			Mic Device	External speaker output for Ringtone, built-in speaker for Communication	
Video Door Station1	Pre Tone 1		Operation Sound	Error				Built-in Speaker for Communication and Paging
Handset Sub Station1	Pre Tone 1		Operation Sound	Error				Built-in Speaker for Communication and Paging
PC Master Station1	Pre Tone 1	On Hold						

The options dictate whether the built-in speaker or the audio line out is used for different functions.

For master stations and guard stations, under **Audio Output**:

External speaker output for Ringtone, built-in speaker for Communication (Default)

External speaker output for Paging Pretone, built-in speaker for Paging

External speaker output for Ringtone, Paging Pretone and Paging, built-in speaker for communication

For door and entrance stations, under **Audio Output (for Door)**:

Built-in Speaker for Communication and Paging (Default)

Line Audio Output for Communication and Paging

Built-in Speaker for Communication, Line Audio Output for Paging

Once the desired settings are configured, click **Save**.



Refer to the installation manual for the station to see more about the available speaker connections and the type of audio out it provides.

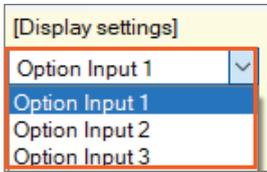


A paging station's page cannot be played through its own speaker or speaker output. These outputs can only be used for received pages.

Option Input Page (IX-MV7 and IXG-MK) (optional)

Physical paging stations like the IXG-MK or IX-MV7 have programmable inputs that can be configured to trigger a page or message page when they are activated.

To configure the inputs for paging, navigate to **Option Input / Relay Output Settings**, Option Input. Use the **[Display settings]** drop-down menu at the top of the page to select the desired input. The IXG-MK and IX-MV7 stations will have two programmable inputs available.



Use the drop-down menu next to the appropriate paging station to select the desired paging function. There is a unique option here, External Input Page, which uses an external sound source for paging. Configuring this is outside of the scope of this document. Select Paging for live pages, or Message Page for pre-recorded messages.

Also by default, the input's **Type** will be set to Make for normally open switches. If a normally closed switch is being used, set it to Break. Once everything is configured, click **Save**.

Station Name	Option Input / Relay Output Settings				
	Option Input				
	Option Input 1				
	Name	Function	Type	Detection Time Range	Detection
Entrance Station1		No Function	Make	200-2000 [msec]	200
Tenant Station1		No Function	Make	200-2000 [msec]	200
Guard Station1		No Function	Make	200-2000 [msec]	200
Master Station1		No Function	Make	200-2000 [msec]	200
Video Door Station1		No Function	Make	200-2000 [msec]	200
Handset Sub Station1		No Function	Make	200-2000 [msec]	200



Next, navigate to **Paging Settings**, Option Input Page. Use **[Display settings]** at the top of the page to select the enabled input. Use **Destination** to configure whether this will be an all page, or if it will be a building or group page, depending on the type of station. Select a destination if needed, along with the group or building number. Set a **Priority**, either Normal or Urgent. If a message page was selected in the previous section, choose a sound file under **Message File Name**. Once everything is configured, click **Save**.

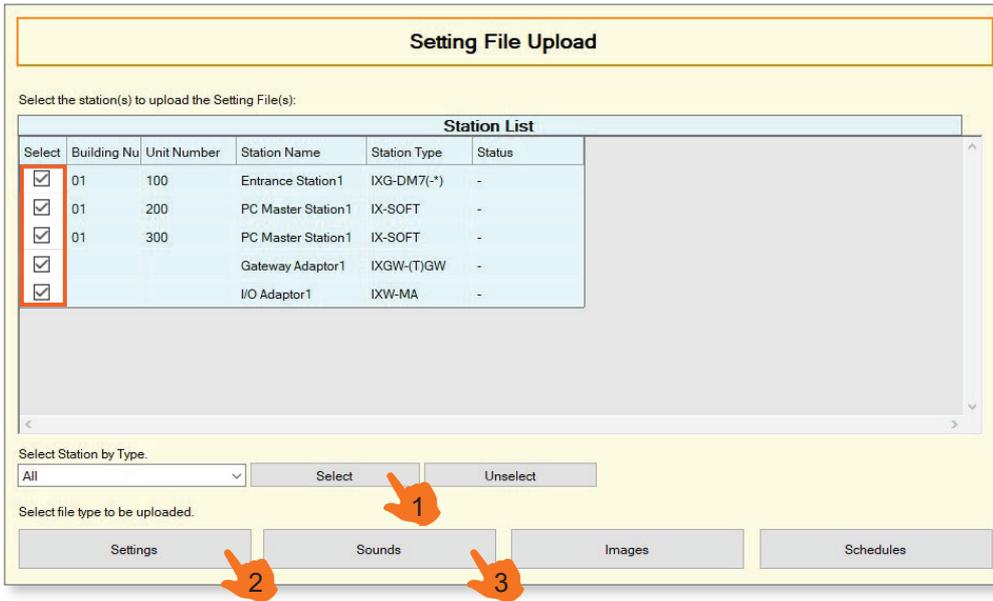
Station Name	Paging Settings							
	Option Input Page							
	Option Input 1							
	Destination	Recorded Page	Group		Building Number / Building Name	Priority	Message File Name	Ringback Tone
			Number	Open				
Guard Station1	All Page	Disable		Open		Normal		
Master Station1	All Page			Open		Normal	None	1



i Refer to the installation manual for the station to see more about the input wires or terminals.

Uploading Settings to Stations

Navigate to **Connections(S)**, **Upload Settings**. Click **Select** to select all stations and click **Settings**. This will push the new configuration to the stations. If a custom sound file was chosen, also click **Sounds**.

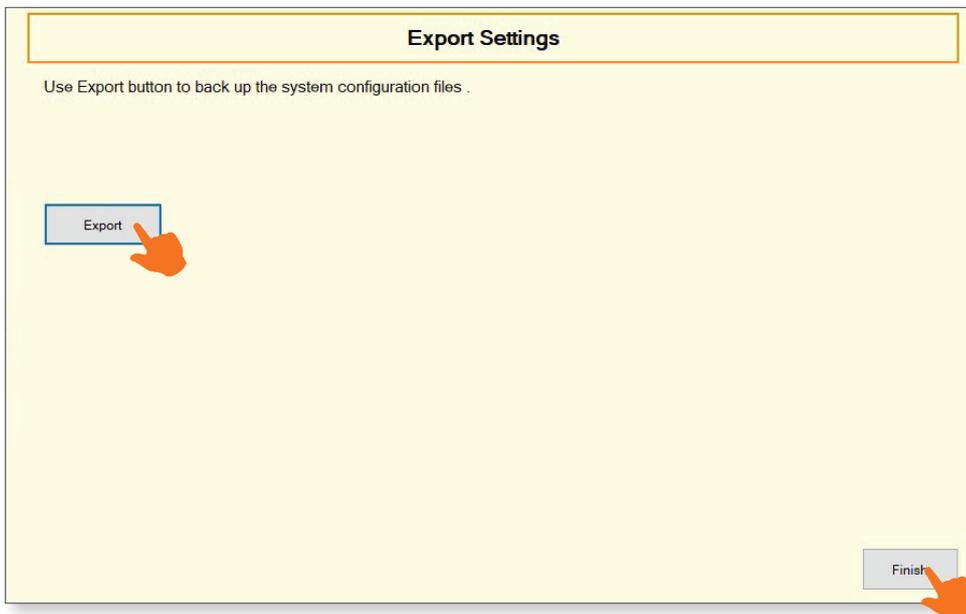


Select	Building Nu	Unit Number	Station Name	Station Type	Status
<input checked="" type="checkbox"/>	01	100	Entrance Station1	IXG-DM7(-*)	-
<input checked="" type="checkbox"/>	01	200	PC Master Station1	IX-SOFT	-
<input checked="" type="checkbox"/>	01	300	PC Master Station1	IX-SOFT	-
<input checked="" type="checkbox"/>			Gateway Adaptor1	IXGW-(T)GW	-
<input checked="" type="checkbox"/>			I/O Adaptor1	IXW-MA	-

Export System Configuration

It is strongly recommended to back up the settings once everything is configured. This will prevent having to reprogram the system from scratch later.

Navigate to **File(F)**, **Export System Configuration**. Click **Export** and select a location to save the configuration folder. Click **Finish** to exit this screen.



i The configuration will be saved as a folder. The entire folder is needed to restore the system. Compress the folder if it needs to be emailed.