

Transferring Calls from Master Stations to Mobile Apps

Introduction

Normally, when a door station calls a unit, it will call all stations and mobile apps in the unit simultaneously. This guide goes over how to have calls first arrive at a master station, and then be transferred to a group of mobile apps.

This guide assumes that the system has been fully programmed and is operational, aside from these transfer settings. If it has not, refer to the appropriate Quick Start guide: <https://www.aiphone.com/products/ixg-series#quickstart-guides>



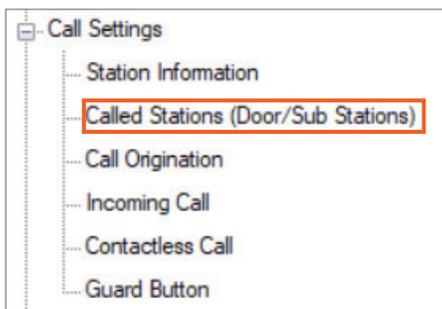
These transfer settings are not available for Residential Units, or for units only using IX-RS substations. IXG-DM7-* entrance stations call all stations and apps in a unit simultaneously, so they cannot use these settings. Also, mobile apps cannot transfer calls to other mobile apps.

Call Destinations

First, the call rules will need to be adjusted to make sure that the call does not reach the mobile apps when the call is first made. Navigate to **View** and set it to Advanced.



Navigate to **Call Settings**, Called Stations (Door/Sub Stations).



Make sure that any master stations or IX-SOFT instances that should receive the initial call have a **U** where they intersect the door station.

				Select Unit	Building Number / Unit Number / Station Number / Station Name / Station Type	
					01 / 1111 / 11110 / Video Door Station1 / IX-D	01 / 1112 / 11120 / Master Station1 / IX-MV7-
01	1111	Video Door Station1	0	Select		<div style="border: 1px solid orange; padding: 2px;"> <div style="border: 1px solid orange; height: 20px; width: 100%;"></div> <div style="border: 1px solid orange; height: 20px; width: 100%; background-color: #0056b3; color: white; text-align: center; margin-top: 5px;">U</div> <div style="border: 1px solid orange; height: 20px; width: 100%; background-color: #ccc; margin-top: 5px;">M</div> </div>

Call Destinations (continued)

Scroll right. Where the door station intersects the Mobile Apps and Phone column, click **Select**. A new pop up will appear.

Mobile Apps and Phone			
Building Nu	Unit Number	Unit Name	Select Unit
01	1112	Commercial1112	Select

Deselect the box for the mobile apps, click **OK**. Then, click **Save** to update the settings.

Transfer Settings

Navigate to **Transfer Settings**, Delay Transfer.

Transfer Settings
Absent Transfer
Delay Transfer
Schedule Transfer
Lock Transfer
Reception Call Settings
Reception Button Settings

i These settings are shown using a Delay Transfer, but the steps would be the same for an Absent or Schedule Transfer.

Enable transfers for one of the master stations that will initially receive the call. Only one master station needs to be configured.

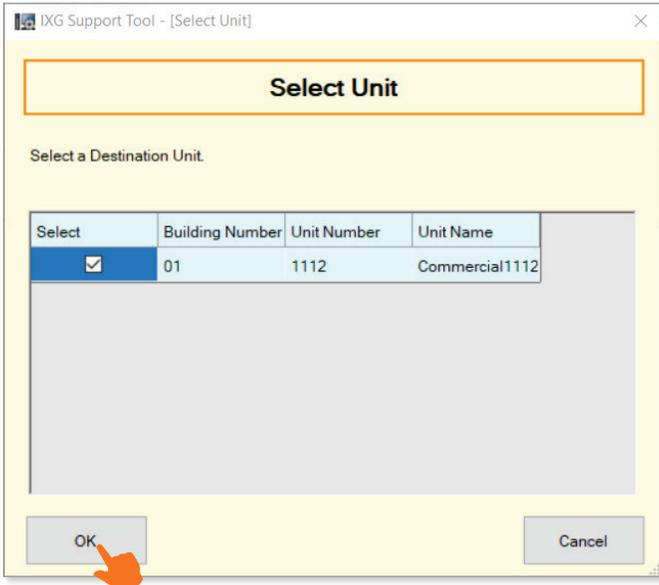
Building Nu	Unit Number	Station Name	Delay Transfe	Delay Transfer
				Delay Time [sec]
01	1112	Master Station1	Enable	30
01	1112	Master Station2	Disable	30

Transfer Settings (continued)

Scroll right to the Mobile Apps and Phone column. Click **Select** on the line with the enabled master station. A new pop up will appear.

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

Select the apps for one unit and click **OK**. Then, click **Save** to update the settings.



Select	Building Number	Unit Number	Unit Name
<input checked="" type="checkbox"/>	01	1112	Commercial1112

i Only a single group of mobile apps can be selected from this menu.

Repeat these steps as necessary for any other stations or units that need to have transfer settings configured. Upload the settings to all stations to complete the process.