Integrating IX Series Stations with Genetec™

Introduction

IX 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 IX Support Tool has been installed and basic programming is complete.

IX Support Tool can be downloaded here: https://www.aiphone.com/IX-SupportTool

IX QuickStart Guide can be downloaded here: https://www.aiphone.com/IX-Series-QuickStartProgrammingGuide

Navigating IX Support Tool

There are two main sections in IX Support Tool: the top menu and the left menu. These menus will have a main directory, followed by a subdirectory. The different formats described below are meant to help differentiate between the top and left menus.

Instructions pointing to the top menu will be in the format of *Italics*, Underlined. Example: *File(F),* Upload Settings to Station.
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 an Update button in the top right of IX Support Tool. Clicking this saves the settings locally, but they are not pushed to the stations until they are uploaded.

## ONVIF Streaming *(IX Support Tool Settings)*

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

| # | Station Information | | | | | Station Information | | | | | | | |
	Identification					ID and Password							
	Number	Name	Location	Station Type		Administrator ID	Administrator Password	User ID	User Password	ONVIF ID	ONVIF Password	RTSP ID	RTSP Password
0001	0001	Master Station1		IX-MV7-*		aiphone	*******			streaming	*********	streaming	*********
0002	0002	Video Station1		IX-DV, IX-DVF(-*)		aiphone	*******			streaming	*********	streaming	*********
0003	0003	Video Station2		IX-DV, IX-DVF(-*)		aiphone	*******			streaming	*********	streaming	*********

ONVIF Streaming *(Genetec Config Tool Settings)*

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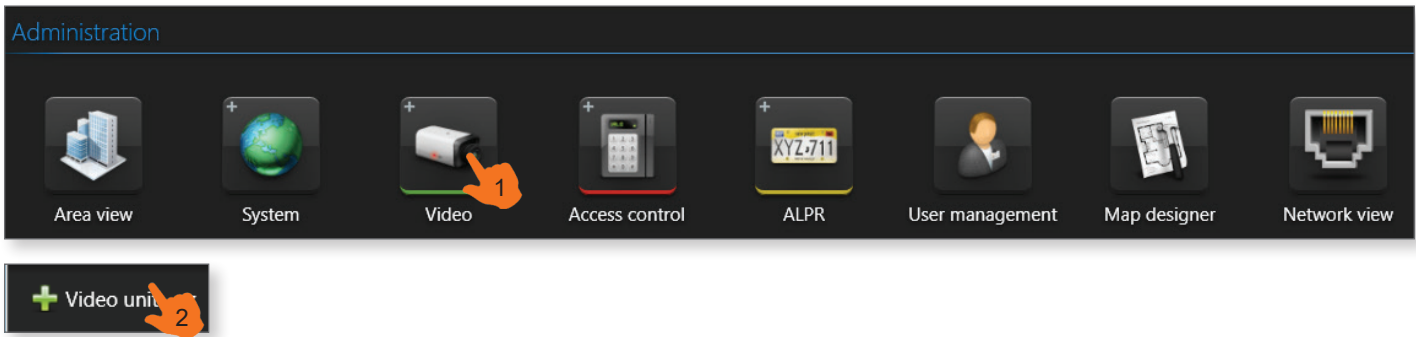

Manually add each door station as a camera by entering its IP address, the **ONVIF ID** and **Password** of the station. Set the HTTP port to **10080** and the manufacturer to **ONVIF**. Click **Add** to complete the process. Repeat these steps for each station to be configured.
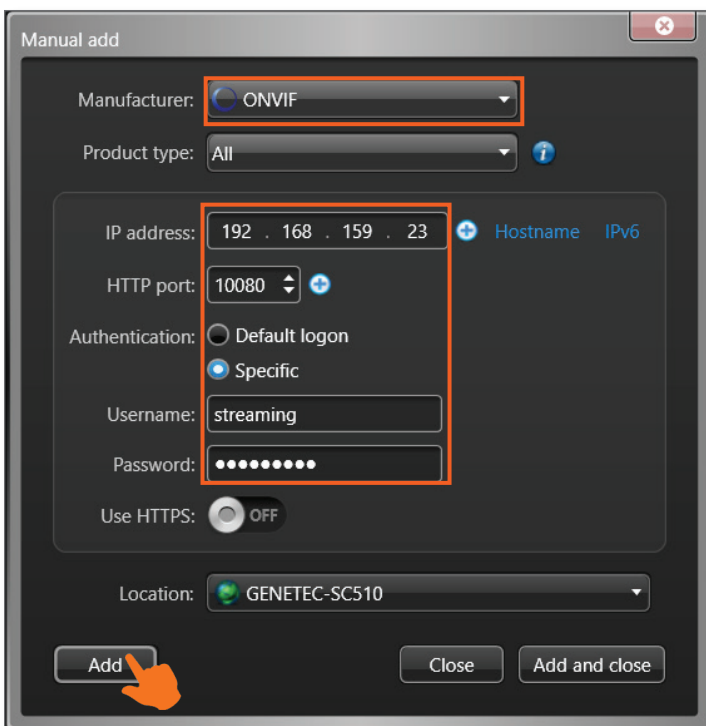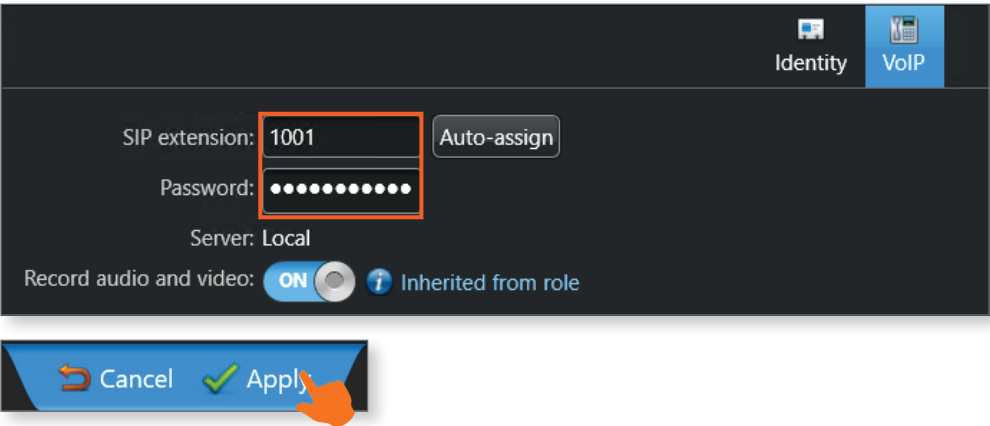
Sipelia Registration *(Sipelia Settings)*

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.
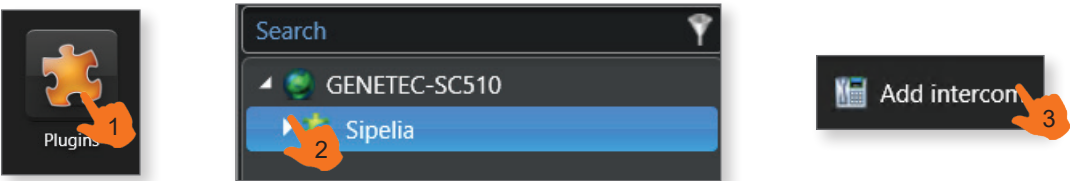
A window will appear. Enter a descriptive name for the intercom and click Add .
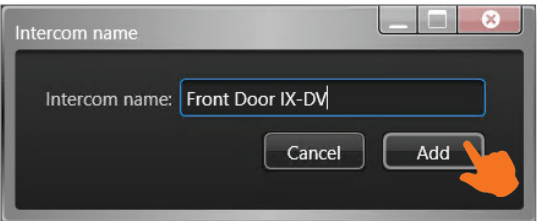
Assign the intercom an extension and a password. This can either be entered manually, or clik Auto-assign to apply the next available extension. Click Apply to save the SIP settings. Repeat these steps for each station to be registered.

Sipelia Registration *(IX Support Tool Settings)*

In IX Support Tool, navigate to **Station Information**, Identification. Make sure that each station's number matches the extension assigned in Sipelia. Once everything is filled out, click Update .

#	Station Information				
	Identification				
	Number	Name		Location	Station Type
0001	1001	Master Station1			IX-MV7-*
0002	1002	Video Station1			IX-DV, IX-DVF(-*)
0003	1003	Video Station2			IX-DV, IX-DVF(-*)

Adding SIP Server Information

In IX 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 Update .

Station Information					Network Settings			
Identification					SIP			
						Primary Server		
Number	Name		Location	Station Type	Mode	ID	Password	IPv4 Address
1001	Master Station1			IX-MV7-*		1001	******	192.168.30.122
1002	Video Station1			IX-DV, IX-DVF(-*)		1002	******	192.168.30.122
1003	Video Station2			IX-DV, IX-DVF(-*)		1003	******	192.168.30.122

➡ Update

VoIP Phone Registration

In IX Support Tool, navigate to *Edit(E)*, VOIP Phone List. Enter the SIP extensions that the stations will call, which can either represent a single IP Phone, a call group's extension, or a hunt group's extension. Click Update .

VoIP Phone Registration

Location Registry   To delete VoIP Phone, all line items must be blank.

Certain characters may not be displayed correctly on IX-MV7-* and IX-MV7-*T due to font type.

Station List	Text in red are required settings.		
#	Number	Name	Location
0001	2012	Reception	
0002			
0011			
0012			
0013			

Update   Cancel

ℹ If calling a call or hunt group, the individual extensions of that group's members do not need to be added.

Calling an IP Phone *(Door / Sub Station)*

The door stations will need to be configured to call the registered VoIP extension. Navigate to **Call Settings**, Called Stations (Door/Sub Stations). The calling doors are listed as the rows in this spreadsheet, while the call destinations are the columns. Scroll right to find the column for the extension and use the drop-down menu to change the blank field to a **U**. Click Update .

Station Information				Total	Call Settings			
Identification					Called Stations (Door/Sub Stations)			
					Group 01			
Number	Name	Location	Station Type		Number / Name / Station Type			
					1001 / Master Station1 / IX-MV7-*	1002 / Video Station1 / IX-DV, IX-DVF(-*)	1003 / Video Station2 / IX-DV, IX-DVF(-*)	2012 / Reception / VoIP Phone
1002	Video Station1		IX-DV, IX-DVF(-*)	1	U			
1003	Video Station2		IX-DV, IX-DVF(-*)	1	U			
								U

> **i** Each station can only call a single VoIP extension. Multiple stations can be configured to call the same extension.

Configuring Door Release *(Optional)*

IX Series 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. However, by default, IX Support Tool assigns stations a twenty digit key, so the key will need to be shortened.

Navigate to **Option Input / Relay Output Settings**, Relay Output. Scroll right to find a column labeled **Door Release Authorization**. For each door station to be released, select the cell and type in the desired number. Repeat this for each door station; this does not need to be modified for master stations. Click Update .

Identification				Relay Output		
				Relay Output 1 (Output Time is valid when Relay Output function is set to Door Release or is controlled by CGI.)		
Number	Name	Location	Station Type	Output Time Range	Output Time	Door Release Authorization
1001	Master Station1		IX-MV7-*	3-600 [sec]	5	55403587966492975196
1002	Video Station1		IX-DV, IX-DVF(-*)	3-600 [sec]	5	9
1003	Video Station2		IX-DV, IX-DVF(-*)	3-600 [sec]	5	9

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

Changing the authentication key here will prevent any IX Series master stations from being able to unlock the door. To correct this, navigate to **Function Settings**, Door Release. The master stations will be represented by the rows on the page. Where they intersect with the columns for the door stations that had their keys changed, enter the new key. Click Update .

Identification				Door Release			
				Door Release Assignment			
Number	Name	Location	Station Type	0001 / 1001 / Master Station1 / / IX-MV7-*		0002 / 1002 / Video Station1 / / IX-DV, IX-DVF(-*)	
				Contact Assignment	Authentication Key	Contact Assignment	Authentication Key
1001	Master Station1		IX-MV7-*		-	Destination Station	9

Video Encoder Settings

IX Series Stations stream video to IP phones during communication by default. However, some phone models may require that the stream's settings be changed. Navigate to **Network Settings**, <u>Video</u>. Use the **Select Profile [H.264/AVC]** to change the video profile. The most common choice is Baseline. Once everyting is configured, click ⬚Update⬚.

Number	Name	Location	Station Type	Video Station			
				SIP Channel			
				Resolution	Wide View	Frame Rate [fps]	Select Profile [H.264 / AVC]
1001	Master Station1		IX-MV7-*				
1002	Video Station1		IX-DV, IX-DVF(-*)	640x480(VGA)		15	Baseline
1003	Video Station2		IX-DV, IX-DVF(-*)	640x480(VGA)		15	Baseline

➡ Update

ⓘ These settings have no impact on video quality.
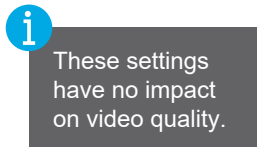
Configuring a Door Station to Answer a Call *(Optional)*

By default, an IX Series door station will not answer a call from a third-party IP phone like they 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 the door station to let it automatically answer calls.

## Answering Calls with the Door Station's Call Button

This setting will allow users to initiate calls, answer incoming calls, and end active calls with the same call button. Navigate to **Call Settings**, <u>Station Information</u>. 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.

Identification				Station Information
Number	Name	Location	Station Type	Call Button Function
1002	Video Station1		IX-DV, IX-DVF(-*)	Call
1003	Video Station2		IX-DV, IX-DVF(-*)	
				Call
				Call, Cancel Call, End Communication
				Call, Answer Call, End Communication

➡ Update

Enabling Auto-Answer

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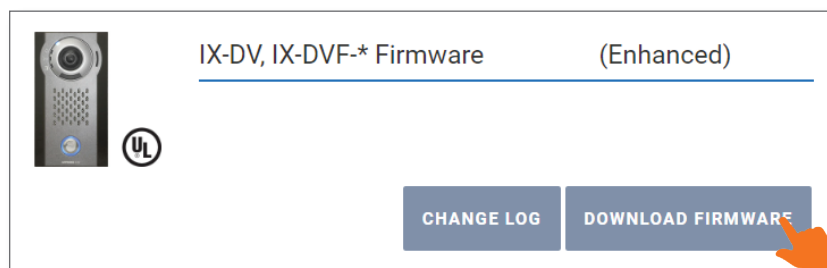
The firmware would usually be updated through IXG Support Tool, which is shown on the next page. For IX Series stations with a starting firmware version below 5.0, use the Aiphone IX Firmware Upgrade Tool instead. IXG Series stations have a different firmware numbering scheme and do not use this tool.

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. In IX Support Tool, navigate to **Maintenance**, Firmware Update. For each type of door station to be updated, click Browse to select the extracted .bin file.

Update Firmware

Select Firmware files:

IX-MV7-*		Browse
IX-RS-*		Browse
IX-DV, IX-DVF(-*)		Browse
IX-DVM		Browse
IX-SSA(-*)		Browse
IX-EA, IX-EAU		Browse
IX-FA		Browse
IX-SS-2G		Browse
IX-SPMIC		Browse
IXW-MA		Browse
IX-MV		Browse
IX-DA		Browse
IX-BA		Browse

Put a checkmark next to the door stations to be updated under the **Select** column under Station List. Click Update.

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	Select	Unselect

Update

ℹ️ 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 *File(F)*, Upload Settings to Stations. Click [Select] with Select Station by Type set to All, and then click [Settings]. The upload process will begin and may take several minutes.

Exporting the Program File

Navigate to *File(F)*, IX Support Tool 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 IX Support Tool on another PC.

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

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