

IX System

Intercom App for PCs

IX-SOFT

Operation Manual

Software version 2.00 or later







! Important

- Be sure to read this document (Operation Manual) prior to using the product, so that it is used properly.
- The illustrations used in this manual may differ from the actual ones.
- Use the PC on which these applications are installed according to the specifications and guarantees provided by the manufacturer and seller.

Literature information

The important information concerning correct operation and what you should observe is marked with the following symbols.

 Warning	This symbol means that operating the device incorrectly ignoring these precautions may cause severe injury or death.
 Caution	This symbol means that operating the device incorrectly ignoring these precautions may cause severe injury or property damage.
 Important	Indicates important instructions that should be observed or avoided, and what should be known before operation. Please read and understand before proceeding.
 Note	This indicates additional information on functionality, operation, or handling.

- Terms and button names displayed on PC screens are indicated as **[XXXX]**.
- Page reference are shown as "[Title \(→ page XX\)](#)", [\(→ page XX\)](#), or [page XX](#).
- The illustrations and images used in this manual may differ from the actual items.
- In this manual, Video Door Stations and Door Stations without cameras are referred to collectively as "Audio Door Station."
- "Video Door Station" is used when describing the operation and explanation of Video Door Stations.
- VoIP Phone and IX System Station Information are referred to collectively as "Station Information."
- The PC on which the applications are installed is referred to as the "PC."
- IX-SOFT is referred to as the "application".

Precautions



Warning

This symbol means that operating the device incorrectly ignoring these precautions may cause severe injury or death.



Do not disassemble or modify the license authentication USB key.

This may result in fire or electrical shock.



Do not submerge or otherwise expose the license authentication USB key to liquids (water, juice, chemicals, etc.)

If used when wet, this may result in fire or electric shock.



If the license authentication USB key is emitting smoke, an abnormal odor, or an abnormal sound, or if it is dropped or damaged, immediately remove the license authentication USB key.

Doing otherwise could cause a fire or electric shock.



Do not use if the license authentication USB key is broken.

This may result in fire, electric shock, or injury.



Do not use the license authentication USB key in locations that are wet or humid.

This may result in fire, electric shock, or malfunction.



Caution

Negligence could result in injury to people or damage to property.



Do not put anything on the license authentication USB key or cover it with cloth, etc.

This may result in fire or malfunction.



When confirming call tests, the chime volume, or the ringtone, do not hold the speaker close to your ear.

May cause harm to the ear if a sudden loud noise is emitted.



Do not put your ear close to the speaker when using the station.

May cause harm to the ear if a sudden loud noise is emitted.

Precautions on operation

Requests

- When installing or using the station, give consideration to the privacy rights of subjects, as it is the responsibility of the system owner to post signs or warnings in accordance with local ordinances.
- In order to prevent unexpected problems from occurring due to leaking unique information stored in the PC, it is the customer's responsibility to delete settings, recorded video/audio, and other information stored in the PC, when discarding, transferring, or returning the PC, or when uninstalling the application. Refer to [page 125](#) for information on how to clear information.
- As to other 3rd party devices (such as sensor, detectors, door releases) used with this system, comply with the Specifications and Warranty conditions that the manufacturers or vendors present.
- Be sure to receive and store the setting file from the person who configured the system. If the setting file is lost, recovery may not be possible and creating a new setting file may be required.

Precautions on using the license authentication USB key

- Licenses for this application are managed using a license authentication USB key. Use the application only after the PC recognizes the inserted license authentication USB key.
If the application is used without the PC recognizing the inserted license authentication USB key, the application can only be used for 30 days.
- Be sure to store it with the cap.
- Do not store it in locations under direct sunlight, locations subject to static electricity, or locations subject to rain or water.
- The license authentication USB key may become slightly warm during use. This is not a malfunction.

Notices

- Aiphone is not to be held responsible for any and all damages resulting from content or specifications of this product.
- Aiphone is not to be held responsible for any and all damages resulting from malfunctions, defects, or misuse of this product.
- This station is not meant to protect lives or property. AIPHONE is not to be held responsible for any and all resulting serious accidents, disaster accidents, or physical damage.
- Hands-free calls are a method of automatically switching between the transmitter and receiver so that the louder of the two is prioritized, making it audible by the quieter of the two. If the area around the station is loud, the call may be interrupted, making it difficult to respond.
- During communication, the voice may not come through clearly when speaking before the other party has finished talking. Communication will proceed smoothly when waiting until the other party has finished before speaking.
- The noise reduction function may determine that certain tones are noise and cut transmission of those tones. This is not a malfunction.
- Warm-color lighting shining on the door station may change the tint of the image on the screen.
- If light enters the camera, the brightness of the LCD could flicker, while the subject of the camera could become darker due to the backlight. This is not a malfunction.
- The background or colors could differ from the actual image if a striped pattern or other fine pattern is displayed. This is not a malfunction.
- If light from an LED light, fluorescent light, etc., enters the camera on the Video Door Station or other product, black stripes could appear in the video, the screen could flicker, or the colors could change. However, this is not a malfunction.
- When outside temperature lowers sharply after rainfall, etc., the inside of the camera may fog up slightly, causing a blurry images, but this is not a malfunction. Normal operation will be restored when moisture evaporates.
- Aiphone assumes no responsibility for corruption of saved information (such as changes to or deletion of saved information). Be aware of this in advance.
- If communication becomes congested or calls are made from multiple Video Door Stations in the system, the audio could drop, become delayed, or otherwise not operate normally.
- Aiphone assume no responsibility for damages as a result of delayed or unusable services, which were due to failures in network equipment, communication services by Internet and cellular phone companies, line interruptions, communication failures, or inaccuracies or omissions in transmission unit.
- Aiphone is not to be held responsible for any damages resulting from customer PINs or other transmitted information being leaked due to interception, unauthorized access, or other reasons along the communication path through the Internet.
- Station maybe unoperatable while updating the system settings.
- It is the customer's responsibility to ensure that their computer is secure. Aiphone is not liable for security failures.
- Available functions and services are limited according to the specifications of the installed system.
- The illustrations used in this manual may differ from the actual ones.
- Using a fluorescent light could periodically alter the color of the screen (color rolling). This is not a malfunction.

Table of contents

1 Precautions

Literature information	2
Literature information	2
Precautions	3
Precautions	3
Precautions on operation	4

2 Installation and Startup

Station programming	9
System requirements	9
Installing the application	10
Starting the application	13

3 Before Using

User Interface	14
User Interface	14
How to adjust the microphone, speaker, and camera	20
How to adjust the microphone, speaker, and camera	20
Answering a call	24
Answering a call	24

4 How to use

Searching for Stations (VoIP Phones) and Groups	26
Selecting / Choosing / Calling by Number	26
Specify a station or group using the address book.	27
Call / Recording History	28
Reviewing Call History	28
History Screen	29
Placing / Answering a Call	31
Placing a Call	31
Calling a Group	33
Answering a call	35
Page / Receive paging	37
Paging a group	37
Paging all stations	39
Message Paging a group	41
Message Paging all stations	44
Receiving a page	47
Monitoring	48
Monitoring a door station	48
Scan Monitoring	50
Using Speed Dial Buttons	52
Using Speed Dial Buttons	52

Table of contents

Checking recordings	54
Viewing Recordings	54
Playback Screen	56
Transfer	58
Transfer calls (during communication)	58
Absent Transfer	61
Other Transfer Options	63
Operations while placing a call, in communication, paging and monitoring	64
Unlocking a door	64
Placing a call on hold	66
Selecting a station to answer	67
Recording Video / Audio	68
Fixing the Capture Area	69
Adjusting video to enhance visibility	70
Adjusting speaker volume	71
Adjusting Ringtone Volume	72
Interactive Map	73
Interactive Map	73
Checking the System	77
Supervision Screen	77
Using Line Supervision	78
Performing Device Check	79
Confirming Station Information	81
Other functions	82
Playing the Communication Audio Messages automatically	82
Sending an email	83
5 Settings and Adjustments	
Configure settings	84
How to configure	84
List of settings	86
Configuring using the application	89
Station Settings	89
Call Settings	90
Communication Settings	93
Transfer Settings	94
Paging Settings	105
Monitor Settings	106
Record Settings	108
Volume Settings	109
Speed Dial Settings	110
Custom Sound Registry	122
Device Settings	124
Initialization	125
License Information	126
6 Other	
Appendix	127

Specifications 127

System requirements

The PC must meet the following requirements to use the application.

OS	Windows 7 Professional, Windows 7 Enterprise, Windows 7 Ultimate Windows 8.1, Windows 8.1 Pro, Windows 8.1 Enterprise Windows 10 Home, Windows 10 Pro, Windows 10 Enterprise Windows 10 Education
CPU	32 bit (x86) processor or 64 bit (x64) processor of 2 GHz or higher (Windows7 is 64bit only)
Memory	1 GB or more
Resolution	1024x768 or greater
Runtime	.NET Framework 4.6.2 or later (Windows7 requires SP1) Microsoft Visual C++ redistributable package from Visual Studio 2017 or later

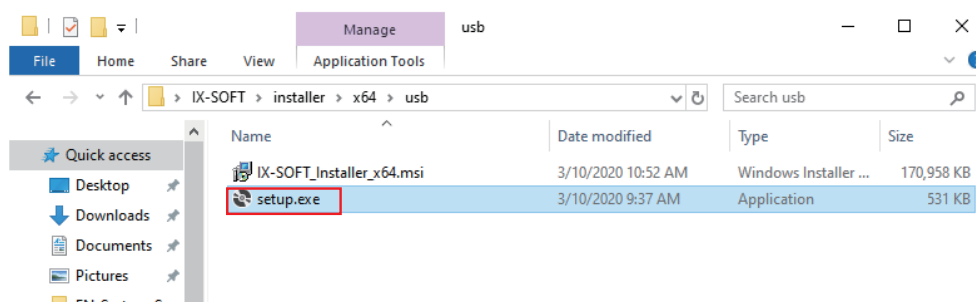
Important

- When the PC is in sleep or lock or screensaver mode, network communication may not be possible and application operations will not work properly.
- Wired LAN is recommended because wireless communication such as wireless LAN may not operate properly due to security or communication speed delay.
- When using Windows 7, the sound during the communication be interrupted.
- When using a USB-LAN adapter, images may be distorted.

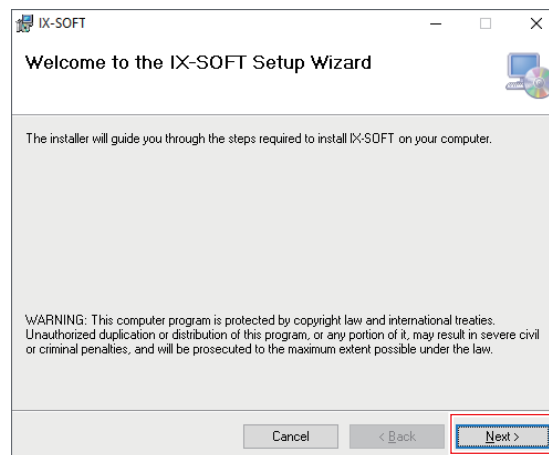
Windows, Visual Studio, and Visual C++ are registered trademarks or trademarks of Microsoft Corporation in the USA and elsewhere.

Installing the application

1. Insert the IX-SOFT license authentication USB key into a USB port on the PC.
Although the application can be installed without the license authentication USB key, it cannot be used without license authentication at once before use it. After that, it can be used only for 30 days without license authentication.
2. Access our website and download the application (IX-SOFT) to the PC.
<https://www.aiphone.net/product/support/>
3. Extract the downloaded file.
Double-click "setup.exe" in the extracted folder and install the application.
Install by following the instructions on the screen.



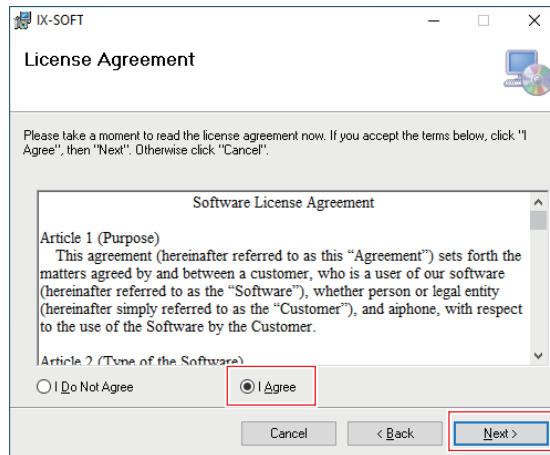
4. Click **[Next]**.



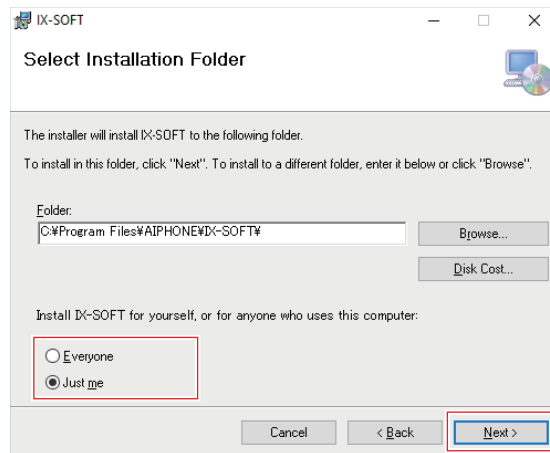
Note

- If ".NET Framework 4.6.2 or later" is not installed, a license agreement will be displayed along with a screen asking you to install them. Confirm the contents, and then click **[Accept]** to install.
If "Microsoft Visual C ++ Redistributable Package for Visual Studio 2017 or later" is not installed, download it from the Microsoft website and install it.

5. Read the license agreement, select **[I Agree]**, and click **[Next]**.



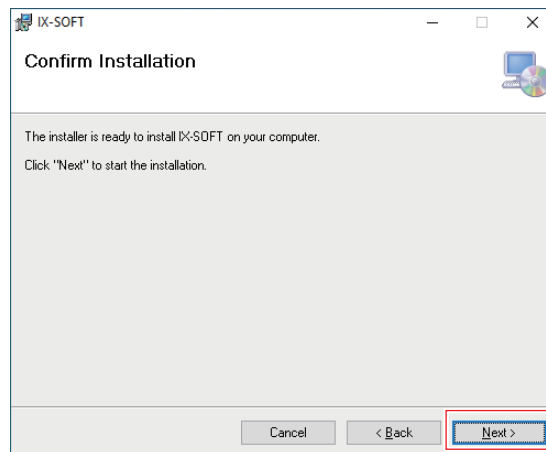
6. Select the installation folder for the application and the user who will use the application, and then click **[Next]**.



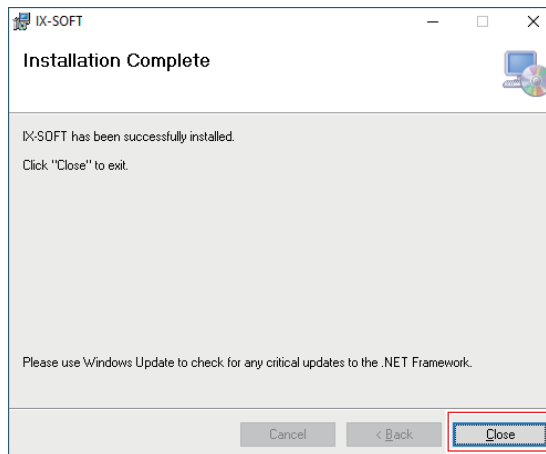
! Important

- If using the PC with user privileges, select "Everyone."

7. Click **[Next]** to install.



8. Click **[Close]**.

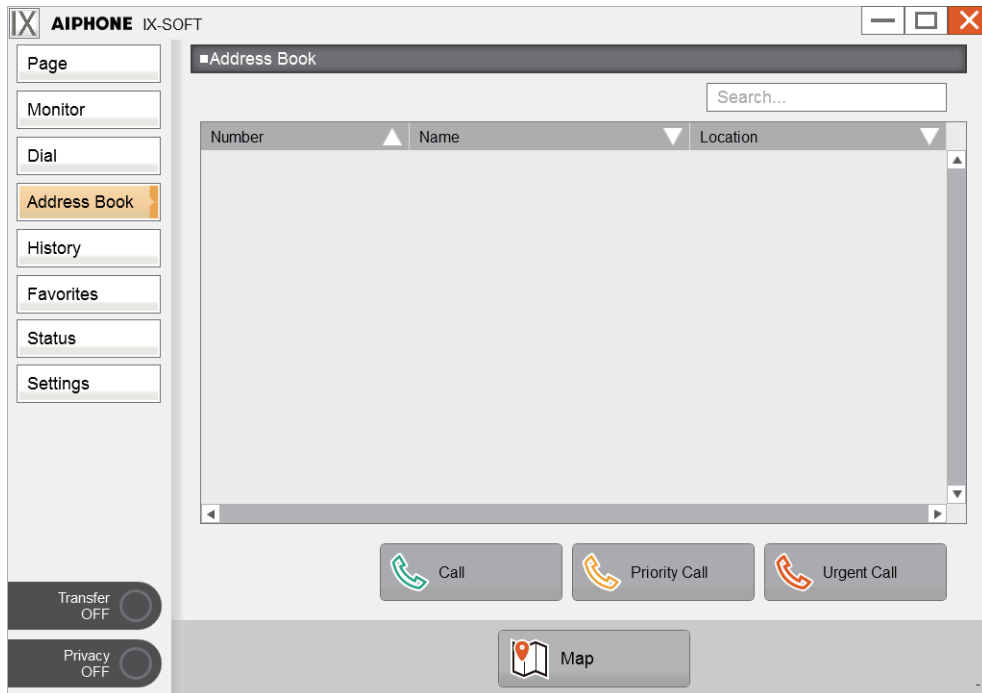


Note

- The program (IX-SOFT) can be uninstalled from the Control Panel. Before uninstalling, be sure to export the setting data. When exporting the setting data, export with each of "Export Settings" and "Map" of the setting administrator account.

Starting the application

1. Double-click the "IX-SOFT" shortcut created on the desktop or "IX-SOFT.exe" in the folder specified during installation.
 - The application will launch.

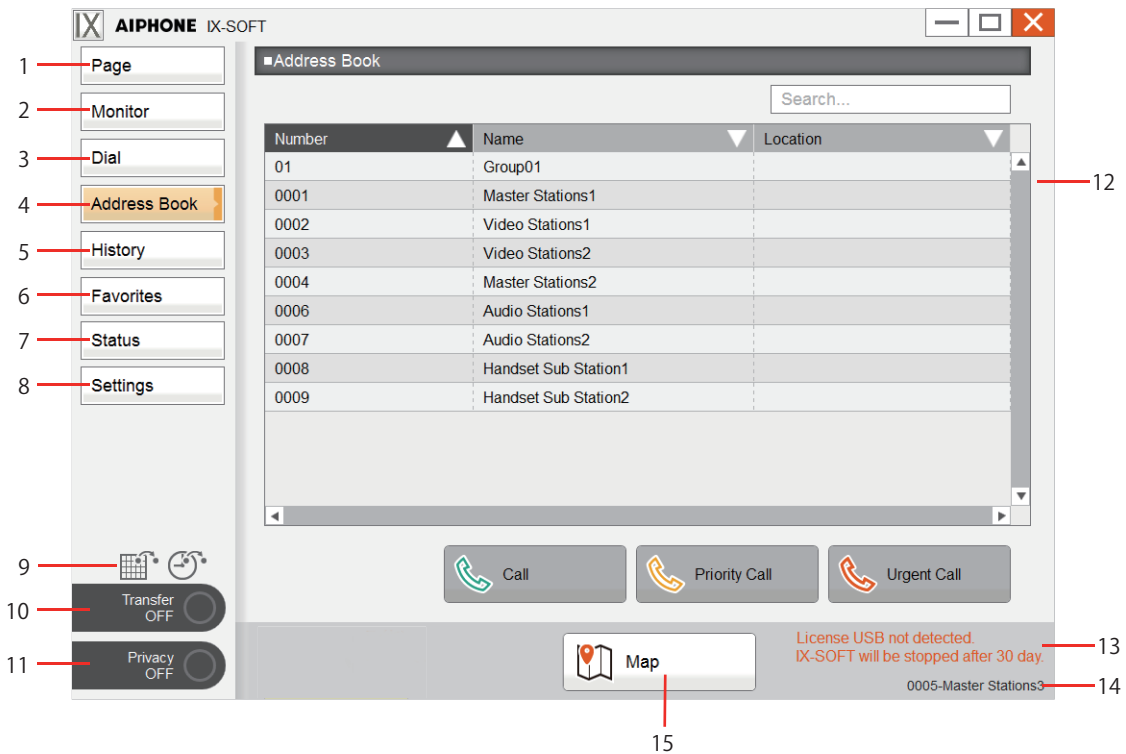


! Important

- If "Microsoft Visual C ++ Redistributable Package for Visual Studio 2017 or later" and ".NET Framework 4.6.2 or later" are not installed, the application will fail to boot.

User Interface

Home Screen

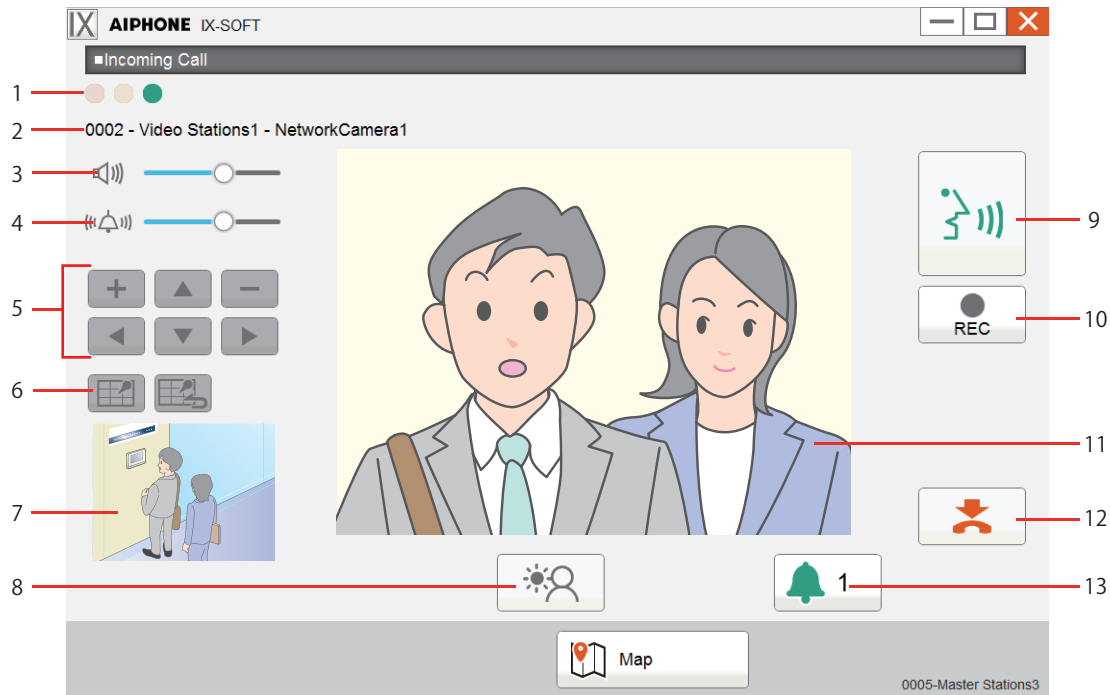


No.	Name	Description
1	Page	Click to send a page (broadcast). (→page 37 to page 46)
2	Monitor	Click to monitor the specified station. (→page 48 to page 51)
3	Dial	Tap to enter a station number or group number using the keypad and place a call. (→page 26)
4	Address Book	Click to make a call from the Address Book. (→page 27)
5	History	Click to check Incoming Calls, Outgoing Calls, Missed Calls, and Recordings.(→page 28)
6	Favorites	Tap to display the speed dial buttons. (→page 52)
7	Status	Click to check Line Supervision, Device Check, Station Information, and Network Information. (→page 78 to page 81)
8	Settings	Tap to configure settings. (→page 84)
9	Various icons	<ul style="list-style-type: none"> : This is displayed when a schedule is transferred. : This is displayed while delay transfer is configured.
10	Transfer ON/Transfer OFF	Tap to turn absent transfer ON/OFF. (→page 94)
11	Privacy ON/Privacy OFF	Tap this to turn the privacy function ON/OFF. (The privacy function turns the microphone and video from the application off when Auto Answer is configured, so that audio and video are not sent to the other party.)
12	Function screen	Indicates the function screen that is currently selected.
13	Grace period	If a license has not been authenticated, this will display the grace period for using the application.
14	Station information	The Station Number and Station Name of this station.

No.	Name	Description
15	Map	Click to use the map function. (→page 73)




Incoming Call Screen

No video will be displayed if the device making the call has no camera.



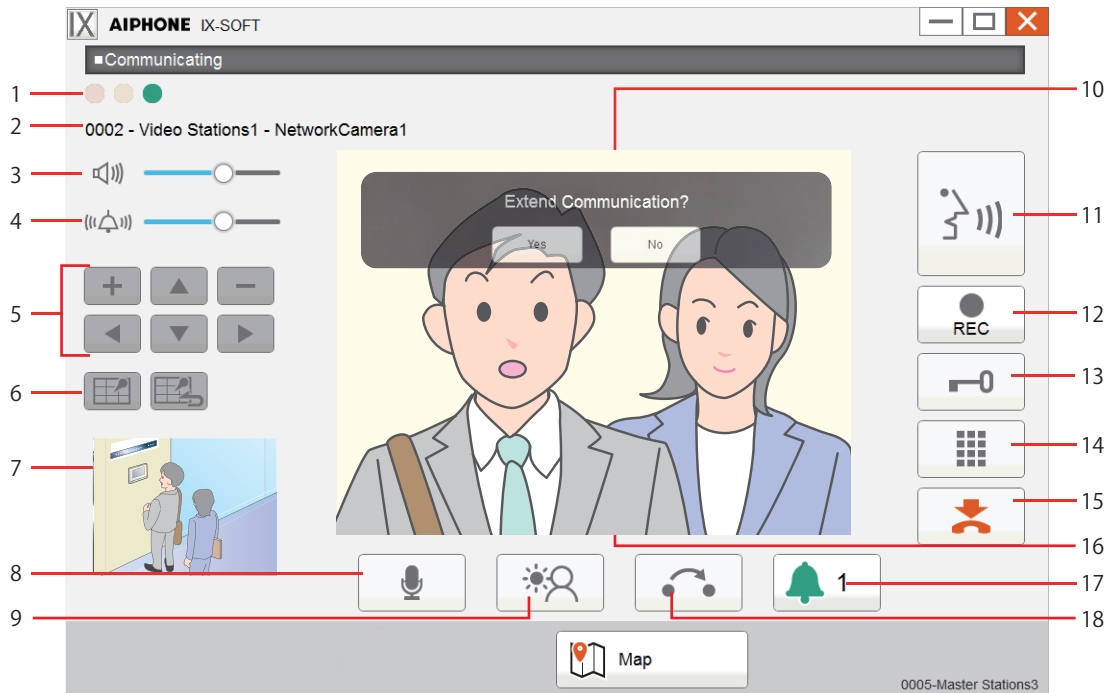
Shortcut keys are indicated with < >.

No.	Name	Description
1	Priority	Indicates the priority level of the incoming call and page. : Urgent, : Priority, : Normal
2	Calling station	This shows the station number, station name (terminal name), and location of the originating station. If a network camera is associated with the originating station, the name of the network camera will also be displayed. (Depending on the language setting, text may appear incorrectly.)
3	Speaker	Click to adjust the receive volume. The volume of the ringtone will be changed as well.
4	Ringtone	Click to adjust the ringtone.
5	Camera control icons	Click these to modify the capture area of the network camera. These may be disabled depending on the configuration of the network camera. (→page 69) <↑> : Move the video up. <↓> : Move the video down. <←> : Move the video left. <→> : Move the video right. <Ctrl + ←> : Zoom in on the screen. <Ctrl + →> : Zoom out on the screen.
6	Lock capture area	Click to store the capture area of the network camera. Clicking <Ctrl+ space> will return to the stored capture area. (→page 69)

No.	Name	Description
7	Secondary video display area	This is displayed when the originating station has a camera associated with the network camera. A different video will be displayed from what is displayed in the primary video display area. Clicking the screen switches between the primary video display area and the secondary video display area.
8	Backlight correction and nighttime sensitivity correction for video <Ctrl + K>	Click to adjust the Video Door Station video to enhance visibility. Compensation cannot be applied to video from Master Stations, application or network cameras.
9	Talk <Space>	Tap to begin communication.
10	Record <Ctrl + R>	Tap this to begin record video/audio/
11	Primary video display area	This shows video from the originating camera or associated network camera. Either can be selected for display, depending on the configuration.
12	End <Esc>	Tap this to end communication.
13	Number of incoming calls and priority	This displays the number of incoming calls and priority. Click to display the calling stations in a list and select a station to answer. (→page 67)  : Urgent,  : Priority,  : Normal




Communication screen

No video will be displayed if the device making the call has no camera.



Shortcut keys are indicated with <>.

No.	Name	Description
1	Priority	Indicates the priority level of the current call. : Urgent, : Priority, : Normal
2	Calling Station	This shows the station number, station name (terminal name), and location of the other station. If a network camera is associated with the other station, the name of the network camera will also be displayed. (Depending on the language setting, text may appear incorrectly.)
3	Speaker	Click to adjust the receive volume.
4	Ringtone	Click to adjust the ringtone.
5	Camera control icons	Click these to modify the capture area of the network camera. These may be disabled depending on the configuration of the network camera. (→page 69) <↑> : Move the video up. <↓> : Move the video down. <←> : Move the video left. <→> : Move the video right. <Ctrl + ←> : Zoom in on the screen. <Ctrl + →> : Zoom out on the screen.
6	Lock capture area	Click to store the capture area of the network camera. Clicking <Ctrl+ space> : will return to the stored capture area. (→page 69)
7	Secondary video display area	This is displayed when the other station has a camera associated with the network camera. If the other device is an application or IX-MV7-* and has no associated network camera, the video from this station will be displayed. Clicking the screen switches between the primary video display area and the secondary video display area.

No.	Name	Description
8	Mute mode <Ctrl + H>	Click to turn the microphone and camera off, so that audio and video are not sent to the other person.
9	Backlight correction and nighttime sensitivity correction for video <Ctrl+K>	Click to adjust the Video Door Station video to enhance visibility. Compensation cannot be applied to video from Master Stations, application or network cameras.
10	Extend	Tap this to extend the call duration for approximately 10 minutes.
11	Talk <space>	When holding down the button, it becomes a push-to-talk. (→page 25)
12	Record <Ctrl + R>	Tap this to begin record video/audio. (→page 68)
13	Door release <Ctrl + E>	Unlock the door. (→page 64)
14	Keypad <Ctrl + D>	Click to display the keypad. The keypad can be used to release the door (→page 64) or play Communication Audio Messages (→page 82).
15	End <Esc>	Tap this to end communication.
16	Primary video display area	Shows video from the calling station or associated network camera.
17	Number of incoming calls and priority	This displays the number of incoming calls and priority. Click to display the calling stations in a list and select a station to answer. (→page 67)  : Urgent,  : Priority,  : Normal
18	On hold <Ctrl + T>	Tap this to put the call on hold. (→page 66)

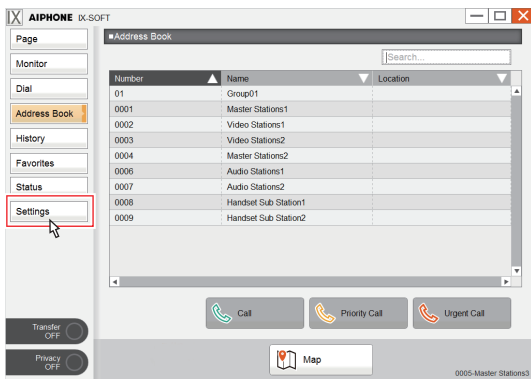
How to adjust the microphone, speaker, and camera

This application can use the microphone, speaker, and camera built into the PC. It can also use external devices recognized by the PC.

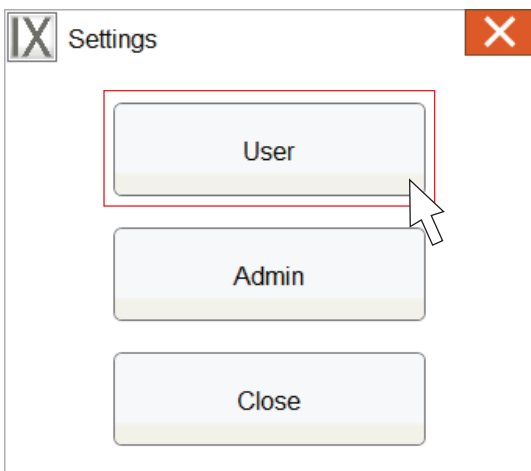
Make sure that any external microphones, speakers, or cameras connected over USB or Bluetooth are recognized by the PC prior to use.

Configure a microphone, speaker, or camera

1. Click **[Settings]** on the Home Screen.

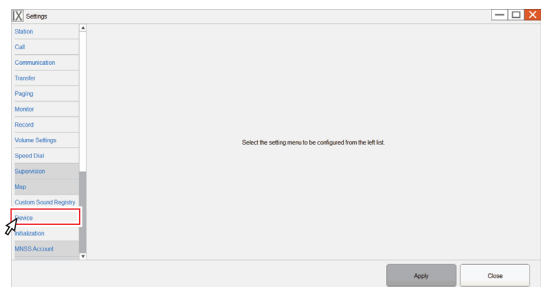


2. Click **[User]**.

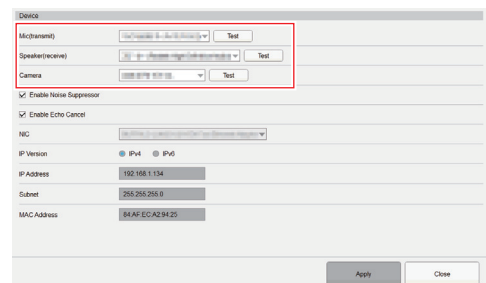


- The Settings window will be displayed.

3. Click **[Device]**.



4. Select the microphone, speaker, or camera to use with the application.

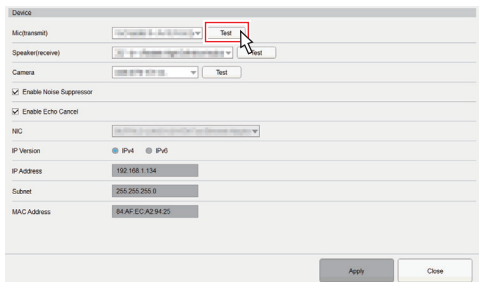


Adjust the microphone

Bluetooth devices cannot be adjusted.

Set the app to allow the microphone to be accessed by Windows.

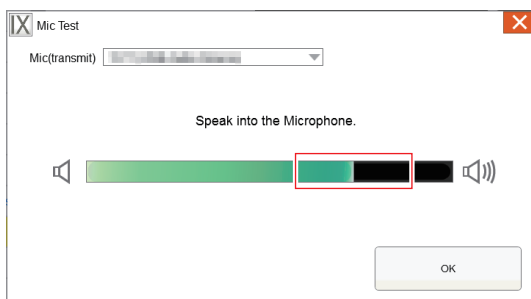
1. Click **[Test]** next to the microphone on the Device Settings Screen.



- The Microphone Test Screen will be displayed.

2. Speak toward the microphone.

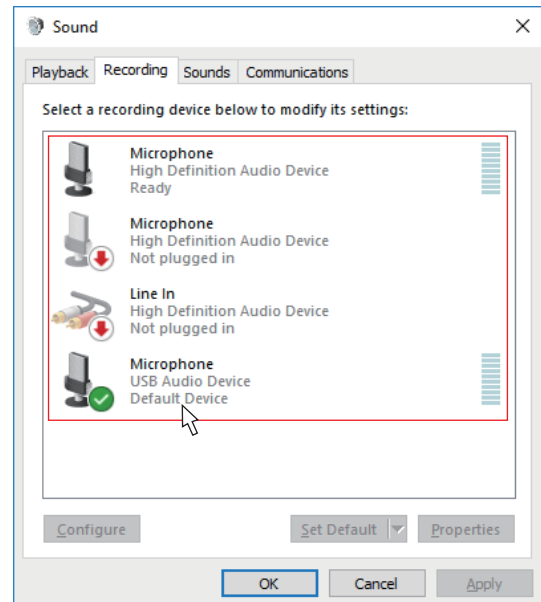
- The microphone level bar fluctuates as audio enters the microphone.
- Click **[OK]** to stop testing the microphone.



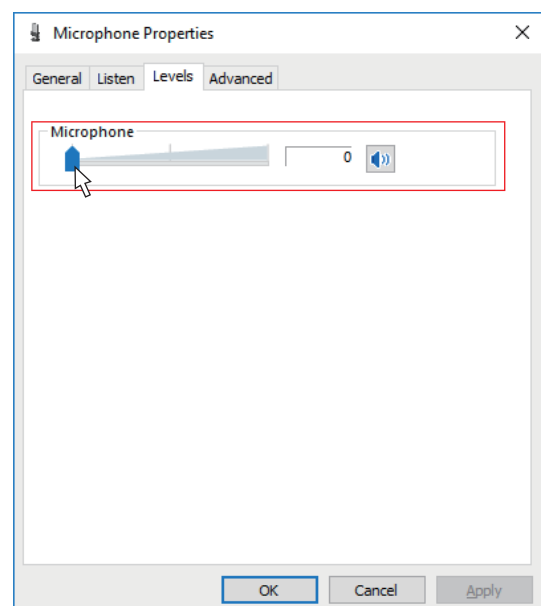
- If the microphone level bar does not reach the area indicated with the red box, perform Step 3.

3. Adjust the PC microphone

- (1) Click "Control Panel" > "Hardware and Sound" > "Sound" in Windows to display the Sound window. (For Windows 8.1,10.)
- (2) Click the "Recording" tab.
- (3) Double-click the microphone used for the application to display the Properties window.



- (4) Click the "Levels" tab in the Properties window.
- (5) Adjust the microphone value.



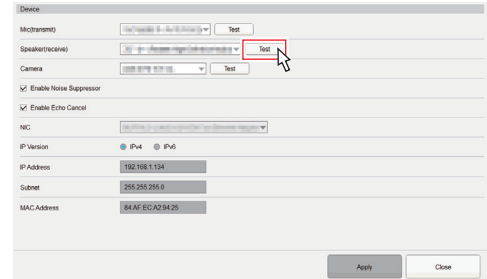
Note

- If using a USB device and the microphone level bar does not reach the area indicated in Step 2 even after adjustment, set the level in Step 3 to the maximum.
- Depending on the microphone device, the volume may not change even if the microphone level is changed.
- If the function such as noise cancel microphone is enabled in Windows, the another application may not be able to talk well during communication between applications.

Adjust the speaker

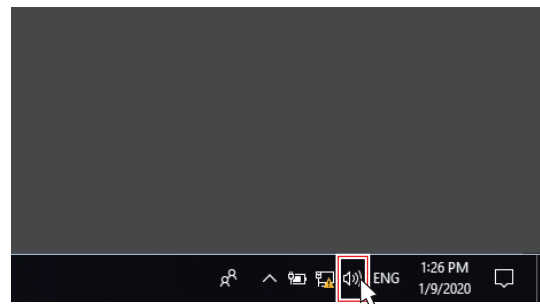
1. Click **[Test]** next to the speaker on the Device Settings Screen.

- A ring tone will be played from the speaker at the volume set for the receive volume.

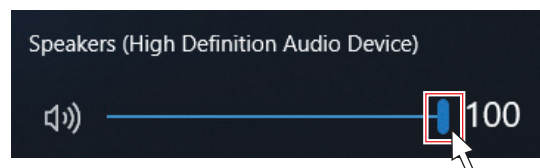


2. Adjust the speaker level on the PC.

- (1) Click the speaker icon in the notification area on the PC taskbar.

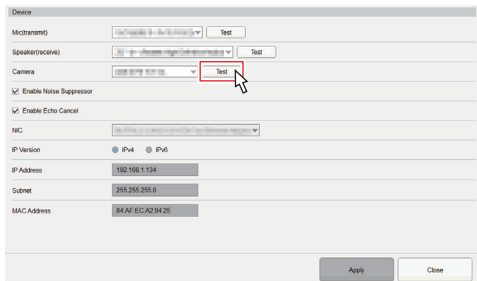


- (2) Use the slider to adjust the volume of the speaker.



Adjust the camera

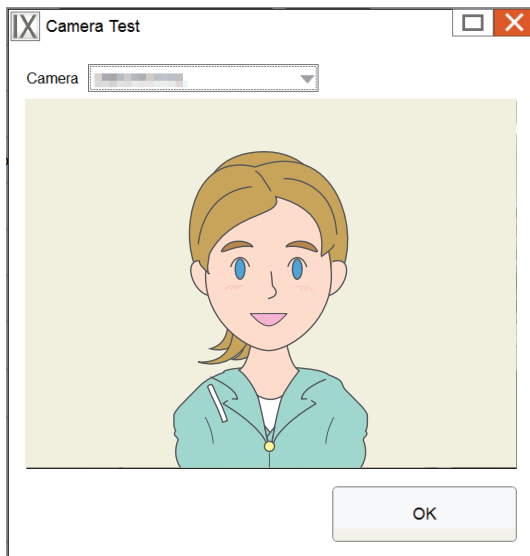
1. Click **[Test]** next to the camera on the Device Settings Screen.



- The Test Camera Screen will be displayed.

2. Adjust the location and video of the camera.

- For information on adjusting the camera, refer to its manual.
- Click **[OK]** to stop testing the camera.



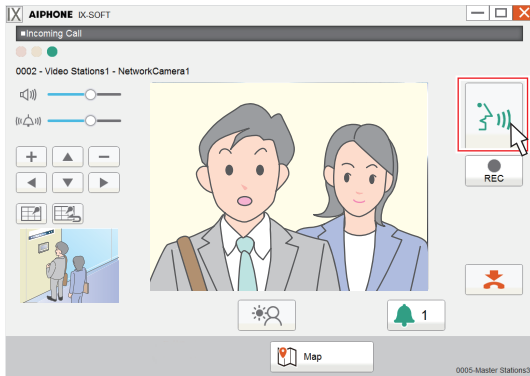
Answering a call

Calls make use of the PC microphone and speaker, or the microphone and speaker connected to the PC over USB, Bluetooth, or the pin jacks.

When changing the transmission volume (microphone level) of the PC during a call, it takes a few seconds for the volume to be applied.

Receiving a call with hands-free

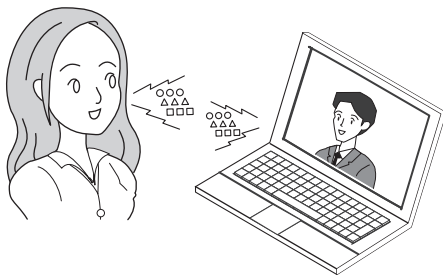
1. When you receive a call, click .



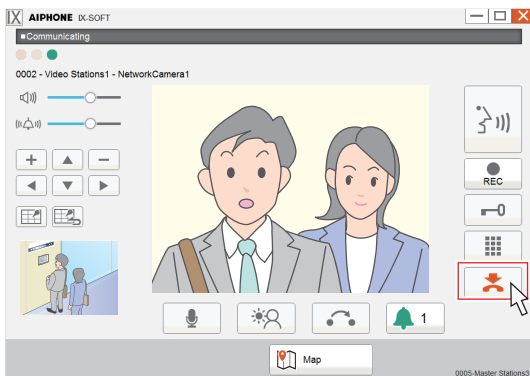
Note

- When the ambient noise is loud, it may difficult to listen or talk hands-free. Instead, use push-to-talk. ([→page 25](#))
- If the calling destination is located in an environment prone to echoing, your voice and ambient noise may echo and be heard on the station during the call. This can be improved by adjusting the application or PC microphone volume, or by adjusting the receive volume of the destination station.

2. Speak with the other party.




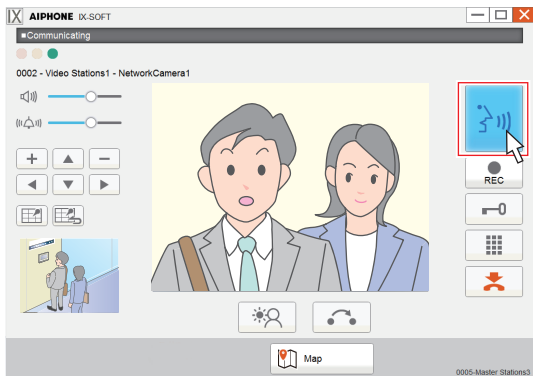
3. Click  to end the call.




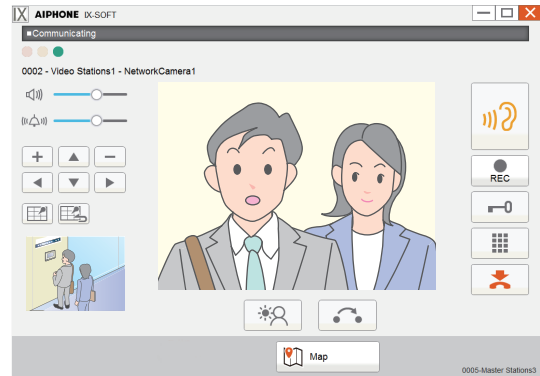
Talk using push-to-talk

The louder side of a conversation is prioritized so that the quieter side can be heard. Push-to-talk manually switches between the sides. It is useful when the ambient noise is loud enough to interrupt audio.

1. During the call, continue to press  until the icon inside the button turns blue.



3. Release  to hear the voice of the other party

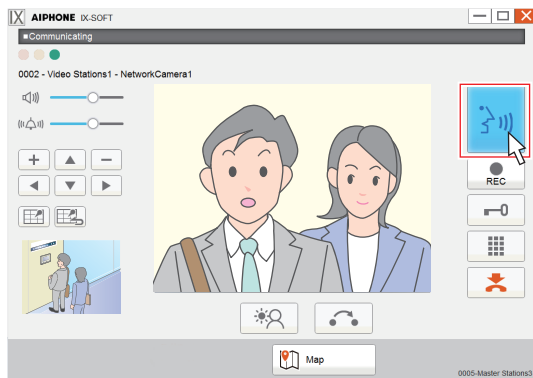


- The other party cannot hear this station's audio.

Note

- Push-to-talk cannot be canceled without ended the call.

2. Hold  and talk.



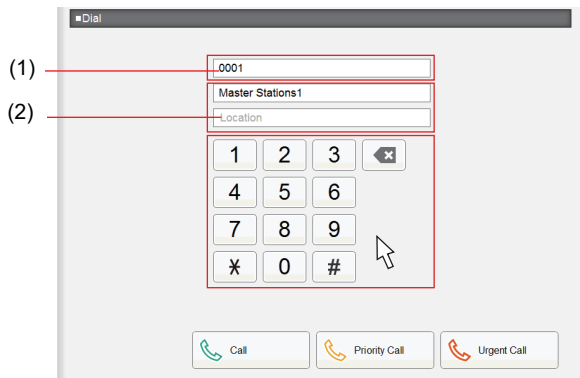
- The other party's audio cannot be heard.

Selecting / Choosing / Calling by Number

When making a call, specify a station or group by the station number or group number.

1. Click **[Dial]** on the Home Screen.

2. Enter the station number or group number using the keypad



- (1) The entered number will be displayed.
- (2) The station name and location or group name will be displayed for the number that was entered.

Note

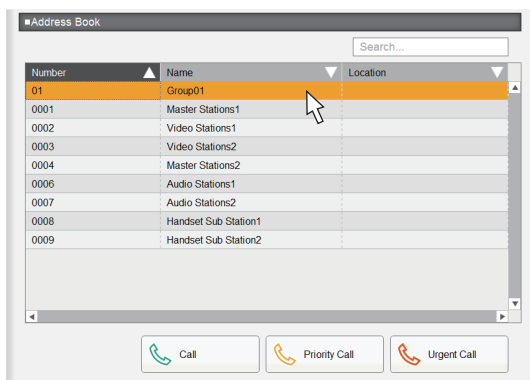
- To make a call to the specified station or group, refer to
 - [“Placing a Call \(→page 31\)”](#)
 - [“Calling a Group \(→page 33\)”](#)

Specify a station or group using the address book.

When calling, specify a station or group registered in the Address Book from the list.

1. Click **[Address Book]** on the Home Screen.

2. Click the station or group to call.



- Enter text in the "Search" input field to search by number or station name.

Reviewing Call History

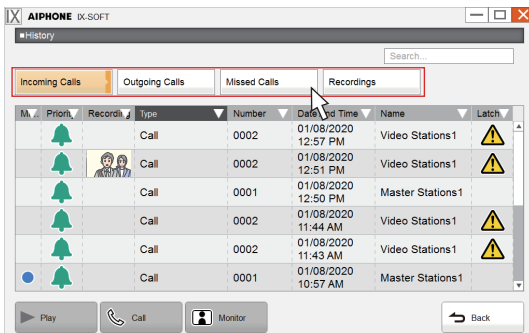
The incoming, outgoing, and missed call history, as well as the history of recordings can be viewed. Monitoring is not logged in the history.

The date and time in the history will be the date and time of the PC.

Up to 500 incoming/outgoing call records are saved. If this number exceeds 500, new records will be saved over the oldest records.

1. Click **[History]** on the Home Screen.

2. Select the type of the history and click the button.



[Incoming Calls]

- Click to display the history of incoming calls and pages.

[Outgoing Calls]

- Click to display the history of outgoing calls and pages.

[Missed Calls]

- The history of received calls which are not answered is displayed.
- If the other station answers, the history will be displayed in **[Incoming Calls]**.

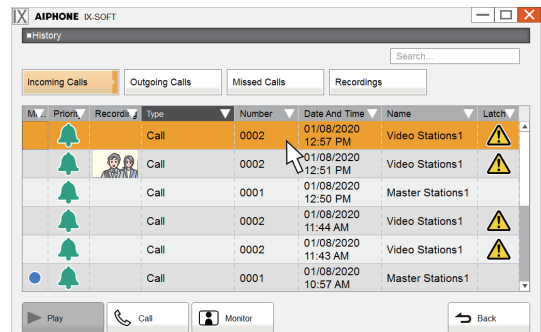
[Recordings]

- Click to display the history of video/audio recording during incoming calls, communication, and monitoring.

3. View the history.

- Refer to ([→page 29](#)) for viewing the history screen.

4. Place a call using the history.



- Refer to ([→page 29](#)) for viewing the history screen.

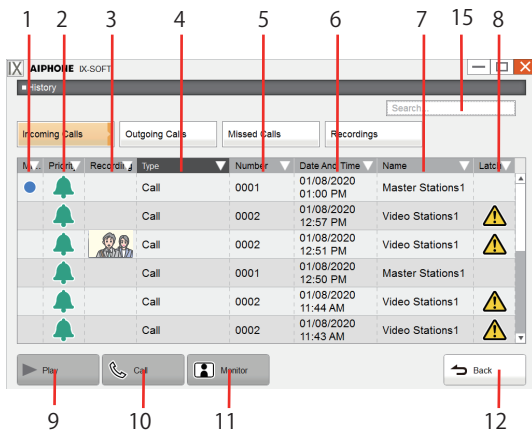


Note

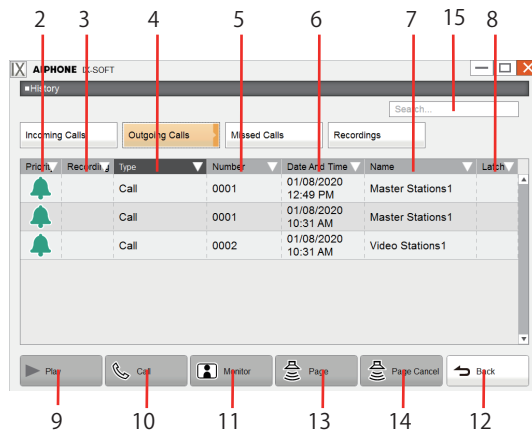
- The buttons displayed on the screen will vary depending on the selected history type.






History Screen

Incoming/Missed Calls History Screen

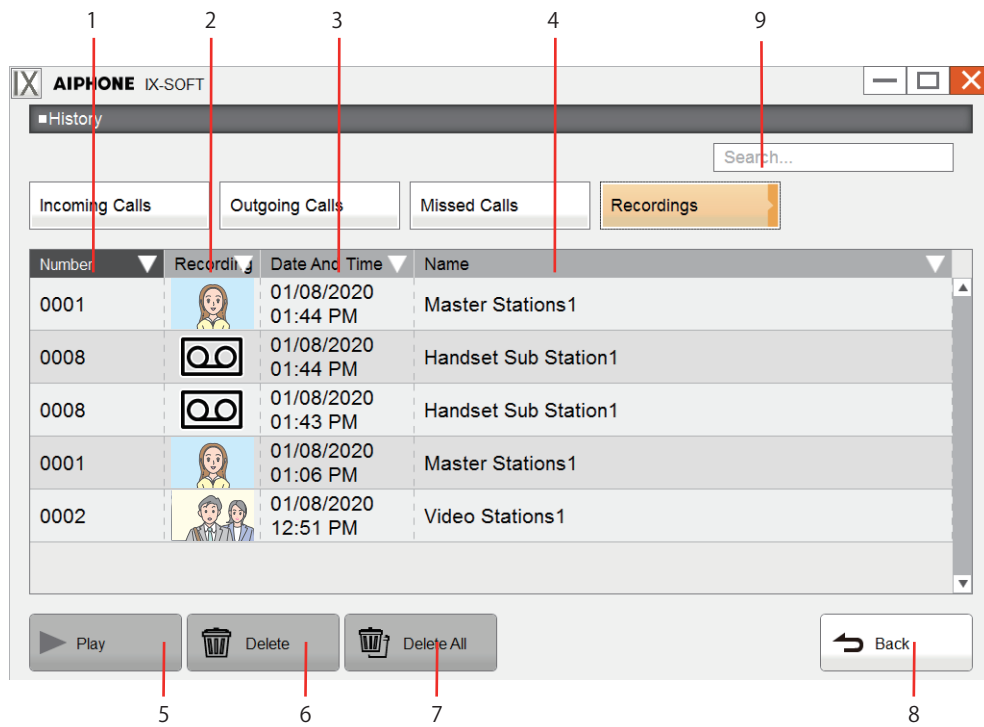



Outgoing Calls History Screen



No.	Name	Description
1	Missed	 : Displays for unanswered calls in the history. It is not displayed if the other station answered.
2	Priority	 : Displays for calls in the history. The color indicates the priority (red: urgent, orange: priority, green: normal).  : Displays for paging in the history. The color indicates the priority (red: urgent, green: normal).
3	Recording	A recorded video image is displayed if there is a video/audio recording in the history.  is displayed if recorded audio is in the history.
4	Type	Displays the type of operation.
5	Number	Displays the origination or destination station number or group number.
6	Date And Time	Displays the logged date and time.
7	Name	Displays the origination or destination station name or group name.
8	Latch	 : Displays if Latch Reset is not performed when Bathroom Call is received or an incoming call associated with the strobe light is received.
9	Play	Click to play the selected recording from the history.
10	Call	Click to call the selected station or group in the history.
11	Monitor	Click to monitor the selected station in the history.
12	Back	Click to return to the Home Screen.
13	Page	Click to page the selected group in the history.
14	Page Cancel	Click to stop the message page currently playing on the destination station selected in the history.
15	Search	Enter text in the "Search" input field to search the history by Number or Name.

Recordings History Screen



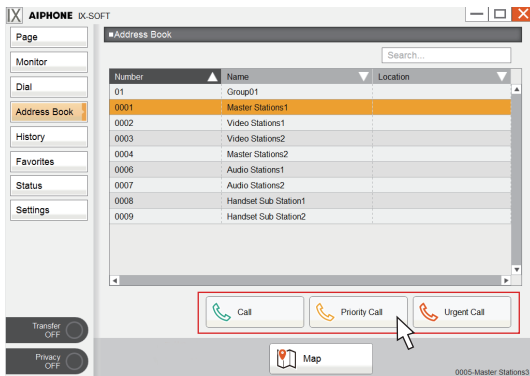
No.	Name	Description
1	Number	Displays the Station Number that recorded the video/audio.
2	Recording	A recorded video image is displayed if there is a video/audio recording in the history.  is displayed if only recorded audio is in the history.
3	Date And Time	Displays the logged date and time.
4	Name	Displays the destination station name or group name.
5	Play	Click to play the selected video/audio recording in the history.
6	Delete	Click to delete the selected video/audio recording in the history.
7	Delete All	Click to delete all video/audio recordings in the history.
8	Back	Click to return to the Home Screen.
9	Search	Enter text in the "Search" input field to search the history by Number or Name.

Placing a Call

1. Specify a station to call.

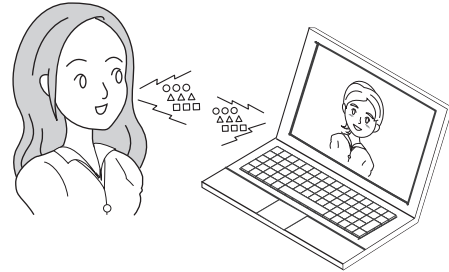
- Choose a station using the methods below.
 - “[Selecting / Choosing / Calling by Number](#) (→page 26)”
 - “[Specify a station or group using the address book.](#) (→page 27)”

2. Click [Call], [Priority Call], or [Urgent Call].



- The call will be placed with the selected priority.
- The ringback tone will play from the speaker.
- Refer to (page 67 and page 71) for operations during a call.






3. Speak when the other party answers



- For viewing the screen during communication, refer to (→page 18).
- Refer to (page 64 through page 71) for operations during a call.
- If the destination station is an application, IX-MV7-*, or VoIP Phone, the video from the camera on this station will be displayed on the destination station. However, the image may not be displayed depending on the specifications and configuration of the VoIP phone.

4. Click to end the call.

Note

- When calling a VoIP Phone, this will be the shorter time of the time set for "Outgoing Call Timer" and the call duration configured on the IP-PBX.
- It may not be possible to place a call. It depends on the configuration of the station.
- The ringback tone may not be played, depending on the settings.
- If the call duration configured on this station (for calls with a VoIP phone, the call duration configured on the VoIP phone) elapses, the call will automatically end. A notification tone will play approximately 10 seconds prior to the call ending. The notification tone may not play, depending on the settings.
- If a page with a higher priority is received from another station while making an outgoing call or during communication, the outgoing call or call will be interrupted and the station will switch to the page.
- Click  or  during a call to turn the microphone and camera video off. Click  or  to return back.
- When receiving a call from another station during a call, a notification tone will be heard from speaker. Click  to select the station to answer. ([→page 67](#))

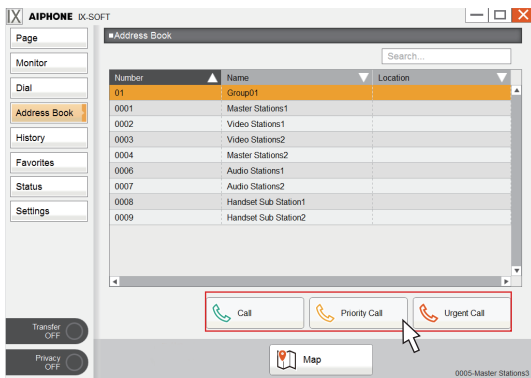
Calling a Group

Place an outgoing call to all stations that belong to the selected group, and communicate with the first station to answer.

1. Specify the group to call.

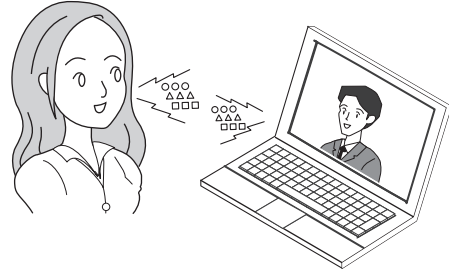
- Choose a group using the methods below.
 - [“Selecting / Choosing / Calling by Number \(→page 26\)”](#)
 - [“Specify a station or group using the address book. \(→page 27\)”](#)

2. Click [Call], [Priority Call], or [Urgent Call].



- The group call will be placed with the selected priority.
- The ringback tone will play from the speaker.
- Refer to [\(page 67 and page 71\)](#) for operations during a call.






3. Speak when the other party answers



- For how to use the screen during a call, refer to [\(→page 18\)](#).
- Refer to [\(page 64 through page 71\)](#) for operations during a call.
- If the destination station is an application, IX-MV7-*, or VoIP Phone, the video from the camera on the PC will be displayed on the destination station. However, if the other station is a VoIP Phone, the video may not be displayed depending on the specifications and configuration of the VoIP Phone.

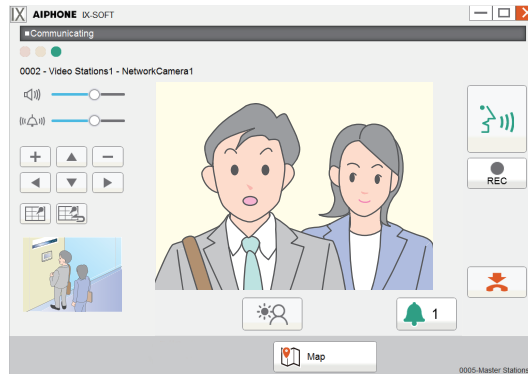
4. Click to end the call.

Note

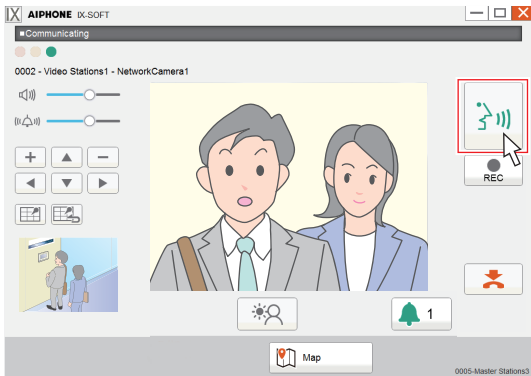
- When calling a VoIP Phone, this will be the shorter time of the time set for "Outgoing Call Timer" and the call duration configured on the IP-PBX.
- It may not be possible to place a call. It depends on the configuration of the station.
- The ringback tone may not be played, depending on the settings.
- If the call duration configured on this station (for calls with a VoIP phone, the call duration configured on the VoIP phone) elapses, the call will automatically end. A notification tone will play approximately 10 seconds prior to the call ending. The notification tone may not play, depending on the settings.
- If a page with a higher priority is received from another station while making an outgoing call or during communication, the outgoing call or call will be interrupted and the station will switch to the page.
- Click  or  during a call to turn the microphone and camera video off. Click  or  to return back.
- When receiving a call from another station during a call, a notification tone will be heard from speaker. Click  to select the station to answer. ([→page 67](#))
- If the call destination includes a VoIP Phone configured to automatically answer a call, the VoIP Phone will automatically answer.

Answering a call

When receiving a call, the ringtone sounds and the call is displayed on the incoming call screen.
 <Example: Incoming from a Video Door Station>

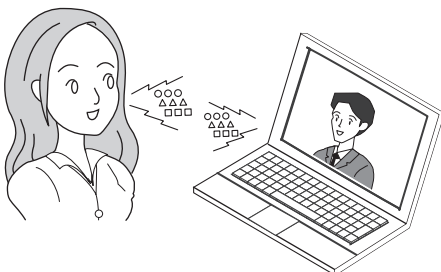


1. When you receive a call, click .
3. Click  to end the call.











- Refer to ([→page 16](#)) for how to view the screen when receiving a call.
- Refer to ([page 67](#), [page 70](#), and [page 72](#)) for operations when receiving a call.

2. Speak with the other party



- For how to view the screen during a call, refer to ([→page 18](#)).
- Refer to ([page 64](#) through [page 71](#)) for operations during a call.

 Note

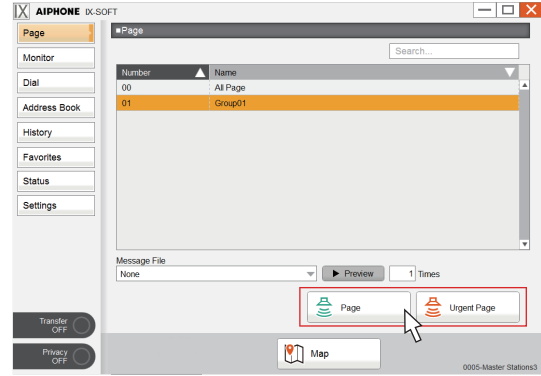
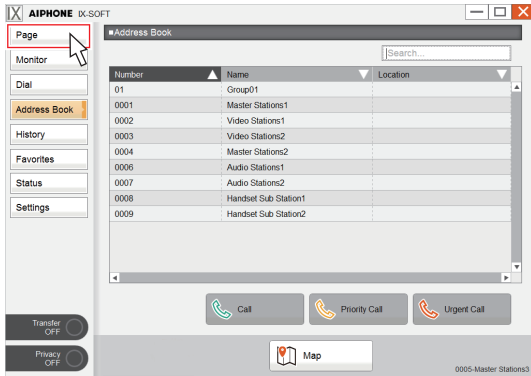
- Even if a bathroom call is received with communication set to "None,"  will be displayed on the screen. Even if  is clicked, the call will not be answered. End the incoming call.
- If the call duration configured on the other station (for calls with a VoIP phone, the call duration configured on the VoIP phone) elapses, the call will automatically end. A notification tone will play approximately 10 seconds prior to the call ending. The notification tone may not play, depending on the settings.
- If a page with a higher priority is received from another station during communication, the call will be interrupted and the station will switch to the page.
- If a page or a call with a higher priority is received from another station while receiving a call, the station will switch to the page or call with a higher priority.
- The ringtone may not sound, depending on the configuration.
- Click  or  during a call to turn the microphone and camera video off. Click  or  to return back.
- When receiving two or more calls simultaneously, click  to choose the station to answer. ([→page 67](#))
- If Auto Answer ([→page 92](#)) is "ON," the device will automatically answer when it receives an individual call. Group calls and calls from a Handset Sub Station or Audio Door Station will not be automatically answered.
- It may take some time to display video from another station on the screen.

Paging a group

Send a page to all stations (other than VoIP phones) that belong to a selected group.

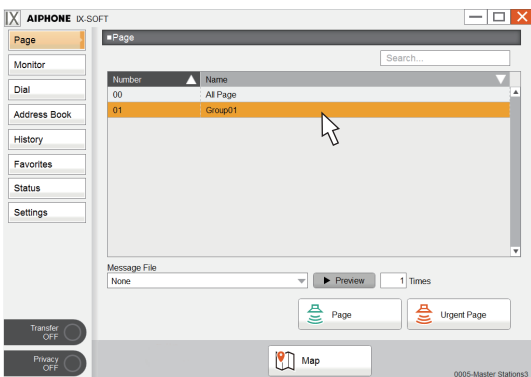
[Page] may not be displayed on the Home Screen, depending on the configuration. If this is the case, this function cannot be used.

1. Click **[Page]** on the Home Screen.
3. Click **[Page]** or **[Urgent Page]**.

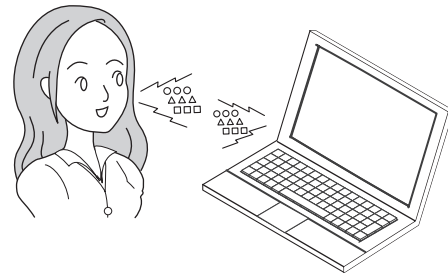


- The page will be sent with the selected priority.

2. Click the group to page.




4. Speak after the paging pretone.






- Refer to (page 67) for operations when paging.

- Enter text in the "Search" input field to search by number or group name.
- If a message file is selected, the call will be made using message paging. ([→page 41](#))

5. Click  to stop paging.

Note

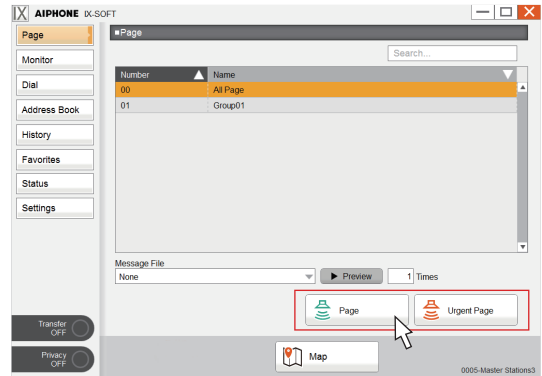
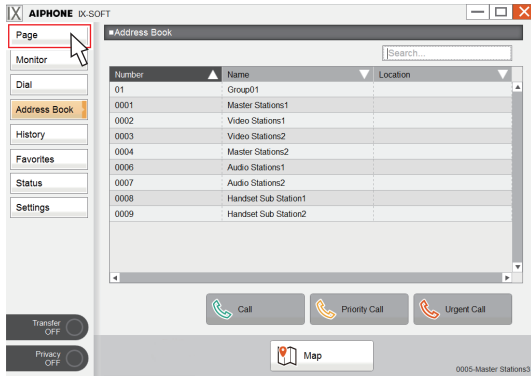
- When the station being paged answers, the page will end and a call will be established with the station that answered.
- The ringback tone will sound until paging begins.
- If the Paging Timeout was previously set on this station elapses, the page will automatically end. A notification tone will play approximately 10 seconds prior to the page ending. The notification tone may not play, depending on the configuration.
- The Paging Pretone may not sound, depending on the configuration.
- If a page with a higher priority is received from another station during a page or call, the page or call will be interrupted and the station will switch to the page with the higher priority.
- When receiving a call from another station while paging, a notification tone will be heard from speaker. Click  to select the station to answer. ([→page 67](#))
- Click  while paging to turn the microphone off. Click  to return back.

Paging all stations

Send a page to all stations other than VoIP phones that are registered in the Address Book of this station.

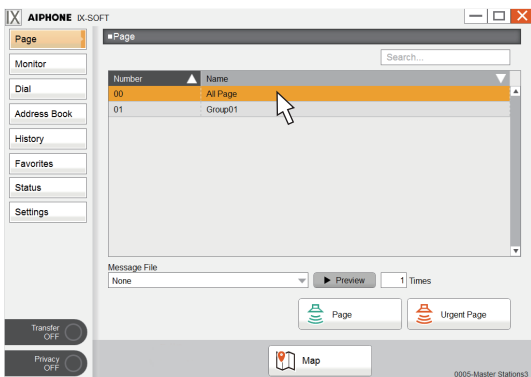
[Page] may not be displayed on the Home Screen, depending on the configuration. If this is the case, this function cannot be used.

1. Click **[Page]** on the Home Screen.
3. Click **[Page]** or **[Urgent Page]**.



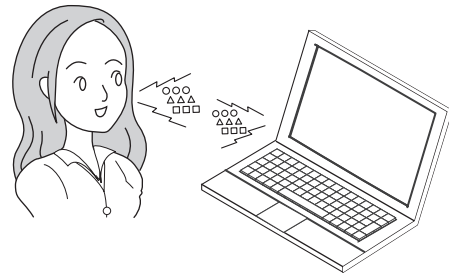
- The page will be sent with the selected priority.

2. Click **[All Page]**.



- If a message file is selected, the call will be made using message paging. ([→page 41](#))




4. Speak after the paging pretone.



- Refer to ([page 67](#)) for operations when paging.

5. Click  to stop paging.

Note

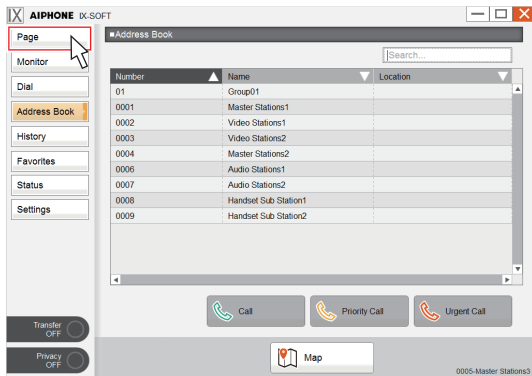
- When the station being paged answers, the page will end and a call will be established with the station that answered.
- The ringback tone will sound until paging begins.
- If the Paging Timeout was previously set on this station elapses, the page will automatically end. A notification tone will play approximately 10 seconds prior to the page ending. The notification tone may not play, depending on the configuration.
- The Paging Pretone may not sound, depending on the configuration.
- If a page with a higher priority is received from another station during a page or call, the page or call will be interrupted and the station will switch to the page with the higher priority.
- When receiving a call from another station while paging, a notification tone will be heard from speaker. Click  to select the station to answer. ([→page 67](#))
- Click  while paging to turn the microphone off. Click  to return back.

Message Paging a group

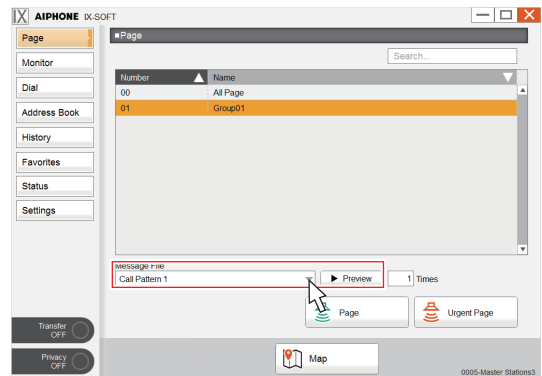
Page all stations that belong to the selected group (except for IX-MV, IX-DA, IX-BA, or VoIP Phone devices) with a pre-recorded message (audio data).

[Page] may not be displayed on the Home Screen, depending on the configuration. If this is the case, this function cannot be used.

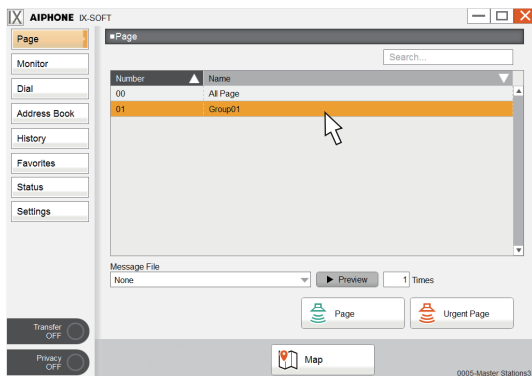
1. Click **[Page]** on the Home Screen.
3. Select the message file.



- Click **[Preview]** to play the selected message file.

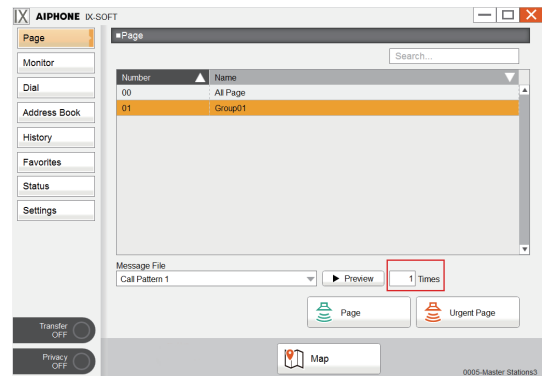


2. Click the group to page.

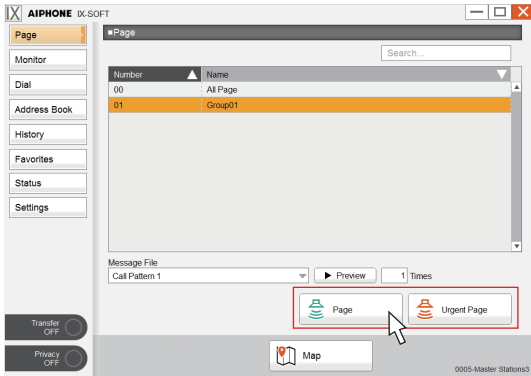


4. Choose how many times the message is to be played back.

- Enter text in the "Search" input field to search by number or group name.



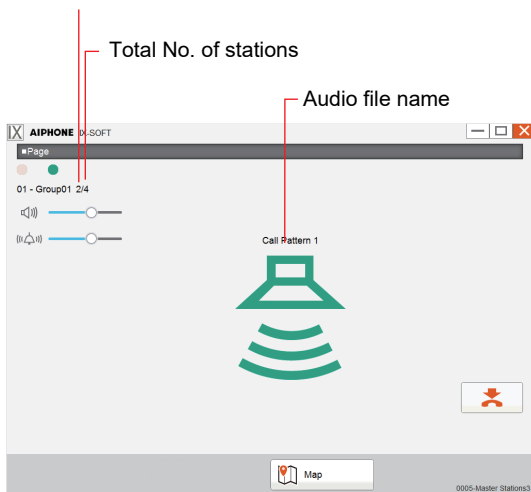
5. Click [Page] or [Urgent Page].




- The page will be sent with the selected priority.

6. After the message is sent, the screen will return to the Home Screen.

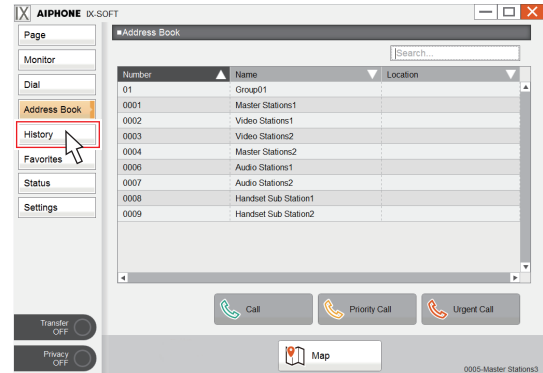
No. of stations that have received the message



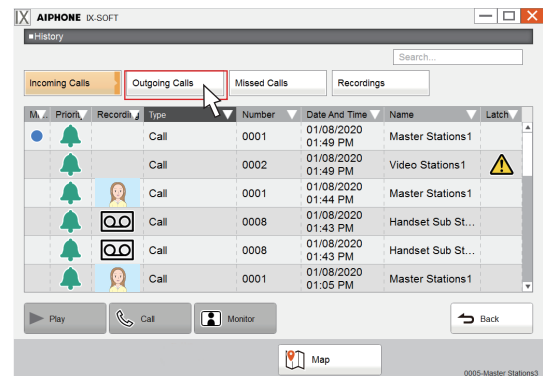
- : Click to stop paging. However, messages that have already been sent and are playing on stations will not stop.

Canceling sent messages that are playing on stations

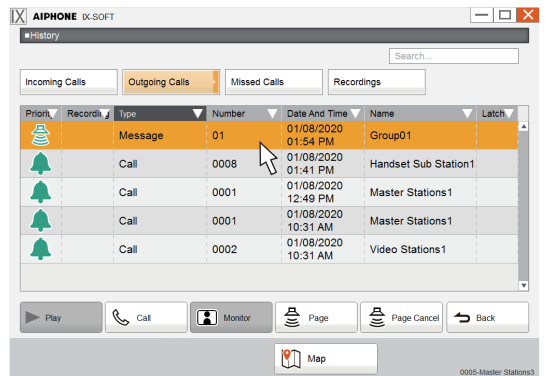
1. Click [History] on the Home Screen.



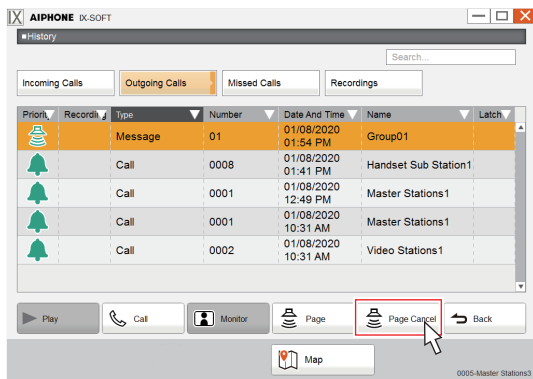
2. Click [Outgoing Calls].



3. Click the message page to stop from the history.



4. Click [Page Cancel].



- Ends the Message Page.

Note

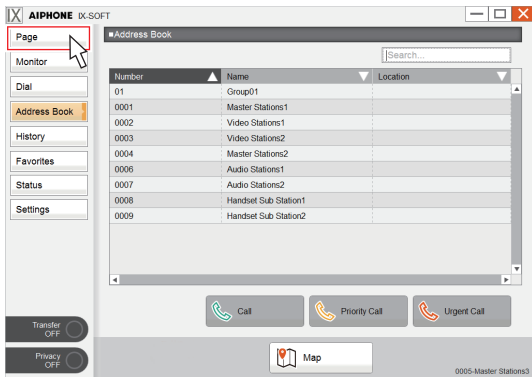
- The ringback tone plays until paging begins.
- If the destination station is on a call or is paging, the message may not play depending on the priority setting.

Message Paging all stations

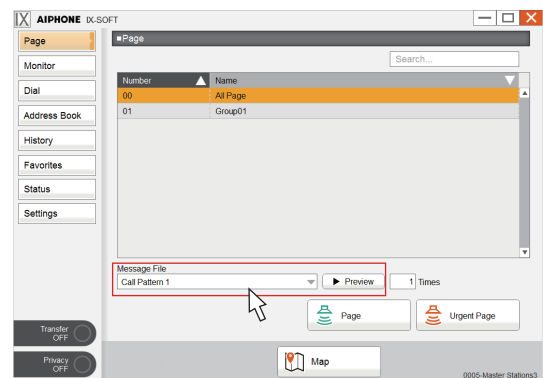
Send a page using a prepared message (Audio data) to all stations other than the IX-MV, IX-DA, IX-BA, and VoIP Phone stations registered in the Address Book of this station (pre-selected stations if the Expanded System setting has been set to "Enable" in the Admin Settings).

[Page] may not be displayed on the Home Screen, depending on the configuration. If this is the case, this function cannot be used.

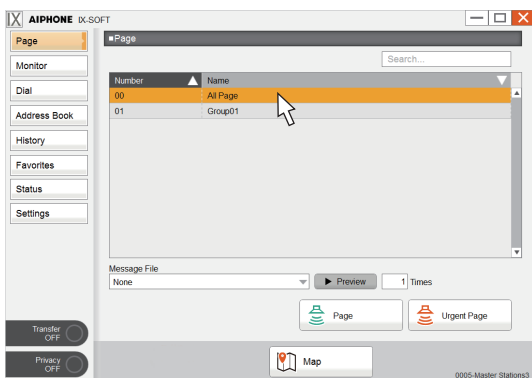
1. Click **[Page]** on the Home Screen.
3. Select the message file.



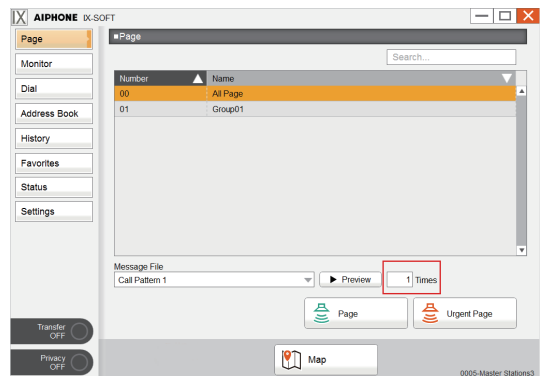
- Click **[Preview]** to play the selected message file.



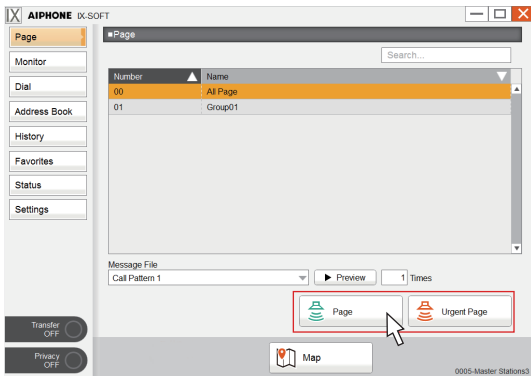
2. Click **[All Page]**.



4. Choose how many times the message is to be played back.

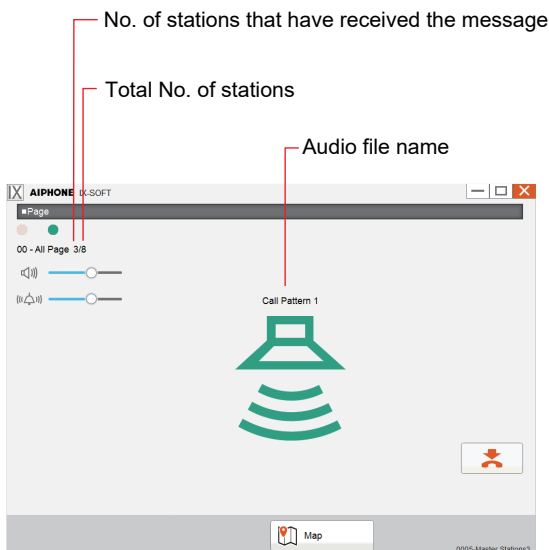



5. Click [Page] or [Urgent Page].



- The page will be sent with the selected priority.

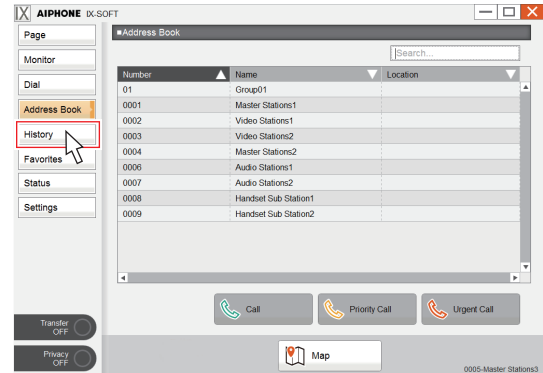
6. After the message is sent, the screen will return to the Home Screen.



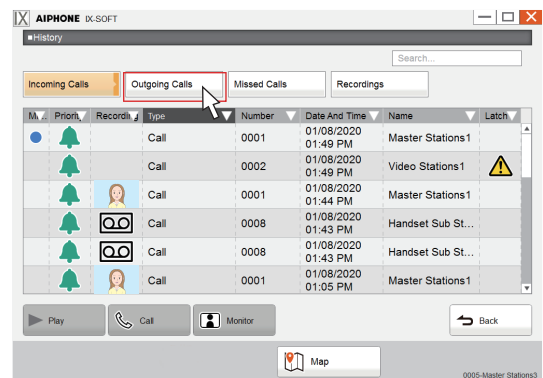
- : Click to stop paging. However, messages that have already been sent and are playing on stations will not stop.

Canceling sent messages that are playing on stations

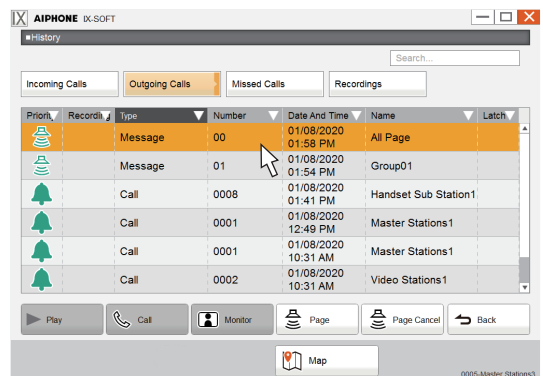
1. Click [History] on the Home Screen.



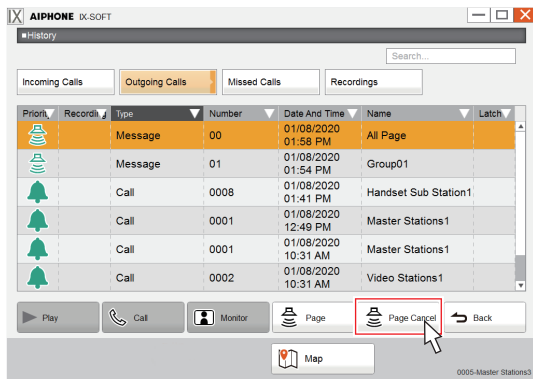
2. Click [Outgoing Calls].



3. Click the message page to stop from the history.



4. Click [Page Cancel].




- Ends the Message Page.

Note

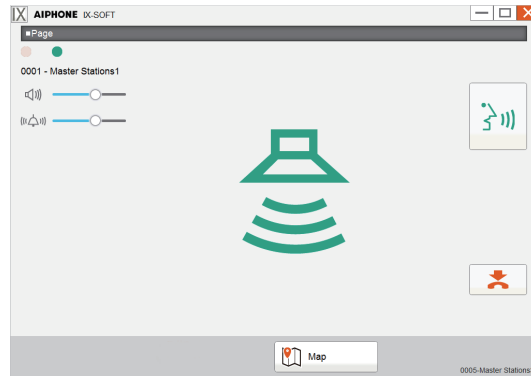
- The ringback tone plays until paging begins.
- If the destination station is on a call or is paging, the message may not play depending on the priority setting.

Receiving a page

When a page is received, the Paging Pretone will sound and the paging begins.

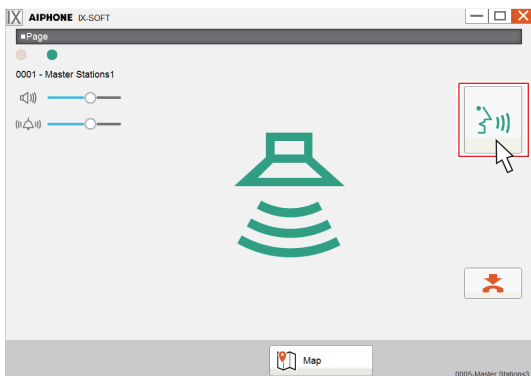
Depending on the configuration,  may be displayed when a page is received. Answering the page in this case will begin the call.

Refer to (page 71 and page 72) for operations when a page is received.



Answering pages

1. Click  while paging.



2. Speak with the other party




- For how to view the screen during a call, refer to ([→page 18](#)).
- Refer to ([page 64](#) through [page 71](#)) for operations during a call.

3. Click  to end the call.



Note

- The Paging Pretone may not sound, depending on the configuration.
- If a page with a higher priority is received from another station when paging or during a call, the page or call will be interrupted and the station will switch to the page with the higher priority.
- When receiving a call from another station while paging, a notification tone will be heard from speaker. Click  to select the station to answer. ([→page 67](#))
- When a station answers a page, the page will end on all other stations.

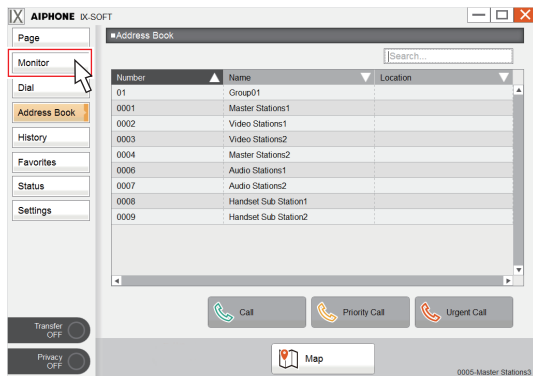
Monitoring a door station

Video and audio of a station and network camera can be monitored.

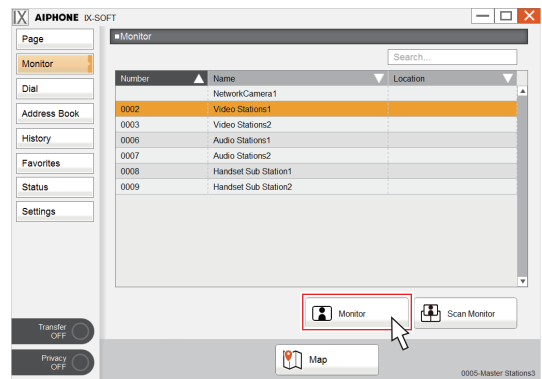
For stations without cameras, only audio monitoring will be performed. Applications, Master Stations, VoIP phones, and groups cannot be monitored.

Sound from this station cannot be heard by the other person during monitoring. However, the other person may be notified that they are being monitored (using a notification tone or flashing LED), depending on the configuration of the destination station. It may be impossible to monitor the destination station depending on its configuration, or if it is making an outgoing call, receiving an incoming call, receiving a page, or on a call.

1. Click **[Monitor]** on the Home Screen.

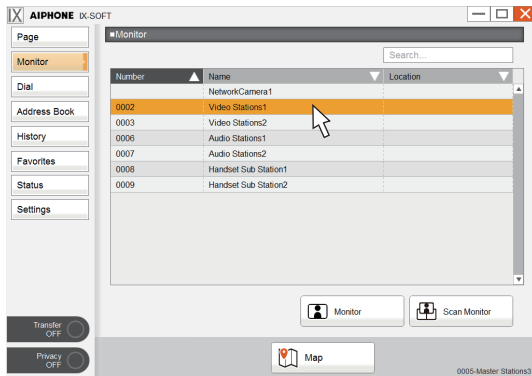


3. Click **[Monitor]**.



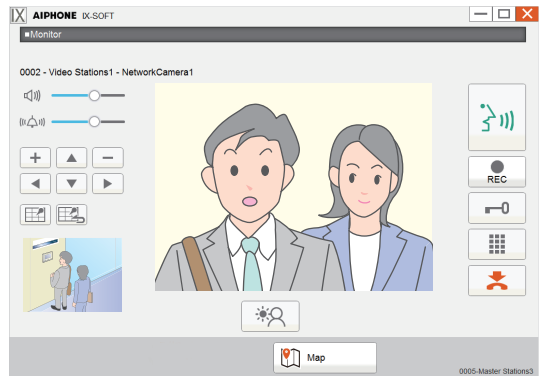
- The calling tone plays until monitoring begins.

2. Click the station to monitor.




- Enter text in the "Search" input field to search by number or station name.

4. View the video and audio.




- Refer to (page 64 and page 68 through page 71) for operations during monitoring.

5. Click  to stop monitoring.



Note

- Click  during monitoring to make a call.
- If the configured Monitor Timeout elapses, monitoring will automatically end. A notification tone will be played approximately 10 seconds prior to monitoring ending. The notification tone may not play, depending on the configuration.
- If you receive a page or call from another station during monitoring, monitoring will end.

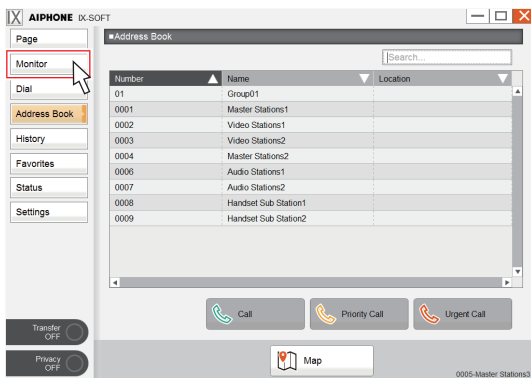
Scan Monitoring

Video and audio of multiple pre-configured stations or network cameras can be monitored, automatically and in order. This function can be configured in [“Monitor Settings \(→page 106\)”](#).

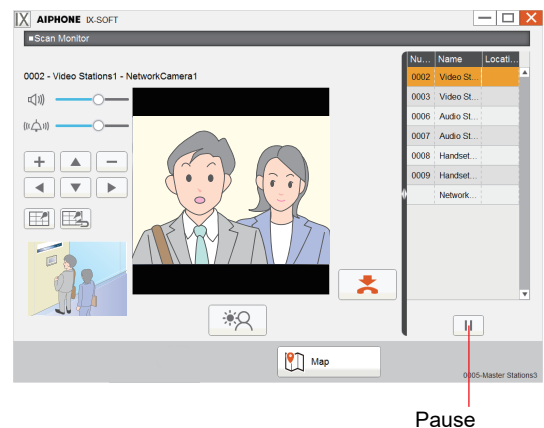
For stations without cameras, only audio monitoring will be performed. Monitoring cannot be performed for applications, Master Stations, and VoIP phones.

Sound from this station cannot be heard by the other person during monitoring. However, the other person may be notified that they are being monitored (using a notification tone or flashing LED), depending on the configuration of the destination station. It may be impossible to monitor the destination station depending on its configuration, or if it is making an outgoing call, receiving an incoming call, receiving a page, or on a call.

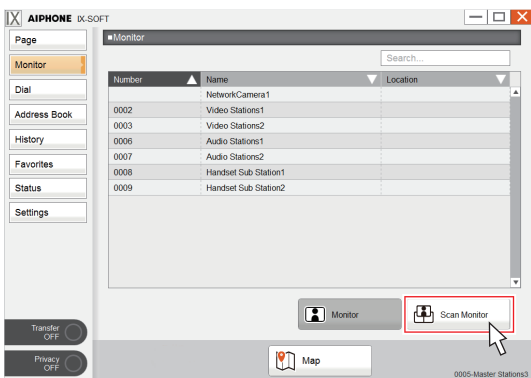
1. Click **[Monitor]** on the Home Screen.



3. View the video and audio.

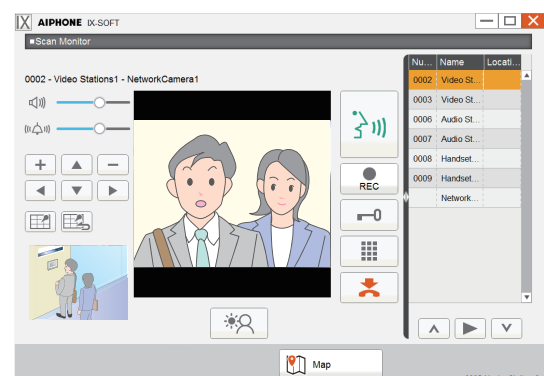


2. Click **[Scan Monitor]**.



- The calling tone plays until scan monitoring begins.

- Click **[II]** to stop automatically switching video and audio. Video and audio from the currently displayed station will continue to be monitored.



- **[▲]**: Press this to switch monitoring to the previous station.
- **[▼]**: Press this to switch monitoring to the next station.
- **[▶]**: Press this to resume scan monitoring.

- Refer to (page 64 and page 68 through page 71) for operations during monitoring.

4. Click  to stop scan monitoring.

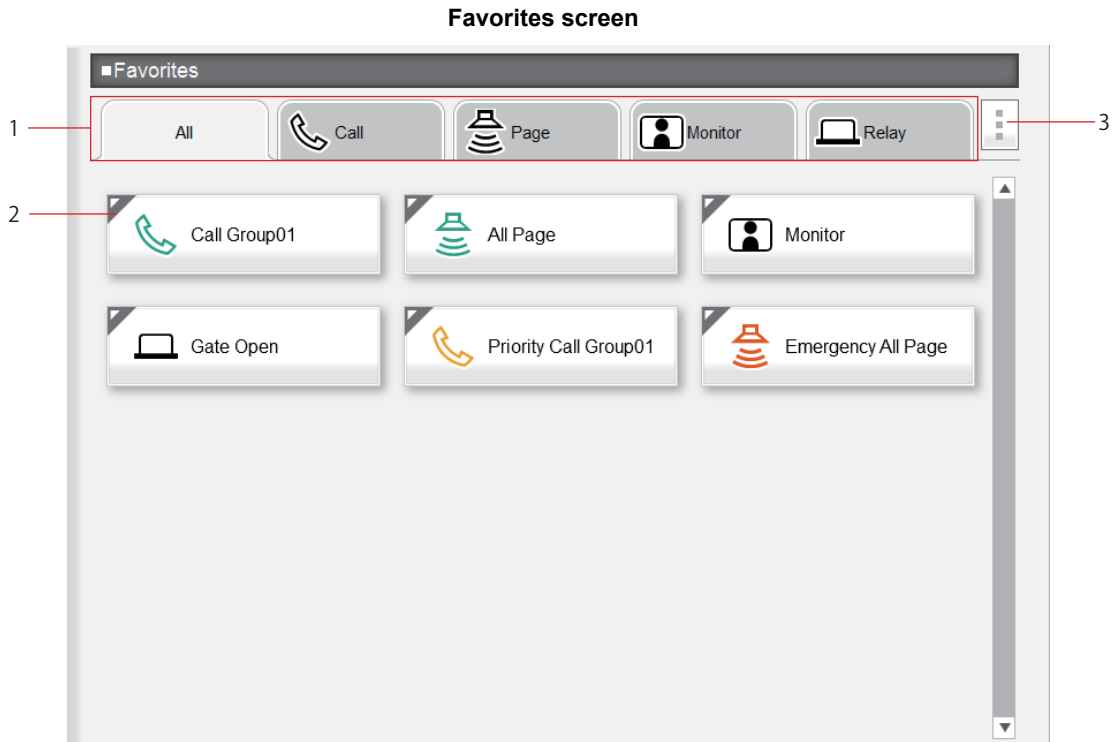


Note

- If you receive a page or call from another station during scan monitoring, scan monitoring will be paused. When the page, call, or conversation ends, scan monitoring will resume from the first station.

Using Speed Dial Buttons

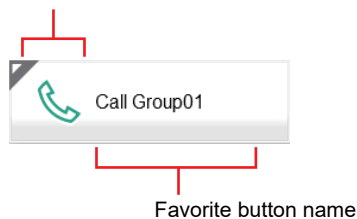
The Speed Dial buttons can be used to quickly perform functions that have been pre-assigned. These functions can be configured in [“Speed Dial Settings \(→page 110\)”](#). Click **[Favorites]** on the Home Screen to display the Favorites screen.








No.	Name	Description
1	Function tab	Displays favorites by function.
2	Favorite buttons	Displays the favorite buttons that have been set. Drag and drop the speed dial button to change the display position.
3	Speed Dial Settings	Click to move to “Speed Dial Settings (→page 110)” .

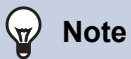
Favorite button

Function icon



Function icon	Description
	Tap to place a normal call to a pre-configured station or group.
	Tap to place a priority call to a pre-configured station or group.
	Tap to place an urgent call to a pre-configured station or group.

Function icon	Description
	Tap to start a normal page, normal message page, normal all page, or normal all message page to a pre-configured group.
	Tap to start an urgent page, urgent message page, urgent all page, or urgent all message page to a pre-configured group.
	Tap to monitor a pre-configured station or network camera.
	Tap to scan monitor a pre-configured station or network camera.
	<p>Click to operate the contact output of the pre-configured station. The color of the button will change to blue during contact control.</p> <p>However, the display and operating state may vary in the following situations.</p> <ul style="list-style-type: none"> • Relay output is operated by another station • Relay Output was reset by the destination station during Relay Output. <p>When operating relay output for multiple stations at the same time, processing may take some time.</p>



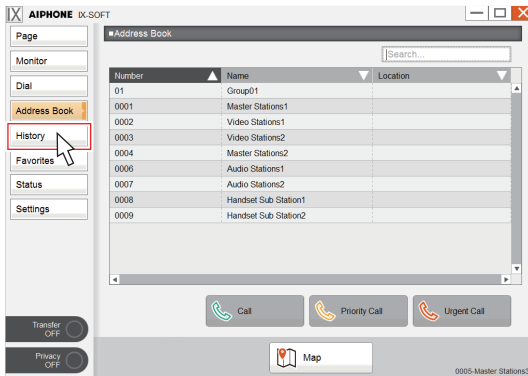
Note

- A VoIP Phone cannot be paged, message paged, monitored, scan monitored or relay output.

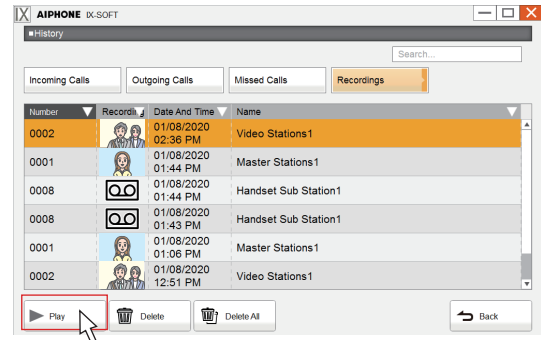
Viewing Recordings

Video/audio recordings can be selected from the history to be viewed. Depending on the configuration, a single video/audio recording may be split into multiple files. Windows Media Player 12 or higher is required to play the recording.

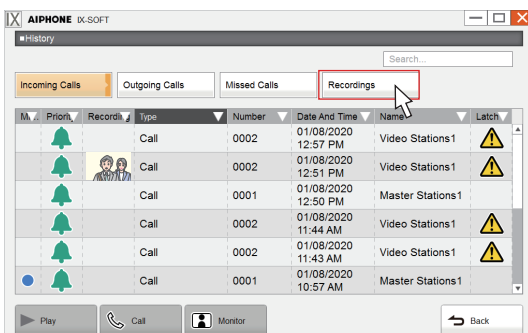
1. Click **[History]** on the Home Screen.



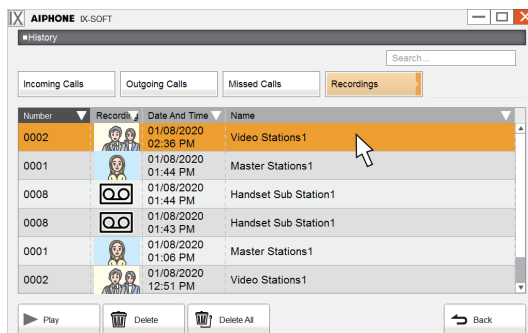
4. Click **[Play]**.



2. Click **[Recordings]**.

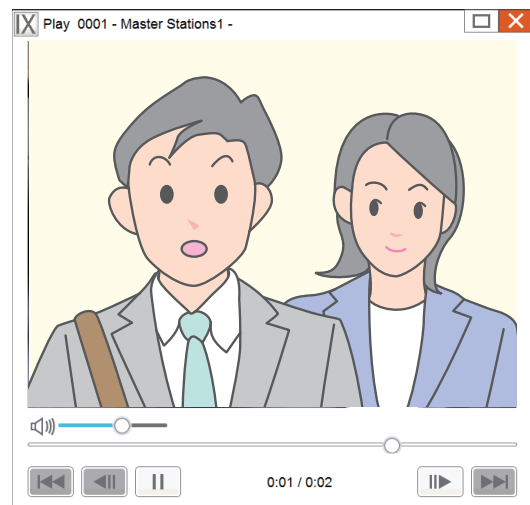


3. Click the recording to play from the history.



- **[Play]:**
Tap this to play the selected video/audio recording.
- **[Delete]:**
Tap this to delete the selected video/audio recording.
- **[Delete All]:**
Click to delete all recordings. For recordings that should not be deleted, move the files from the directory where the recording files are stored.

5. View the video and audio.



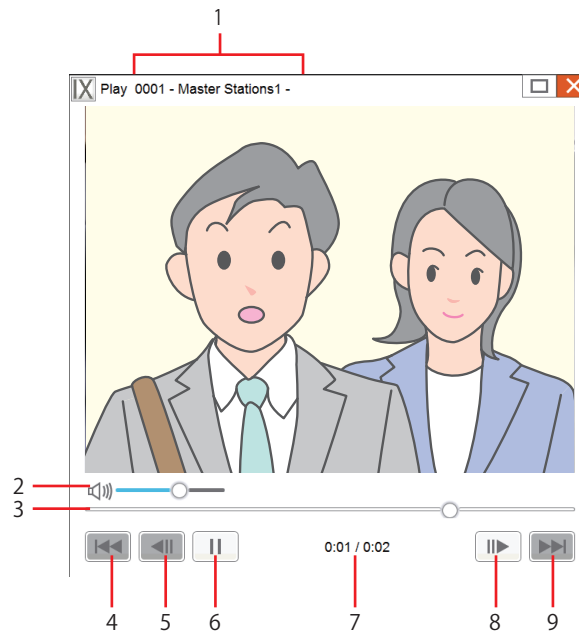
- Refer to ([→page 56](#)) for how to view the screen when playing a recording.














Note

- The station may not be able to play video or audio normally. The recordings may not be saved properly because of the communication.
- Network camera video may not be recorded due to the size of the image.

Playback Screen

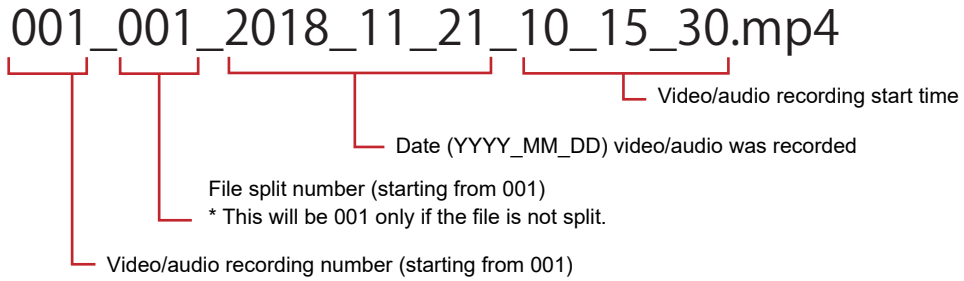


No.	Name	Description
1	Station Information	Displays the Station Number, Station Name (Option Input Name), and location of the recorded station.
2	Volume	Slide to adjust the volume when playing back a recording.
3	SeekBar	Shows the playback progress of the recording. Drag and drop ○ on the SeekBar to select a point in time to play.
4	 (Ctrl+←)	Click to display the playback screen for the previous recording.
5		Click to display the playback screen of the previous split file.  is only displayed if the recording file was saved as a split file. It is not displayed for the first recording in the series.
6	 / 	 : Click to play the recording.  : Click to pause the recording.
7	Current time/total recording time	Displays the current playback time and the total recording time.
8		Click to display the playback screen for the next split file.  is only displayed if the recording file was saved split. It is not displayed for the last recording split in the series.
9	 (Ctrl+→)	Click to display the playback screen for the next recording.

 **Note**

Recordings can be played using a media player that supports the mp4 format.


- Recording file format: mp4
- Recording files are saved in the location specified with [“Recording File Location \(→page 108\)”](#) in the settings.
- File name format:

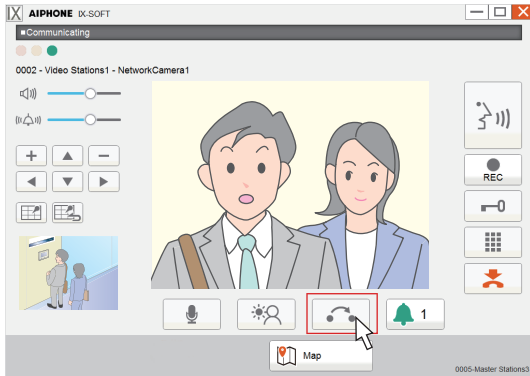


Transfer calls (during communication)

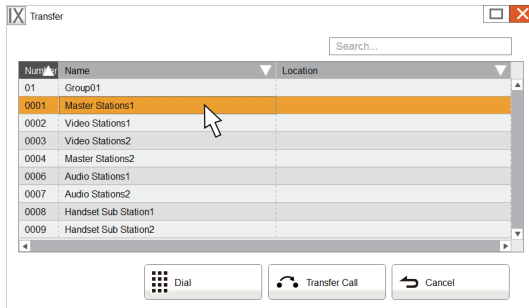
A call can be transferred to another station.

Transfer a call

1. Click  to place a call on hold during a call.



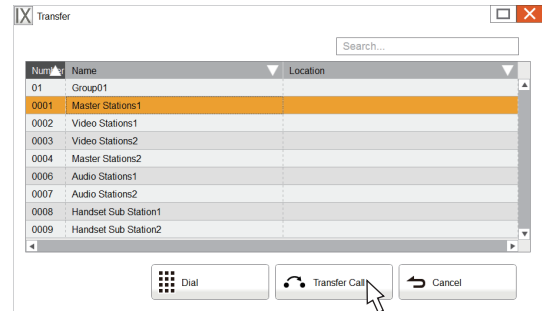
2. Click the transfer destination station or group.



- Enter text in the "Search" input field to search by number or station name.

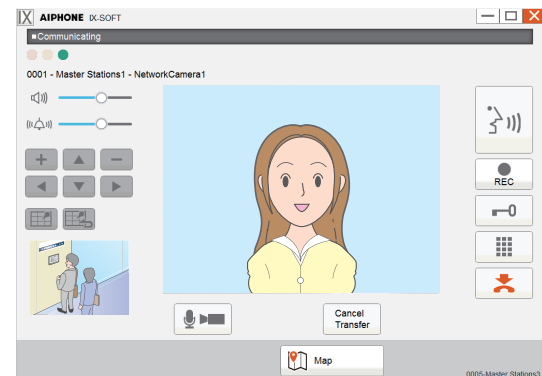
3. Click **[Transfer Call]**.

- The ringback tone will be heard.



- To take a call off hold, click **[HOLD CANCEL]**.

4. Once the transfer destination answers, inform the party that the transfer will be made.



- To cancel transferring, click **[Cancel Transfer]**.
- For how to view the screen during a call, refer to ([→page 18](#)).
- Refer to ([page 64 through page 71](#)) for operations during a call.


5. Click .

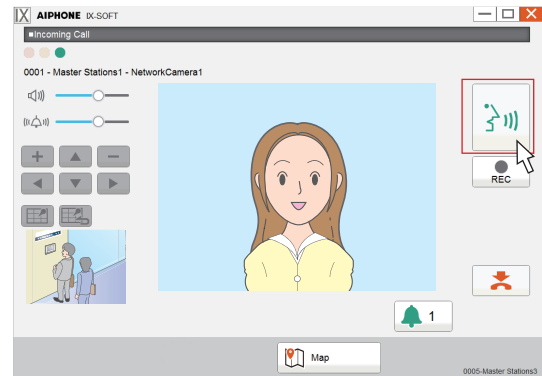
- The call is transferred to the transfer destination.

Note

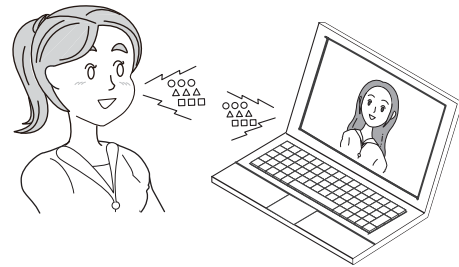
- It may not be possible to transfer calls, depending on the configuration of the transfer destination station.
- If the transfer destination ends the call first, the communication with the station that placed the call will resume.
- Transferring a call from a station with a camera will transfer the video as well.
- If the transfer destination is a group, the call can be transferred to the first station that answers.
- If the configured call duration with the held station elapses during the call with the transfer destination (if calling a VoIP phone, the duration configured in this station or the VoIP phone, whichever is shorter), the call with the held station will be automatically ended. A notification tone will be played approximately 10 seconds prior to the call ending, but the call cannot be extended. The notification tone may not play, depending on the configuration.
- If transferring is configured on the transfer destination station, the outgoing call will be made according to the configuration.

Receive a transferred call

1. Click  when an incoming call is received from the transferring station.



2. Speak with the transferring station.




3. When the transferring station hangs up, the call is transferred and communication can begin.



- For how to view the screen during a call, refer to [\(→page 18\)](#).
- Refer to [\(page 64 through page 71\)](#) for operations during a call.



Note

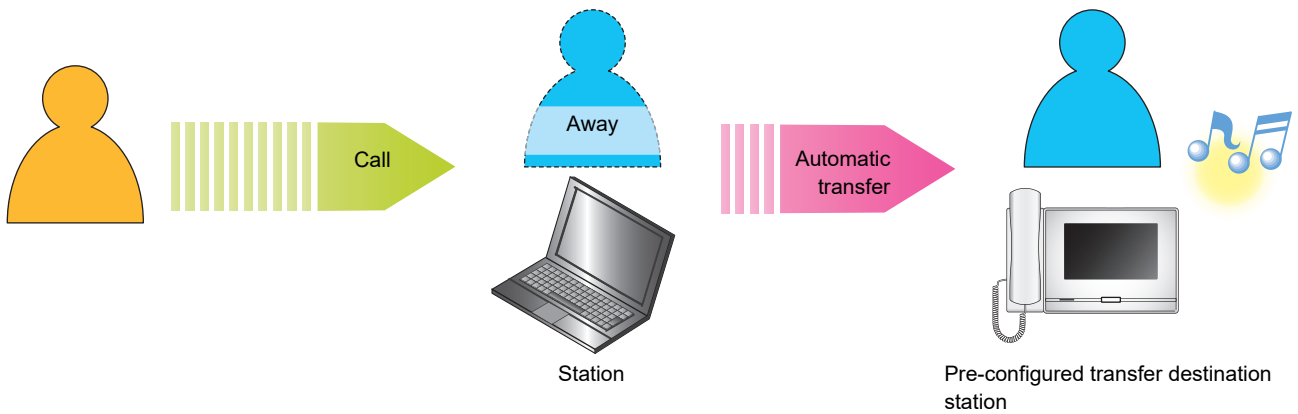
- Transferring a call from a station with a camera will transfer the video as well.
- If communication is ended at the transfer destination before the transferring station, the transfer will not be completed.
- The call will not be automatically answered even if Auto Answer ([→page 92](#)) is set to "ON." Click  to answer.

Absent Transfer

Activate absent transfer to have incoming calls sent to another station while away. Calls from VoIP phones will be received on this station without being transferred.

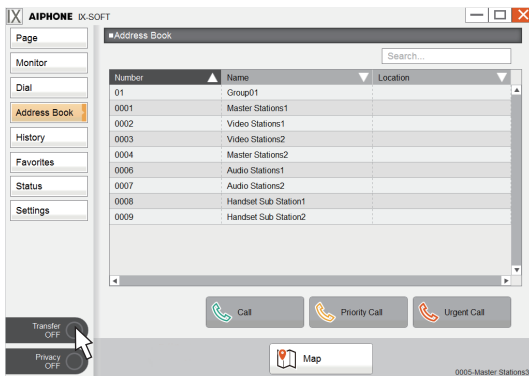
Absent transfer

When a call is received while away, the call is automatically transferred to another station. Absent transfer set...

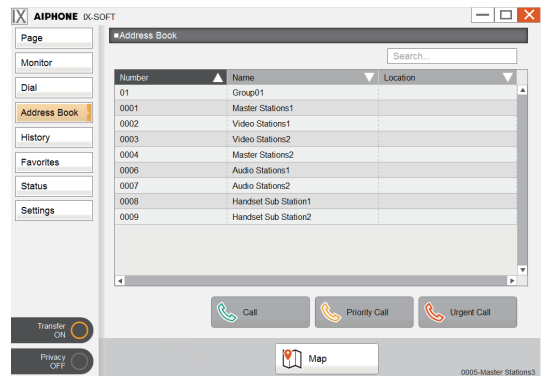


Setting absent transfer

1. Click **[Transfer OFF]** on the Home Screen.

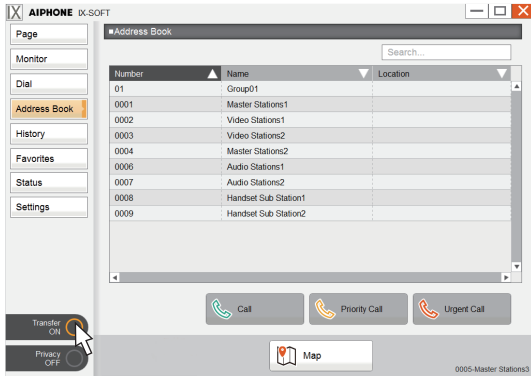


It switches to **[Transfer ON]** and turns orange.

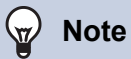
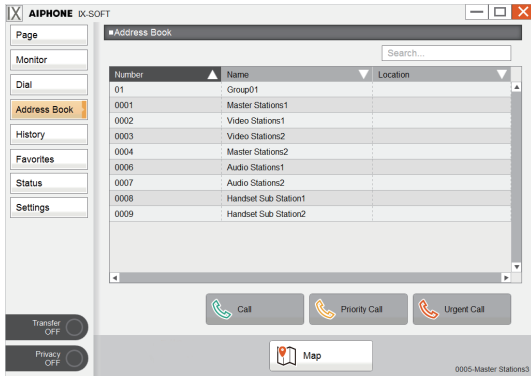


■ Canceling absent transfer

1. Click **[Transfer ON]** on the Home Screen.



It switches to **[Transfer OFF]** and lights OFF.



Note

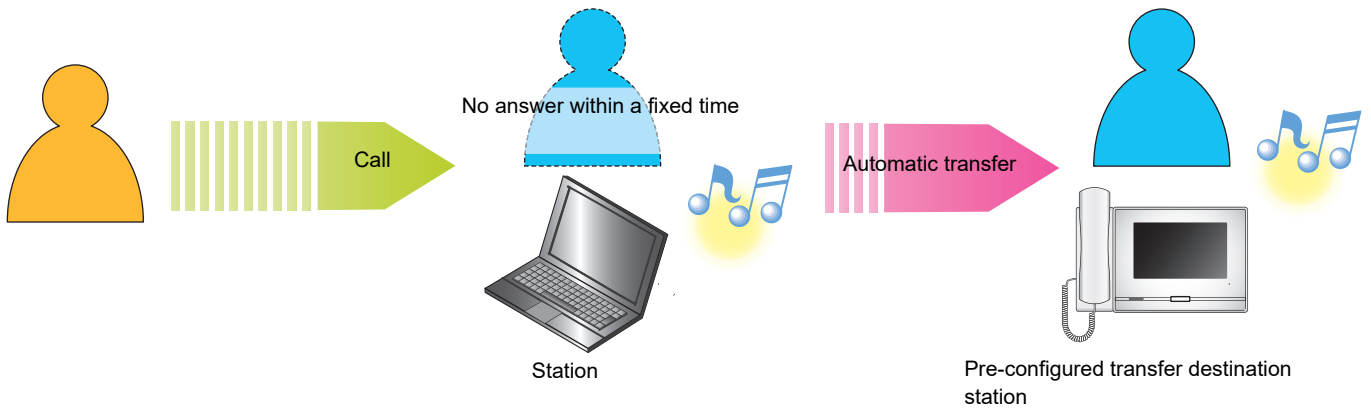
- If transfer destinations include a VoIP Phone configured to automatically answer the call, that VoIP Phone will answer.

Other Transfer Options

Incoming calls can be automatically transferred to another station while away. Calls from VoIP phones will arrive on this station without being transferred. Call transfer must be configured in advance, and may be transferred to multiple stations. If a call is transferred to multiple stations, only the first station that answers the call can communicate.

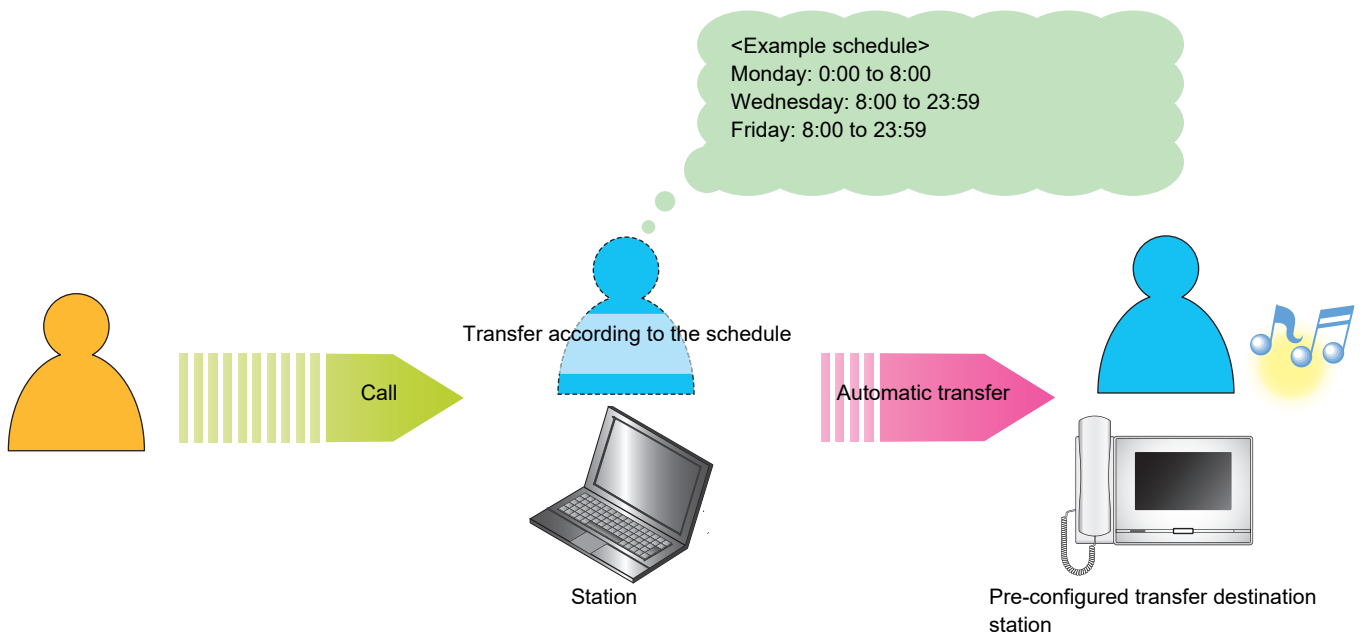
Delayed transfer

Incoming calls can be transferred to another station automatically when not answered within a set period of time. Refer to [“Transfer Settings \(→page 94\)”](#) for how to configure the transfer. While delayed transfer is activated:



Scheduled transfer

Absent transfer is automatically performed on the pre-configured schedule. Refer to [“Transfer Settings \(→page 94\)”](#) for how to configure the transfer. During scheduled transfer...




Note

- An icon is displayed on the Home Screen when delay transfer or schedule transfer is configured.
- If transfer destinations include a VoIP Phone configured to automatically answer the call, that VoIP Phone will answer.

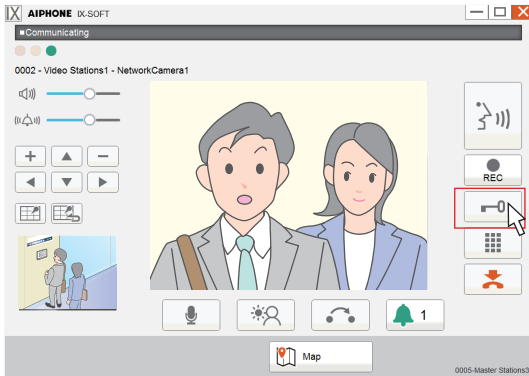
Unlocking a door

An electric lock can be released during communication with a station or monitoring a station.

Releasing with the door release button


1. Click  during a call or monitoring.


- The door unlocks.

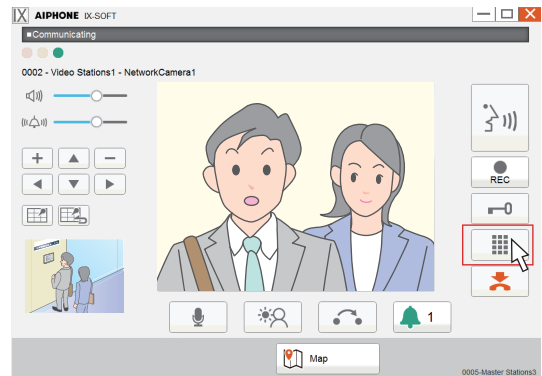


- When it is unlocked, **[Door Open]** will be displayed on the screen for three seconds.

Releasing with the keypad

Depending on the configuration, the  button may not be displayed.

1. Click  during a call or monitoring.

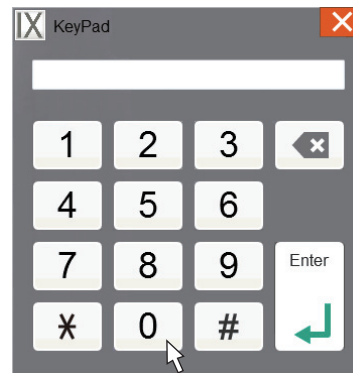



Note

- If the door cannot be released, an error tone will sound.
- Depending on the configuration, tapping the door release button a second time while the door is already released will extend the door release timer.

2. Use the keypad to enter *****authentication key*.**

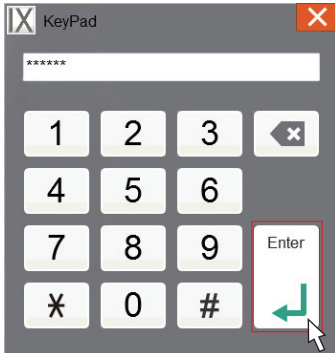
- If the authentication key is "0000" enter *****0000*.**



- Click  to delete the previous character.

3. Click **[Enter]**.

- The door unlocks.



- When it is unlocked, **[Door Open]** will be displayed on the screen for three seconds.

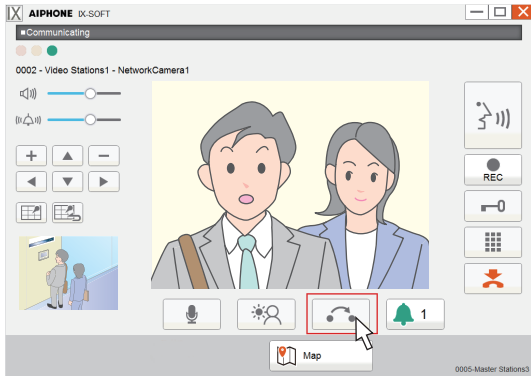
Note

- Depending on the configuration of the station receiving the door release command, a notification tone may be heard when the authentication key is confirmed.
- If the door cannot be released, an error tone will sound.
- Ask the administrator for the authentication key.
- Depending on the configuration, tapping the door release button a second time while the door is already released will extend the door release timer.

Placing a call on hold

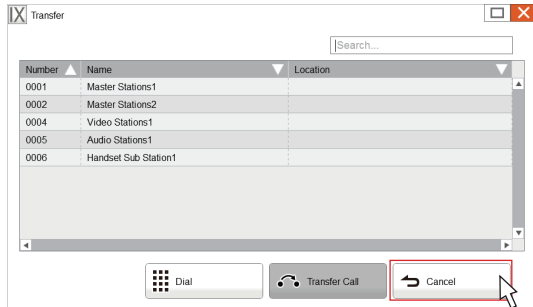
When on a call, the call can be put on hold temporarily. The on-hold tone will play on the other station while it is on hold.

1. Click  during a call.



- The call will be placed on hold, and the Hold and Transfer screen is displayed.

2. To take the call off hold, click **[Cancel]**.




- Resume communication.

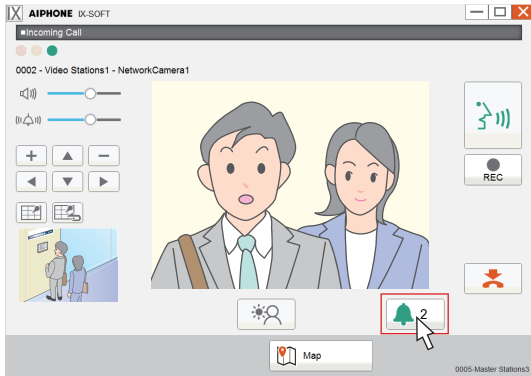
Note




- It is possible to transfer a call while it is on hold. ([→page 58](#))
- The video from the station is not sent to the other station while that station is on hold.


Selecting a station to answer

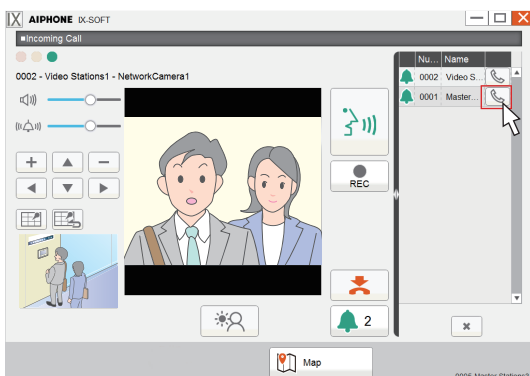
When receiving multiple incoming calls or receiving an incoming call from another station when placing a call, sending a page, or in communication, you can select which station to answer.


1. Click  on the screen.



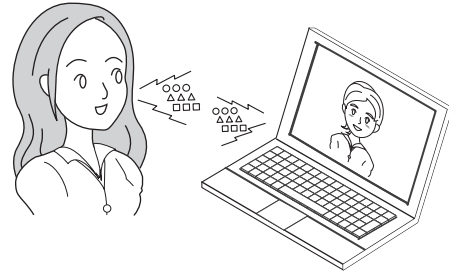
- The color varies according to the priority of the incoming call. If there are multiple incoming calls, the color of the highest priority will be displayed.
-  :
An urgent call was received.
-  :
A priority call was received.
-  :
A normal call was received.

2. Click  next to the station to answer.



- Click  to close the list of incoming stations.


3. Speak with the other party.



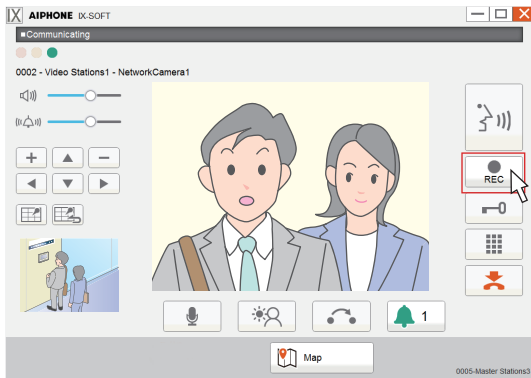
4. Click  to end the call.

Recording Video / Audio


Video / Audio can be recorded when receiving a call, during communication, and during monitoring. If there is no camera on the station, during receiving a call cannot be recorded.

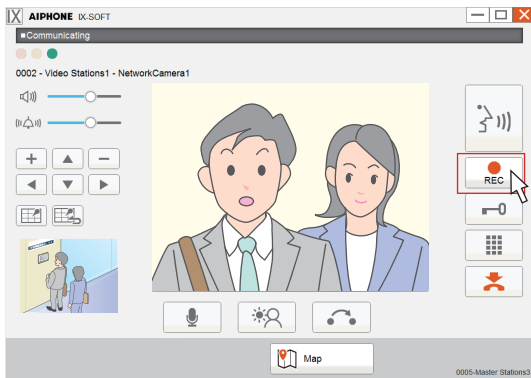
Depending on the configuration,  may not be displayed on the screen. In this case, this function cannot be used.

1. Click  on the screen.



- The icon changes to  and video/audio recording will start.

2. Click  to end recording.



- The icon changes to  and video/audio recording will end.





Note

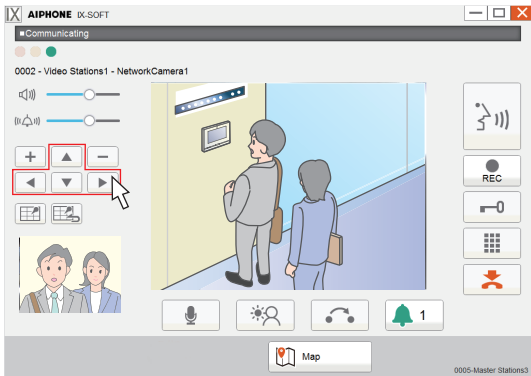
- When the incoming call, call, or monitoring ends, video/audio recording also ends automatically.
- If the recording storage is full, recording will not be possible.
- The video of the camera displayed on the monitor will be recorded. However, If video from both a Video Door Station and a network camera are displayed on the LCD display simultaneously, only the video selected in the settings will be recorded.
- During scan monitoring, video/audio can be recorded only when switching between stations is stopped.
- Depending on the configuration, recording will start automatically.
- Depending on the configuration, a single recording may be split into multiple files.
- Depending on the configuration, recording may stop automatically.
- The network camera may not be able to record video, depending on the size of the video.
- Recording will stop when on hold.

Fixing the Capture Area

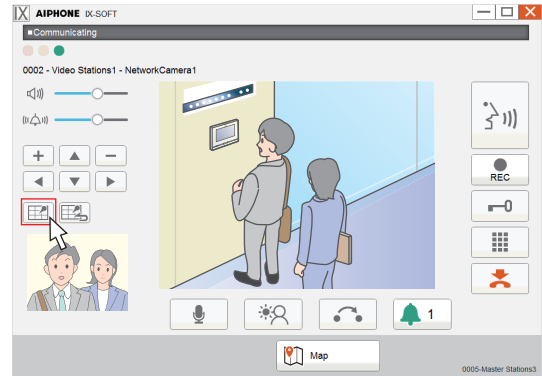
The capture area of the network camera can be modified.

The capture area may not be able to be adjusted/locked, depending on the network camera configuration.



1. When video from a network camera is being displayed, click , , , and  to adjust the display area horizontally and vertically.

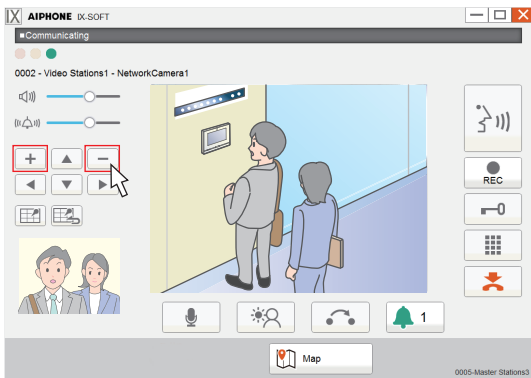


3. Click  to lock the capture area.



- The setting will be saved.

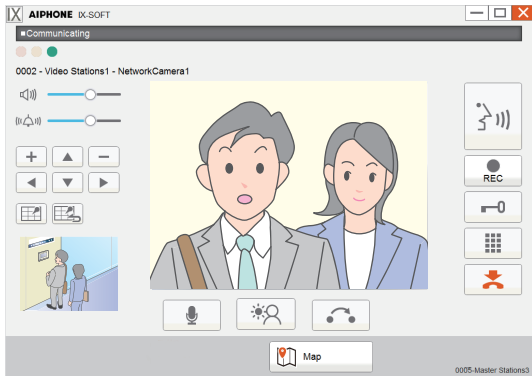
2. Click  and  to adjust the capture area.



Adjusting video to enhance visibility

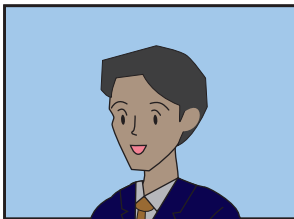
Adjust the video displayed by a Video Door Station to enhance visibility.

1. Click .

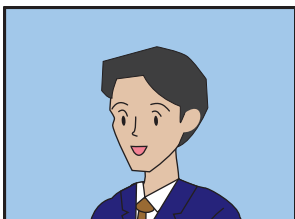


- The image will be adjusted. A sample is shown below.
- This setting will not be saved.

<Backlight compensation>

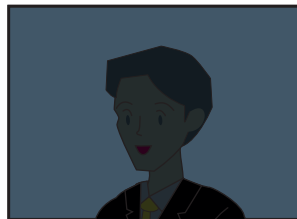


Before compensation

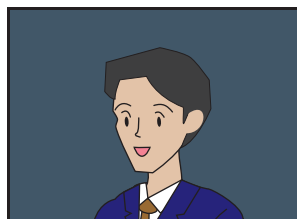


After compensation

<Nighttime compensation>




Before compensation



After compensation

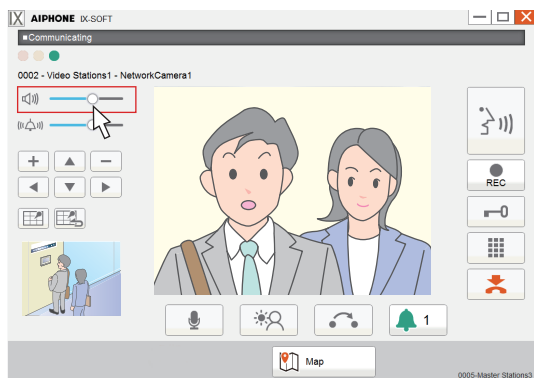
Note

- Click  during compensation to return the video to the state it was in prior to compensation.
- Compensation cannot be applied to video from Master Stations or network cameras.

Adjusting speaker volume

The receive volume can be adjusted during communication or (scan) monitoring.

1. Adjust the receive volume using the adjustment bar.



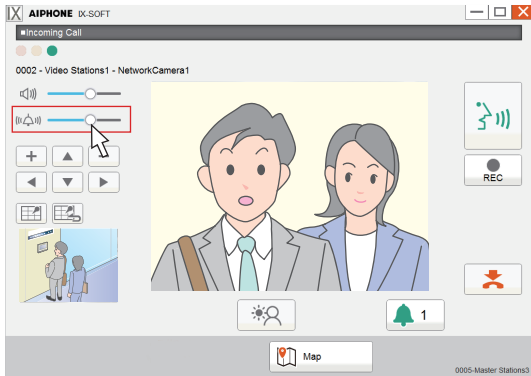
Note

- Adjust the ringback tone volume during an outgoing call.

Adjusting Ringtone Volume

The ringtone volume can be adjusted during an incoming call or when receiving a page.

1. Adjust the ringtone using the adjustment bar.

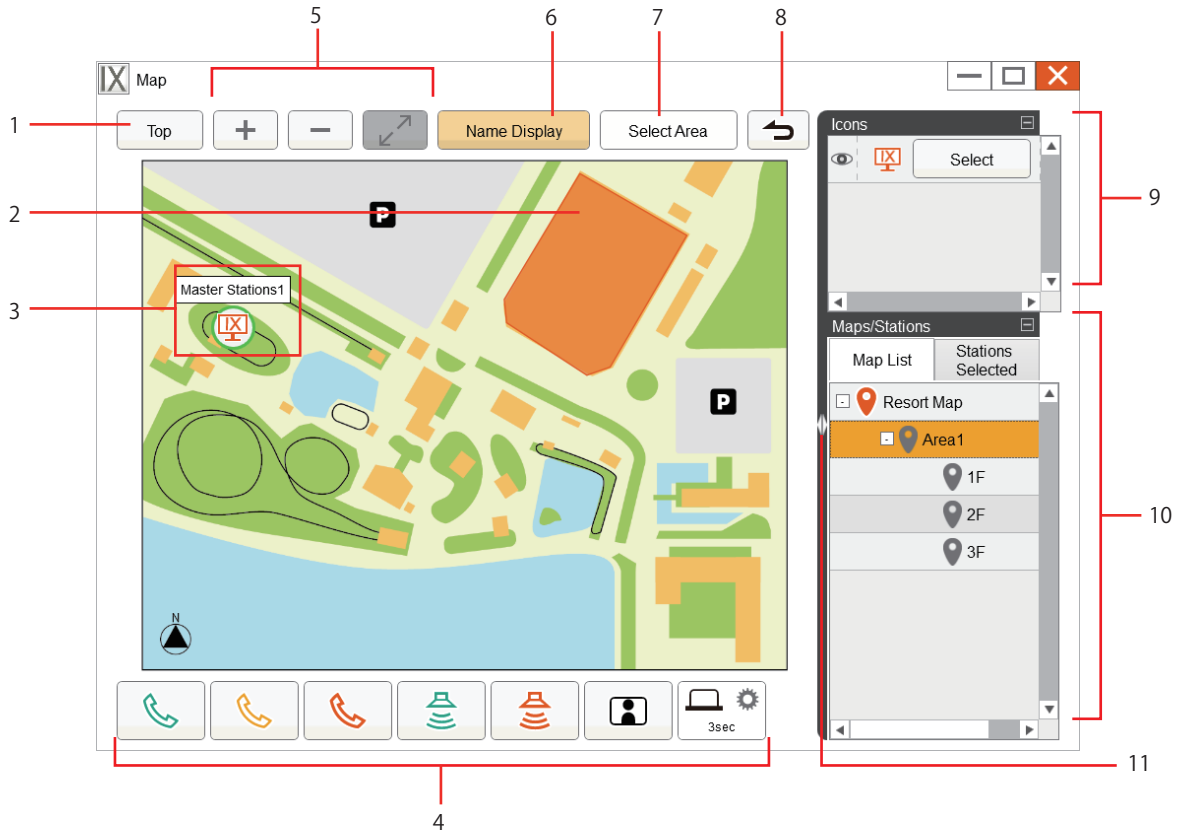









Interactive Map













The interactive map allows the system to be operated and checked from a bird's eye view, with the station (icon) displayed on a map.

Click **[Map]** on the Home Screen to display the Map Screen.

Map Screen



No.	Name	Description
1	Top	Click to move to the map set at the top.
2	Area link	Click to move to the map linked within the selected area or select a station within the area.
3	Icons	<p>Displays stations and links to the other maps. Station names are displayed if set. The icon can be used to check the status of the station.</p> <ul style="list-style-type: none">  : Station selected.  : In standby.  : A Line Supervision or Device Check error has occurred.  : On an incoming call. (Not displayed for IX-MV)  : In communication.  : Under contact control.  : On an outgoing call. <p>The following statuses may not be displayed depending on the administrator setting (SIF setting and CGI setting by IX Support Tool) : on an outgoing call, on a call, under contact control, and on an incoming call.</p>

No.	Name	Description
4	Function buttons	<p>Functions that are not displayed cannot be used.</p> <p> : Click to make a normal call to the selected station.</p> <p> : Click to make a priority call to the selected station.</p> <p> : Click to make an urgent call to the selected station.</p> <p> : Click to send a normal page to the selected station.</p> <p> : Click to send an urgent page to the selected station.</p> <p> : Click to monitor the selected station. Scan monitoring will be performed if multiple stations are selected.</p> <p> : Click to operate the Relay Output of the selected station. The color of the button will change to gray during Relay Output.</p> <p>Relay Output</p> <p>The number of seconds displayed on the button indicates the time that Relay Output will continue. If Relay Output is controlled manually, this will not be displayed.</p> <p>Click  top right on the button to change the Relay Output Timer.</p> <p>However, the display and operating state may vary in the following situations.</p> <ul style="list-style-type: none"> • Relay output is operated by another station • Destination station was reset during Relay Output. <p>When operating Relay Output for multiple stations at the same time, processing may take some time. When the contact output is controlled by Continuous (Make), it is necessary to set to Continuous (Break), control the contact output again, and return it. Operations performed continuous (Make) and continuous (Break) differ depending on the destination.</p> <p>For operations performed continuous (Make) or continuous (Break), contact your administrator.</p>
5	Map control buttons	<p> : Click to zoom in on the map.</p> <p> : Click to zoom out the map.</p> <p> : Click to zoom in/out the map to a size that matches the size of the map display area.</p>
6	Name Display	Click to hide station names. Click the button again to show names.
7	Select Area	When this button is clicked and turns orange, the mouse cursor can be held to select multiple stations in the same area.
8	Move to upper level	Click to move to the map on the upper level.
9	Display icon list	<p>Displays the icons by type shown in the currently displayed map. Click [Select] to select all icons. Click [+] and [-] to open and close the display area.</p> <p>Click  to hide icons.</p>
10	Maps/Stations	<p>Click the "Map List" and "Stations Selected" tabs to display the following information. Click [+] and [-] to open and close the display area.</p> <p>Map List: Displays the map levels. Click the name of a map to display that map.</p> <p>Stations Selected: Displays the stations that are selected.</p>
11	Display area adjustment bar	Adjusts the display Icons and Maps/Stations display area.

Placing calls from the map

Selecting a station from the map allows to place a call, send a page, monitor, scan monitor, or control contact output. VoIP Phones can only place a call.

Call: Max. 50 stations (Only one VoIP Phone)

Page: Max. 500 stations

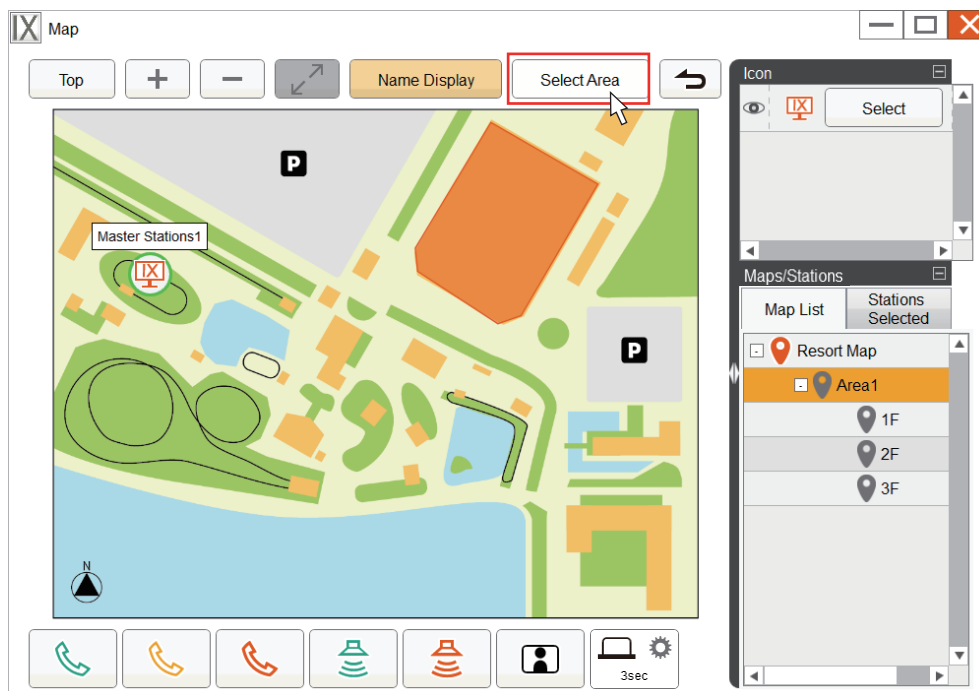
Monitor: 1 station


Scan Monitor: Max. 1000 stations

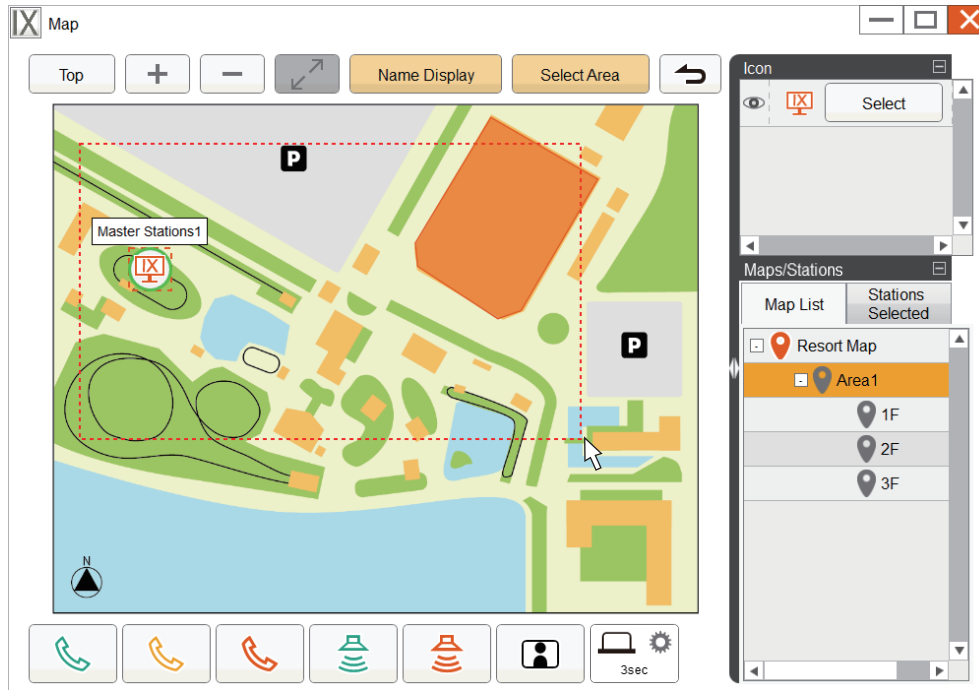
Control contact output: Max. 500 stations

<Example: Sending an urgent page to multiple selected stations>

1. Click **[Select Area]**.
 - **[Select Area]** will be turned to orange.



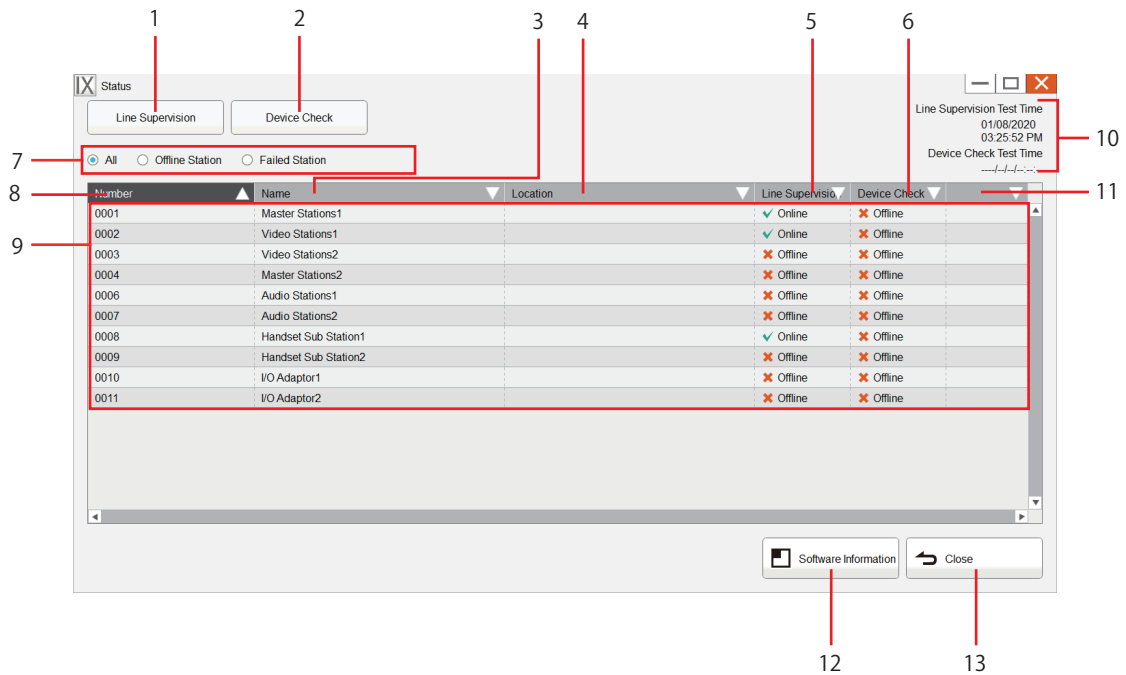
- Hold down the mouse cursor while selecting multiple stations.
 - [Ctrl] key also can be used for selecting multiple stations.
 -  is shown around the selected station icons.
 - Check and change the selected station with **[Stations Selected]**.
 - To remove the selected range, click where nothing is set on the map.



- Click .

Supervision Screen

Click **[Status]** on the Home Screen to display the Status window.



No.	Name	Description
1	Line Supervision	Click to perform Line Supervision. (→page 78)
2	Device Check	Click to perform a Device Check. (→page 79)
3	Name	Displays the name of the station.
4	Location	Displays the location of the station.
5	Line Supervision	Displays Line Supervision results.
6	Device Check	Displays Device Check results.
7	Result Display Filter	Click to select which stations to show in the supervision results.
8	Number	Displays the number of the station to supervise.
9	Result Display	Displays the last results.
10	Test Date and Time	Displays the last date and time that Line Supervision/Device Check was performed.
11	Malfunction details	Displays if there was a malfunction during the device check. Click [Detail] to confirm where the malfunction occurred.
12	Software Information	Click to check application information. (→page 81)
13	Close	Click to close the Status window.

Using Line Supervision

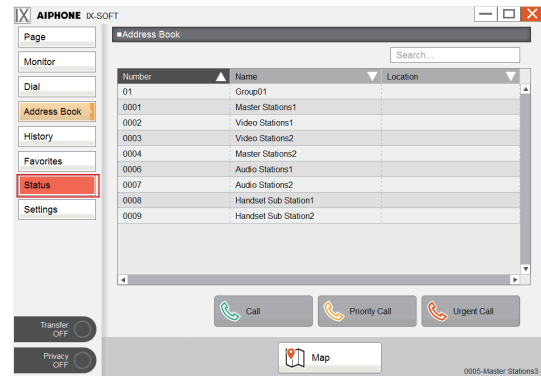
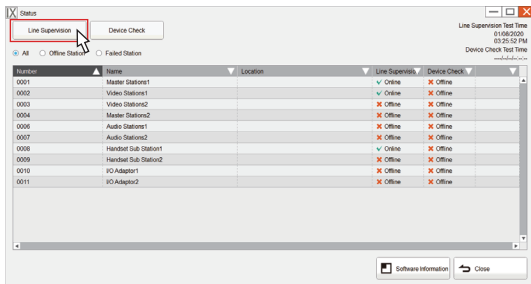
This is used to check the network path between this station and another station (other than VoIP phones and network cameras) registered in this station's address book.

For applications, check network path with the PC even if the application is not running.

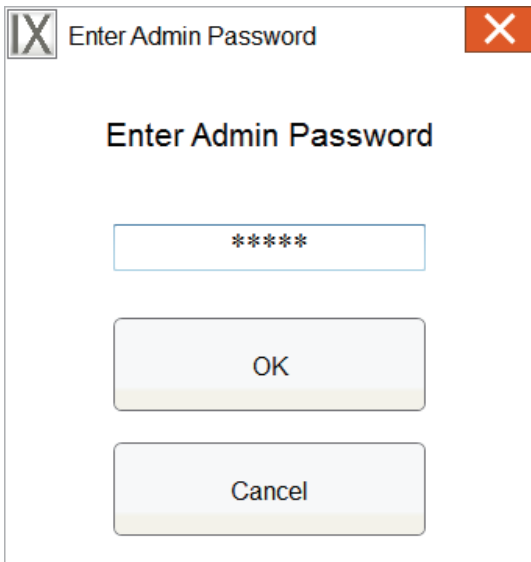
Network communication can also be automatically checked on a periodic basis. This may not function depending on the administrator setting.

Line supervision results are also stored on the PC.

1. Click **[Line Supervision]** on the Status screen.



2. Enter the administrator password, and then click **[OK]**.



- "Line Supervision Testing..." is displayed during line supervision. Click **[Cancel]** to end line supervision.
- If an error was detected, **[Status]** on the Home Screen turns from white to red.

Note

- Errors will be detected even if the network itself is healthy and there is a malfunction in the other station.
- If line supervision is performed on a PC (application) that does not allow ICMP, it will be detected as failure.

3. Resolve the error and use line supervision again.

- If the error has been restored to normal, **[Status]** on the Home Screen will change back from red to white.

Performing Device Check

Check malfunctions for speaker, microphone, program, call button and contact input of the stations that are registered in this station's address book (except VoIP phones). For IXW-MA, the malfunction status of the bathroom call button and restore button can be also be checked.

Only program malfunctions can be checked for applications, IX-MV, IX-DA, and IX-BA.

It is not possible to check for network camera malfunctions.

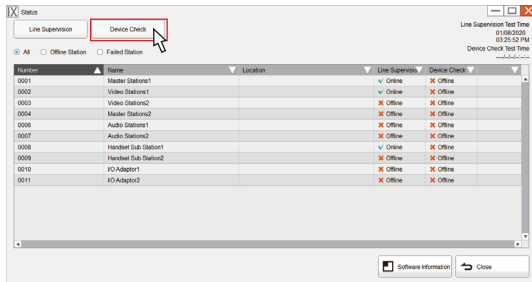
Malfunctions can also be automatically checked on a periodic basis.

Device check results are also stored on the PC.

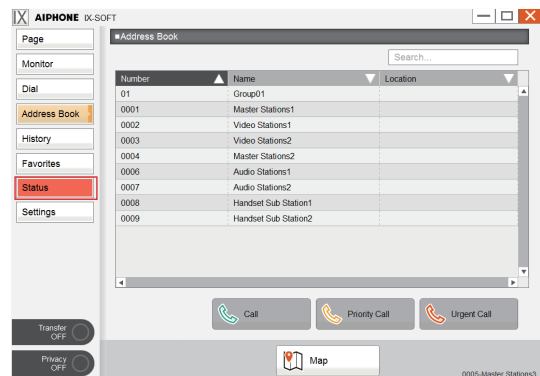
! Important

- Stations that cannot communicate cannot be checked for malfunctions. Use this function together with Line Supervision.

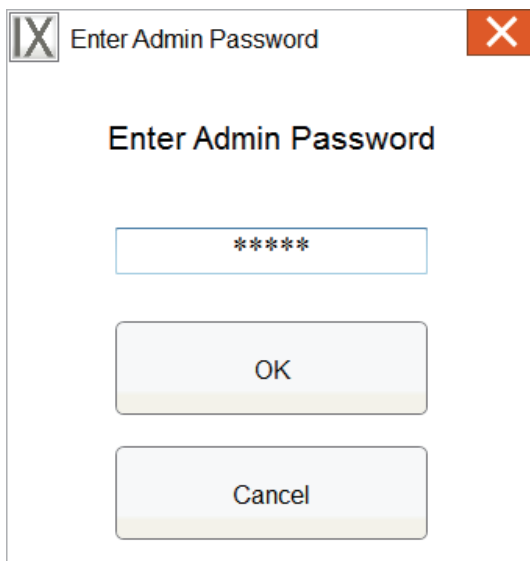
1. Click [Device Check] on the Status screen.



- "Line Supervision Testing..." is displayed during the device check. Click [Cancel] to end the device check.
- A short beep will be heard from each station, in order to check for speaker/microphone malfunctions.
- If an error was detected, [Status] on the Home Screen turns from white to red.



2. Enter the administrator password, and then click [OK].

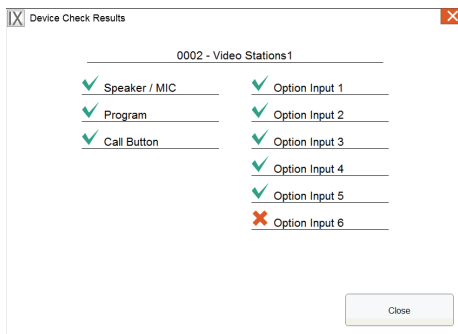
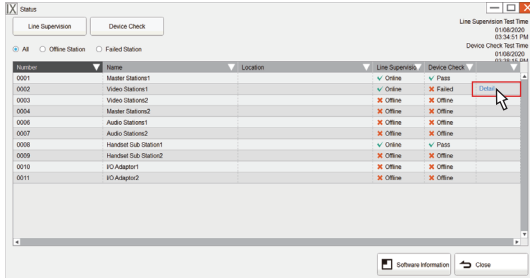


3. Resolve the error and perform device check again.

- If the error has been restored to normal, [Status] on the Home Screen will change back from red to white.

How to check details during an error

1. Click **[Detail]** next to the station with a malfunction on the Device Check screen.



✓ : Normal.

✗ : Error.

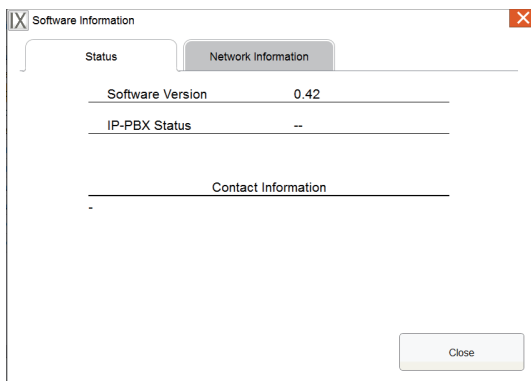
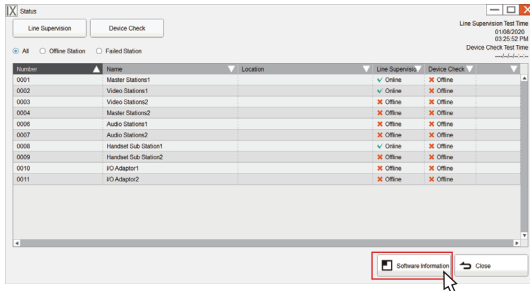
2. Resolve the error and perform Device Check again.

- If the error has been restored to normal, **[Status]** on the Home Screen will change back from red to white.

Confirming Station Information

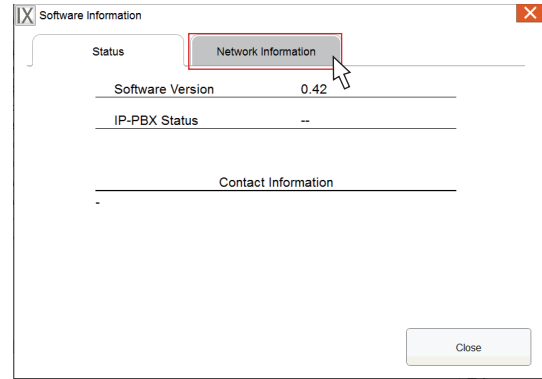
The software version, network configuration information, and other information can be checked.

1. Click **[Software Information]** on the Status screen.

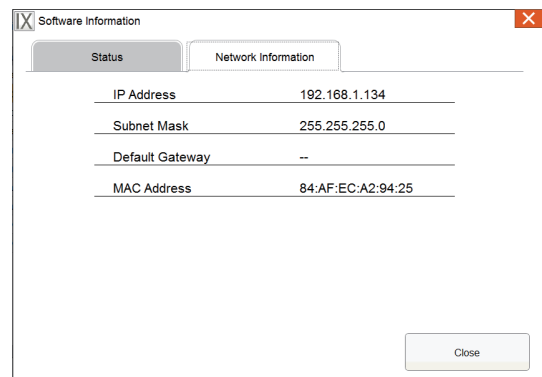


- **Software Version:** Displays the software version of this station.
- **IP-PBX Status:** This shows the connection status with the IP-PBX.
- **Contact Information:** Displays installer information configured in the IX Support Tool.

2. Click the **[Network Information]** tab.



3. Check the network configuration information for the PC.

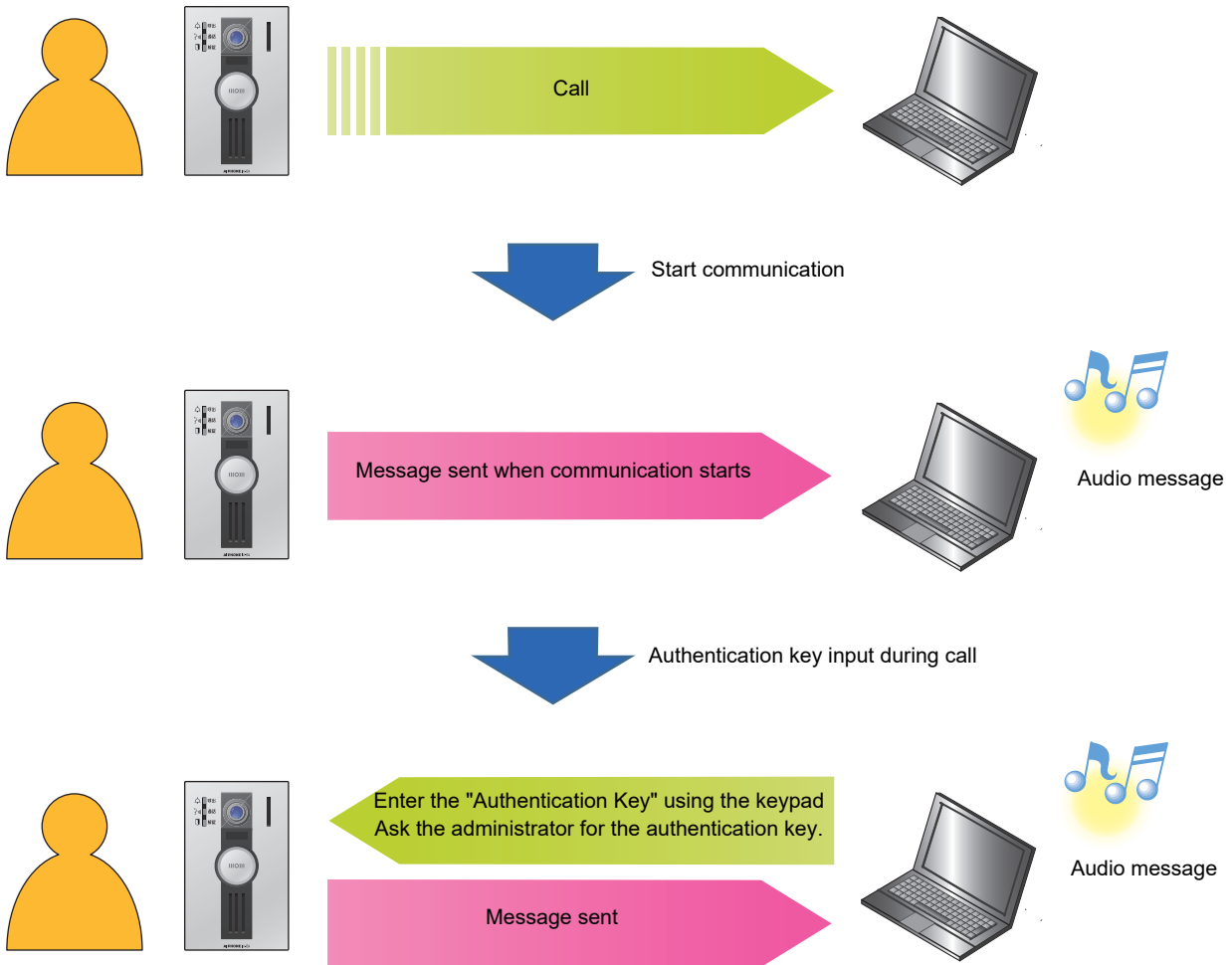


- Click **[Close]** to stop checking station information.

Playing the Communication Audio Messages automatically

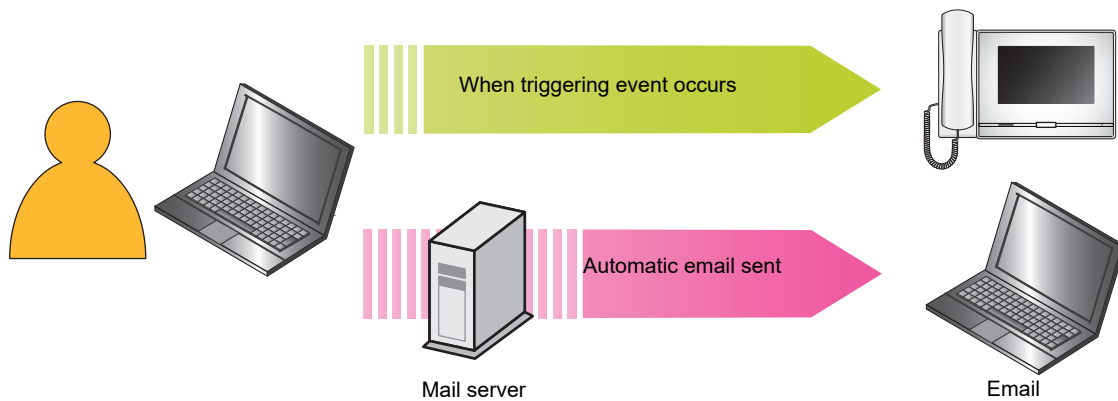
A message to help identify the location of the other station can be automatically played when a call starts or via keypad input during communication.

The Communication Audio Messages can be used if it is registered to the other station.



Sending an email

An email can be sent to pre-registered email addresses using Email Event Trigger.



Example of sending email:

When placing a call to the Door Station 3 (Station Number: 003, Station Name: Door Station 3, Location: Reception desk) from this station (Station Number: 002, Station Name: Intercom Station 2, Location: Fire Prevention Center) with the "Priority" priority.

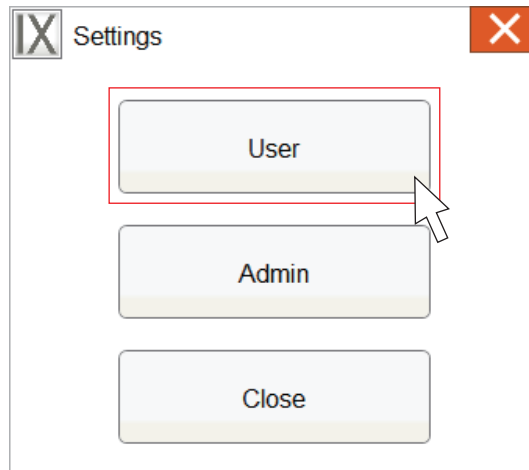
Source	△△△△@△△△△△.com
Date and time	11/20/2018 7:22
CC	xxxxx@xxxxx.com
Subject	002 Intercom Station 2 Priority Outgoing Call
Description	<p>A call was made at [20181120 07:21:00].</p> <p>Source Station Number: [002] Source Station Name: [Intercom Station 2] Source Station Location: [Fire Prevention Center] Call Priority: [Priority] Destination Station Number: [003] Destination Station Name: [Door Station 3] Destination Station Location: [Reception desk]</p>

Note

- "UTF-8" is used to encode the "Subject." Characters may display incorrectly depending on the email client. To avoid this, set the encoding method to "UTF-8."

How to configure

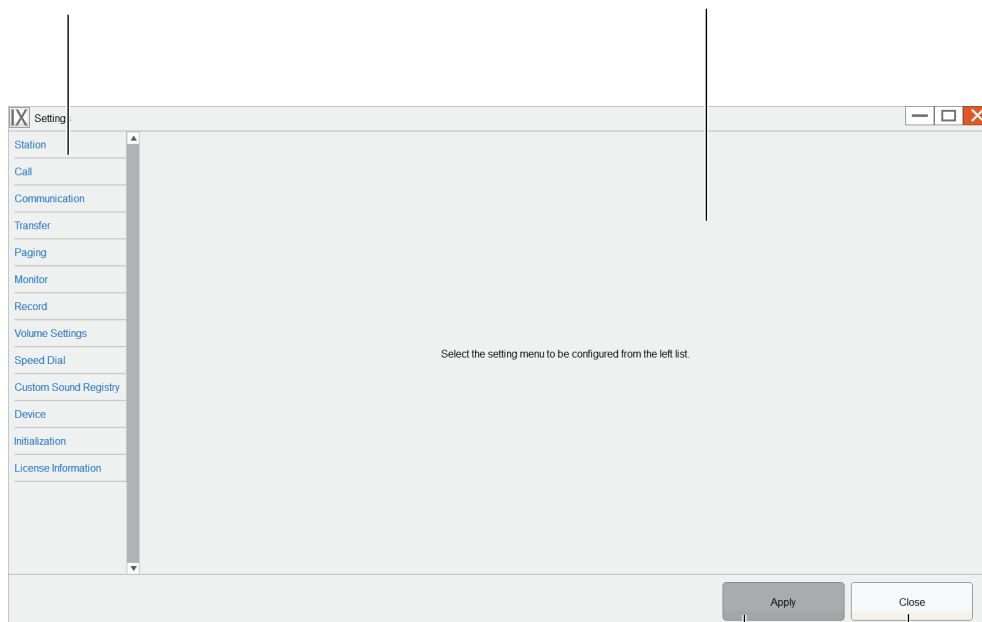
1. Click **[Settings]** on the Home Screen.
2. Click **[User]**.



- The Settings window will be displayed.

Setting Menu: Displays a list of settings by title. Clicking a title will display the corresponding screen in the settings area.

Setting area: Displays the settings selected in the Setting Menu.



Apply: Click to apply the settings.

Close: Click to close the Settings window without changing any settings.

3. Configure each setting item.

4. Click **[Apply]** to apply the settings after configuration.
 - **[Settings applied.]** will be displayed in the center of the Settings Screen when completed.
 - If the settings cannot be applied, an error message will be shown.
 - Click **[Close]** to exit the Settings Screen without applying changes.
 - Do not close the application while applying settings.
 - To stop configuration, click **[✕]** or **[Close]** on the Settings window.

List of settings

Entry				Reference page		
Station						
Station	Language	-	-	89		
Call						
Outgoing Call Settings	Outgoing Call Timer	-	-	90		
	Ringback Tone	-	-	90		
	Ringback Tone Count	-	-	90		
Call settings	Ringtone	-	-	92		
	CALL BUTTON	-	-	92		
	OPTION INPUT	-	-	92		
	AUTO ANSWER	-	-	92		
Communication						
Communication	Talk Timeout [sec]	-	-	93		
	Force Press Talk	-	-	93		
Transfer Settings						
Transfer Settings	Absent Transfer Settings	-	Transfer destination	95		
			Re-transfer destination	95		
	Delay Transfer Settings	-	Transfer Destination	97		
			Re-transfer destination	97		
			Delay Time	98		
	Transfer Schedule	Daily Schedule	-	Transfer Destination	100	
				Re-transfer destination	100	
				Start Time	101	
				End Time	101	
		Weekly Settings	-	-	Transfer Destination	102
					Re-transfer destination	103
					Start Time	104
End Time					104	
Paging Settings						
Paging Settings	Paging Timeout	-	-	105		
Monitor						
Monitor	Monitor Timeout	-	-	106		
	Dwell Time	-	-	106		
Scan Monitor Settings	-	-	-	106		

Entry				Reference page	
Record					
Record	Manual recording	-	-	108	
	Record Event	-	-	108	
	Recoding File Location	-	-	108	
	Event Recording Timer	-	-	108	
	Maximum Storage	-	-	108	
Volume					
Volume	Speaker	-	-	109	
	Ringtone	-	-	109	
Speed Dial					
Speed Dial	Speed Dial Name	-	-	111	
	Type	Call	Priority	113	
			Destination station	113	
	Page	Monitor	Settings	115	
			Priority	116	
			Message File	116	
			Play Count	116	
			DESTINATION	116	
			DESTINATION	116	
	Option Relay Control	Option Relay Control	Range (contact output duration)	120	
			Contact output station	120	
	Custom Sound Registry				
	Custom Sound Registry	-	-	-	122
Device					
Device	Mic(transmit)	-	-	124	
	Speaker(receive)	-	-	124	
	Tone	-	-	124	
	Camera	-	-	124	
	Enable Noise Suppressor	-	-	124	
	Enable Echo Cancel	-	-	124	
	NIC	-	-	124	
	IP Version	-	-	124	
	IP Address	-	-	124	
	Subnet	-	-	124	
	MAC address	-	-	124	

Entry				Reference page
Factory Reset				
Factory Reset	Initialize User Settings	-	-	125
License information				
License information	-	-	-	125

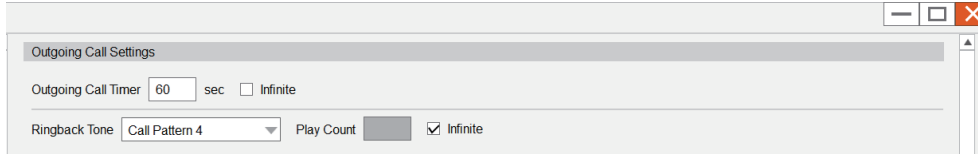
Station Settings

Entry	Description	Settings	Default values
Language	Configure the display language. Changing the display language may cause the station name and other text to not display correctly.	<ul style="list-style-type: none"> • 日本語 • English • Français 	This will be set as follows based on the language of the OS installed on the PC. Japanese OS: 日本語 OS in language other than Japanese or French: English French OS: Français

Call Settings

Configure settings related to outgoing and incoming calls.

Outgoing Call Settings



Entry	Description	Settings	Default values
Outgoing Call Timer	Configure the call timeout.	<ul style="list-style-type: none"> • 10 - 600 sec (by 1 sec) • Infinite: Keep calling until call is answered. 	60 sec

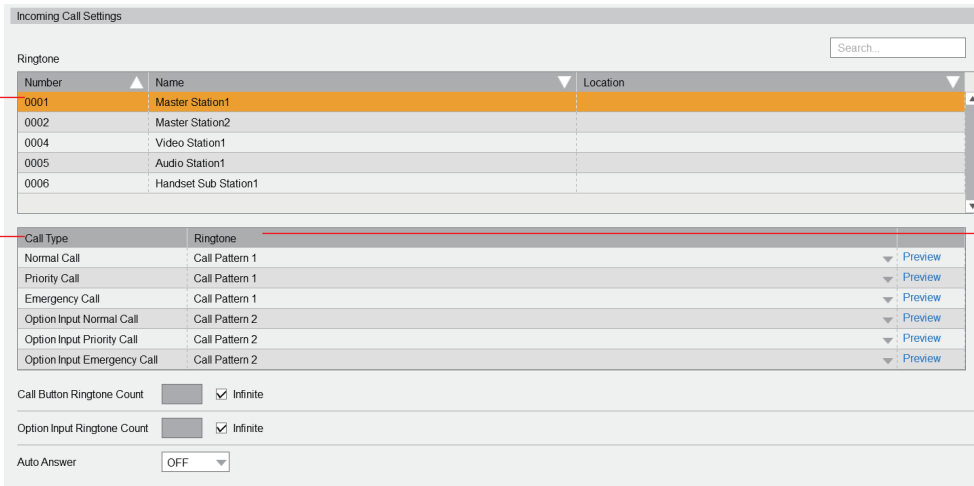
Note

• When calling a VoIP Phone, this will be the shorter time of the time set for "Outgoing Call Timer" and the call duration configured on the IP-PBX.

Entry	Description	Settings	Default values
Ringback Tone	Select the ringback tone to play when placing a call or monitoring.	<ul style="list-style-type: none"> • None • Call Pattern 1 • Call Pattern 2 • Call Pattern 3 • Call Pattern 4 • Call Pattern 5 • Call Pattern 6 • Tremolo Sound • Busy Tone • On Hold • Error Tone • Pre Tone 1 • Pre Tone 2 • Pre Tone 3 • Communication End Pretone • Call Queue Notification • Waiting Reply Tone • Select a sound that is registered in "Custom Sound Registry (->page 122)". 	Call Pattern 4
Play Count	Set the play count of ringback tone for outgoing call.	<ul style="list-style-type: none"> • 1-20 times • Infinite: The ringback tone continues to play for the amount of time set in "Outgoing Call Timer." 	Infinite

Incoming Call Settings

Address book station list



Call Type

- Normal Call: An incoming call where a normal call is received through use of the call button
- Priority Call: An incoming call where a priority call is received through use of the call button
- Emergency Call: An incoming call where an urgent call is received through use of the call button
- Option Input Normal Call: An incoming call where a normal call is received through contact input.
- Option Input Priority Call: An incoming call where a priority call is received through contact input.
- Option Input Emergency Call: An incoming call where an urgent call is received through contact input.

Ringtone: The ringtone for each type of call

How to configure the ringtone

1. Select the source station from the "Address book station list."
2. Configure the ringtone to play for each type of call.

Entry	Description	Settings	Default values
Ringtone	Configure the ringtone for each priority when a call is received through use of the call button or via contact input. A different one can be set for each source station. Click [Preview] to hear the sound.	<ul style="list-style-type: none"> • None • Call Pattern 1 • Call Pattern 2 • Call Pattern 3 • Call Pattern 4 • Call Pattern 5 • Call Pattern 6 • Tremolo Sound • Busy Tone (Busy Response Tone) • On Hold • Error Tone (Error) • Pre Tone 1 • Pre Tone 2 • Pre Tone 3 • Communication End Pretone • Call Queue Notification • Waiting Reply Tone • Select a sound that is registered in "Custom Sound Registry" (→page 122)". 	Call (Normal / Priority / Emergency) : Call Pattern 1 Option Input Call (Normal / Priority / Emergency) : Call Pattern 2
Call Button Ringtone Count	Configure the ringtone count when a call is received by operating the call button or pressing the bathroom call button.	<ul style="list-style-type: none"> • Infinite: The ringtone continues to play until the call is answered or canceled. • 1-20 times 	Infinite
Option Input Ringtone Count	Configure the ringtone count when a contact input call is received.	<ul style="list-style-type: none"> • Infinite: The ringtone continues to play until the call is answered or canceled. • 1-20 times 	Infinite
Auto Answer	Configure Auto Answer when an individual call is received. Auto Answer: A function that automatically answers when a call is received. Auto Answer will not function for calls from an VoIP Phone or that are transferred.	<ul style="list-style-type: none"> • ON (Auto Answer enabled) • OFF (Auto Answer disabled) 	OFF

Communication Settings

The call duration and whether to always use push-to-talk can be configured.



Entry	Description	Settings	Default values
Communication Timer	Configure the following call durations. <ul style="list-style-type: none"> • Call duration when a call is placed • Call duration when answering a page The call duration during an incoming call will be the call duration set on the destination station.	<ul style="list-style-type: none"> • 30 - 600 sec (by 1 sec) • Infinite: The call will continue until the call is ended. 	60 sec
Force Press Talk	Configure whether to enable push-to-talk when starting a call.	<ul style="list-style-type: none"> • ON • OFF 	OFF

Transfer Settings

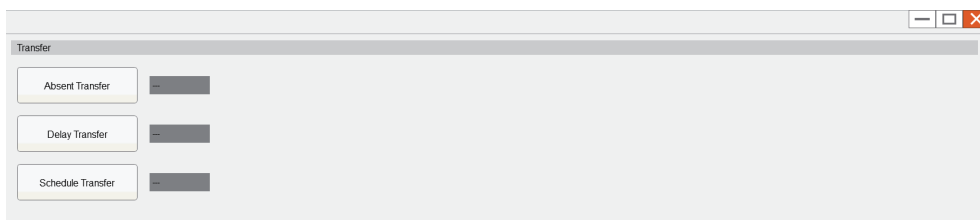
Configure settings related to absent transfer, delay transfer, and schedule transfer.

*This is an administrator privileges setting. If "LOCK TRANSFER SETTINGS" is set to "ON," this cannot be configured under user privileges.

- **Absent Transfer:**
An incoming call can be automatically transferred to the transfer destination if it is received while absent transfer is set.
- **Delay Transfer:**
An incoming call can be automatically transferred to the transfer destination if it is received when delay transfer is set and not answered over a certain period of time (Delay Time).
- **Schedule Transfer:**
An incoming call can be automatically transferred to the transfer destination, if an incoming call is received during the time configured in the weekly schedule or daily schedule.

! Important

- When an incoming call is received from a VoIP phone, the call will be received without transferring even when transfer is set. To transfer the call, configure transferring on the IP-PBX.
- Do not configure multiple VoIP phones as transfer destinations. If multiple VoIP phones are configured, calls will be transferred to only one.



Entry	Description	Settings	Default values
Absent Transfer	Select Enable / Disable for Absent Transfer. If " Absent Transfer Settings (→page 95) " is not configured, this cannot be set to "ON." The setting can also be changed for the TRANSFER button in the application.	<ul style="list-style-type: none"> • ON (absent transfer enabled) • OFF (absent transfer disabled) 	OFF
Delay Transfer	Select Enable / Disable for Delay Transfer. If " Delay Transfer Settings (→page 97) " is not configured, this cannot be set to "ON."	<ul style="list-style-type: none"> • ON (delay transfer enabled) • OFF (delay transfer disabled) 	OFF
Schedule Transfer	Select Enable / Disable for Schedule Transfer. If " Transfer Schedule (→page 99) " is not configured, this cannot be set to "ON."	<ul style="list-style-type: none"> • ON (schedule transfer enabled) • OFF (schedule transfer disabled) 	OFF

Absent Transfer Settings

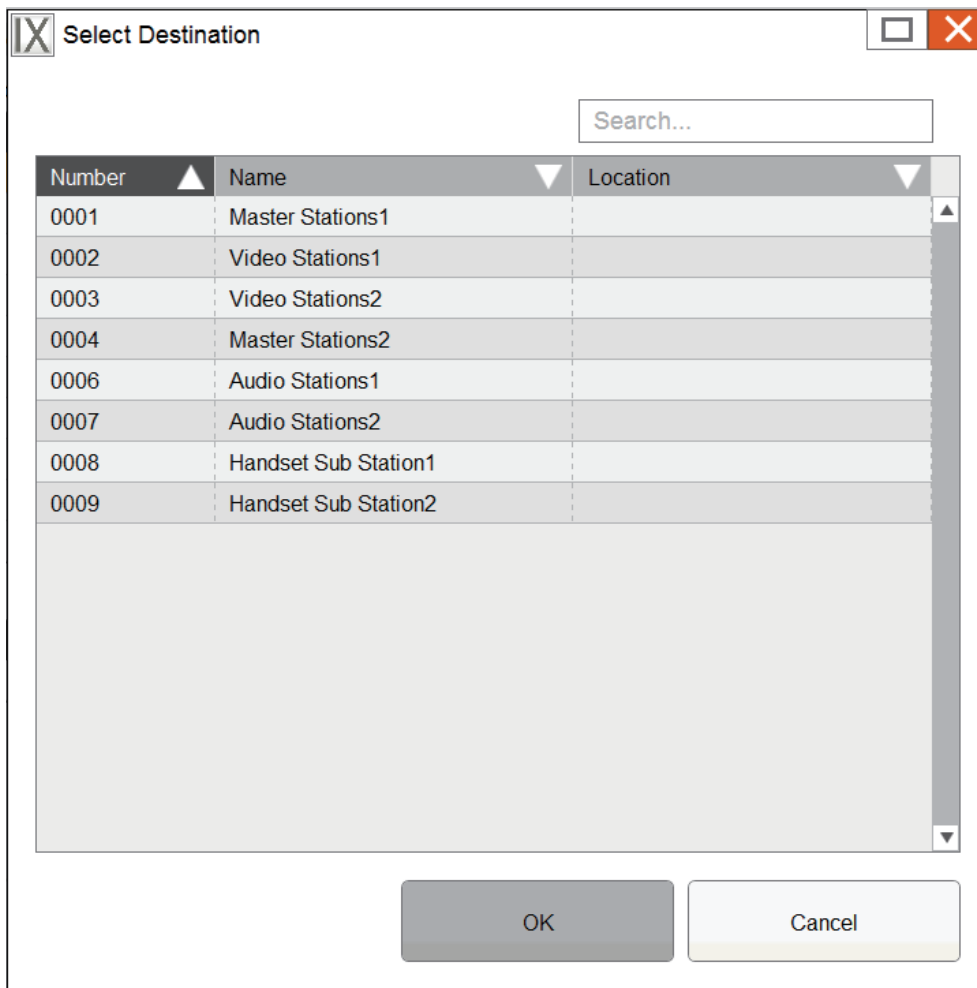
Absent Transfer Settings				
Transfer Destination				
Number	Name	Location	Edit	Delete
0001	Master Stations1		Edit	Delete
0002	Master Stations2		Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete

Re-Transfer				
Number	Name	Location	Edit	Delete
0001	Master Stations1		Edit	Delete

Back

- (1) Click **[Edit]** on the row to add a transfer destination.
To configure a re-transfer destination, click **[Edit]** on the re-transfer row.
*Up to 10 transfer destinations and a single re-transfer (i.e. transferring a transferred call) destination can be configured.
 - To change a transfer destination station that has already been registered, click the row of the station to change and then click **[Edit]**.
 - To delete a transfer destination station that has already been registered, click the row of the station to delete and then click **[Delete]**.
 - The Select Destination screen is displayed.

- (2) Click the station to configure as a transfer destination.
*Enter text in the "Search" input field to search by number or station name.



- (3) Click **[OK]**.
– The Absent Transfer Settings screen will be shown.

Delay Transfer Settings

Delay Transfer Settings

Transfer Destination

Number	Name	Location	Edit	Delete
0001	Master Stations1		Edit	Delete
0002	Master Stations2		Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete

Re-Transfer

Number	Name	Location	Edit	Delete
0004	Video Stations1		Edit	Delete

Delay Timer sec

Back

How to configure Delay Transfer

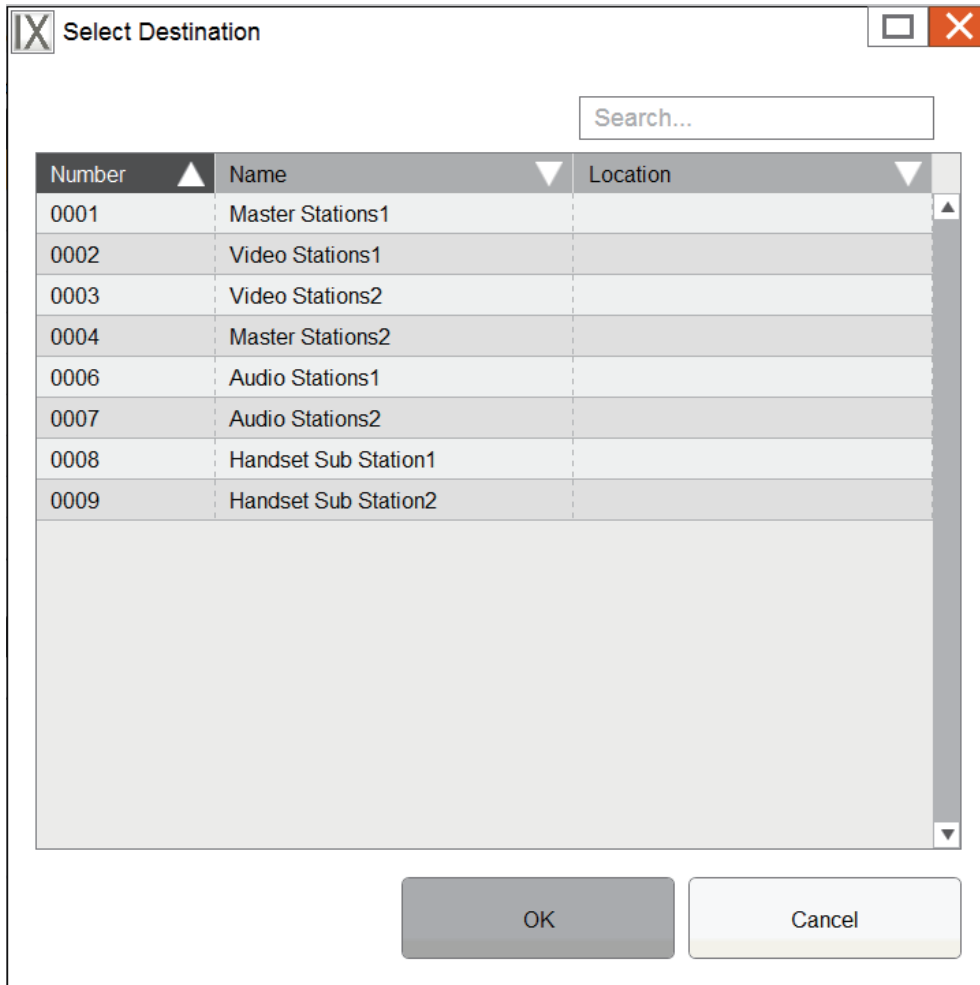
(1) Click **[Edit]** on the row to add a transfer destination.

To configure a re-transfer destination, click **[Edit]** on the re-transfer row.

*Up to 10 transfer destinations and a single re-transfer (i.e. transferring a transferred call) destination can be configured.

- To change a transfer destination station that has already been registered, click the row of the station to change and then click **[Edit]**.
- To delete a transfer destination station that has already been registered, click the row of the station to delete and then click **[Delete]**.
- The Select Destination screen is displayed.

- (2) Click the station to configure as a transfer destination.
 *Enter text in the "Search" input field to search by number or station name.



- (3) Click **[OK]**.
 – The Delay Transfer Settings screen will be shown.
 (4) Configure the **[Delay Timer]**.

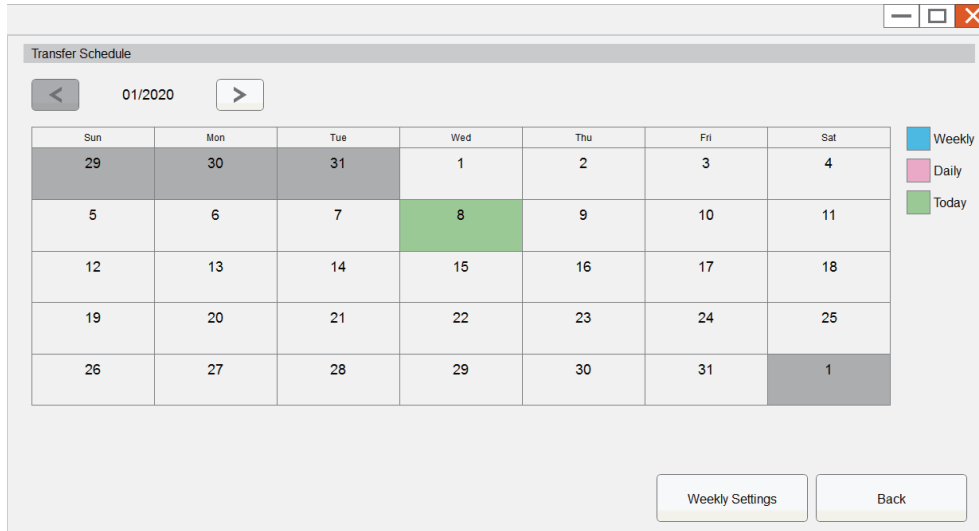
Entry	Description	Settings	Default values
Delay Timer	Set the delay time between receiving and transferring a call.	1-300 sec (by 1 sec)	30 sec

Transfer Schedule

How to configure individual schedules

Set the schedule transfer destination and the time by day. A schedule one year from the date of PC can be configured.

12 schedules can be set for each day.



(1) Click the day to set a schedule.

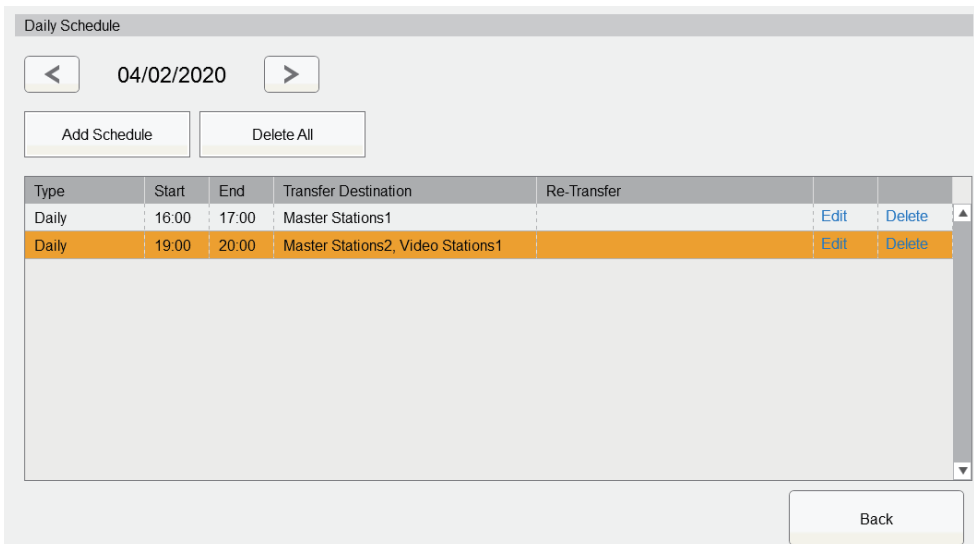
– The Daily Schedule screen is displayed for the day that was clicked.

*To change a schedule that has already been registered, click **[Edit]** on the row to change.

*To delete a schedule that has already been registered, click **[Delete]** on the row to delete.

*To delete all individual schedules for the displayed day, click **[Delete All]**.

*Refer to [“How to configure the Weekly Schedule \(→page 102\)”](#) for information on changing and deleting schedules registered as "weekly."



(2) Click **[Add Schedule]**.

– The Daily Schedule screen is displayed.

(3) Click **[Edit]** on the row to add a transfer destination.

To configure a re-transfer destination, click **[Edit]** on the re-transfer row.

*Up to 10 transfer destinations and a single re-transfer (i.e. transferring a transferred call) destination can be configured.

IX Daily Schedule

Transfer Destination

Number	Name	Location		
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete

Re-Transfer

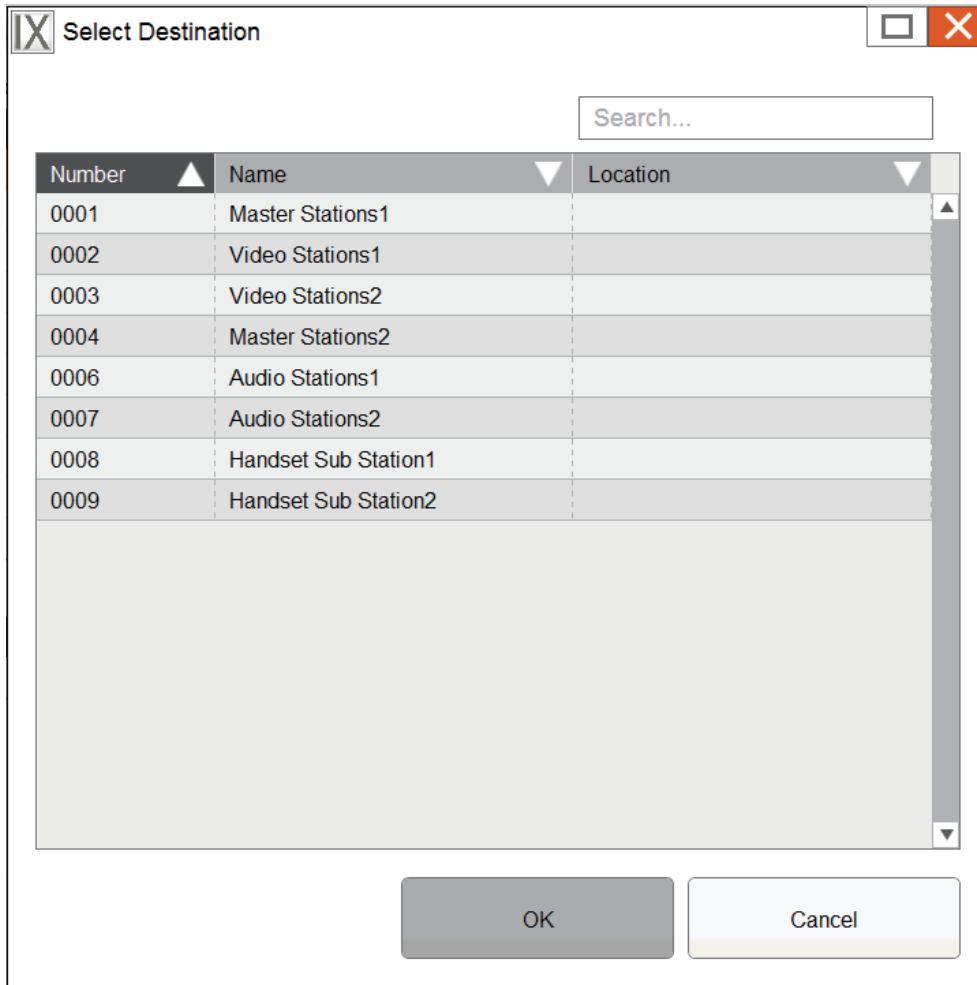
Number	Name	Location		
			Edit	Delete

Start End

OK Cancel

– The Select Destination screen is displayed.

- (4) Click the station to configure as a transfer destination.
 *Enter text in the "Search" input field to search by number or station name.



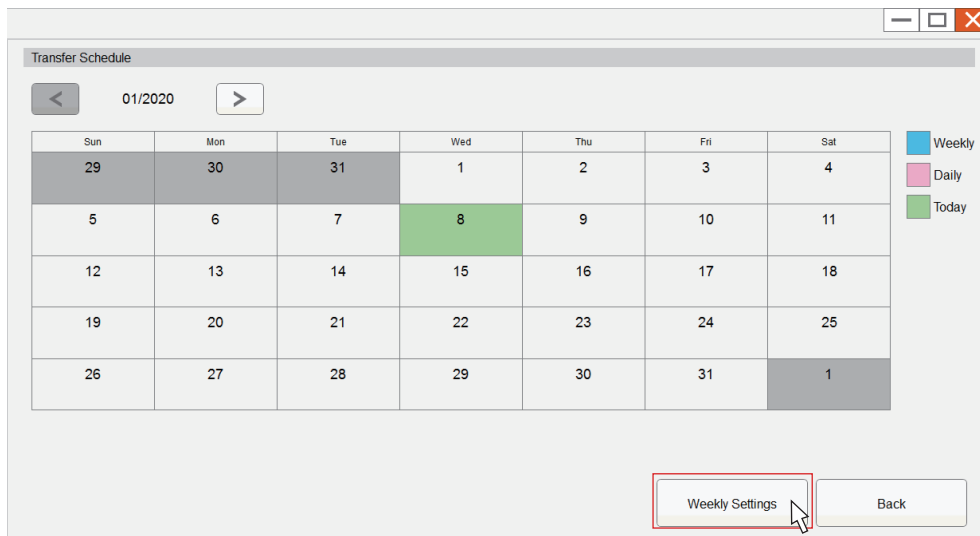
- (5) Click **[OK]**.
 – The Daily Schedule screen is displayed.
 (6) Configure the start time and end time.
 (7) Click **[OK]**.
 – The schedule is registered

Entry	Description	Settings	Default values
Start	Set the Start Time to enable schedule transfer.	00:00 - 23:59	-
End	Set the End Time to disable schedule transfer. If set earlier than "Start," the end time will be the time the following day.	00:00 - 23:59	-

How to configure the Weekly Schedule

Configure the transfer destination and time for each day of the week from Sunday through Saturday. Up to 12 schedules can be set for each day of the week.

- (1) Click **[Weekly Settings]**.



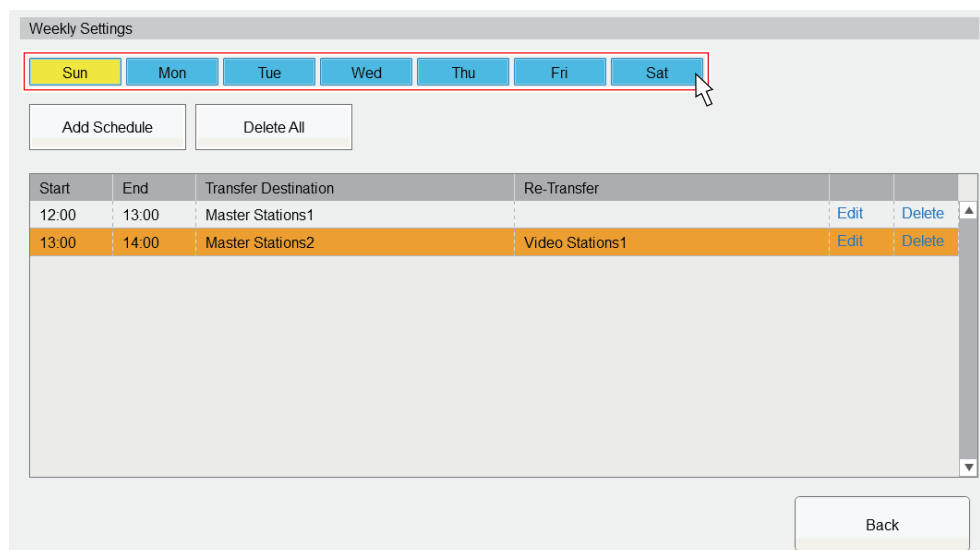
– The Weekly Schedules screen will be shown.

- (2) Click the day of the week to configure transferring.

*To change a schedule that has already been registered, click **[Edit]** on the row to change.

*To delete a schedule that has already been registered, click **[Delete]** on the row to delete.

*To delete all weekly schedules for the displayed day of the week, click **[Delete All]**.



- (3) Click **[Add Schedule]**.

– The Weekly Schedules screen will be shown.

(4) Click **[Edit]** on the row to add a transfer destination.

To configure a re-transfer destination, click **[Edit]** on the re-transfer row.

*Up to 10 transfer destinations and a single re-transfer (i.e. transferring a transferred call) destination can be configured.

Weekly Settings

Transfer Destination

Number	Name	Location	Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete
			Edit	Delete

Re-Transfer

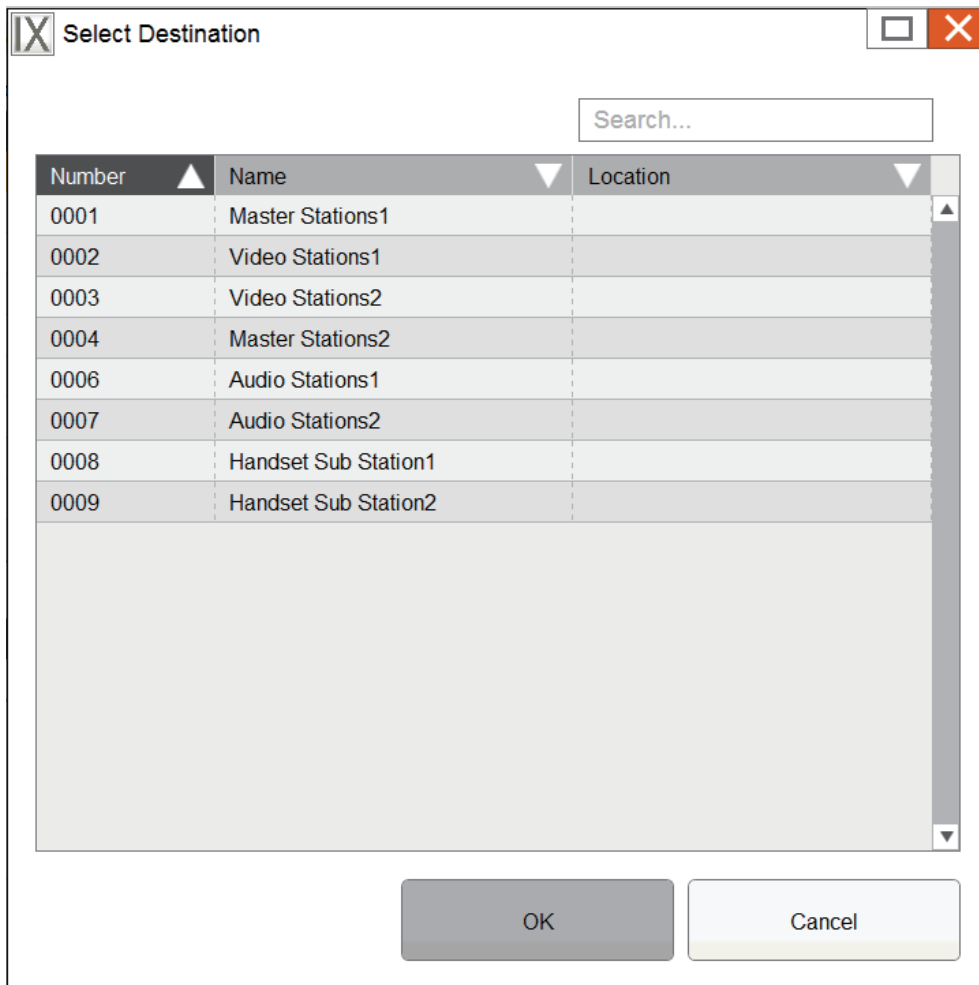
Number	Name	Location	Edit	Delete
			Edit	Delete

Start End

OK Cancel

– The Select Destination screen is displayed.

- (5) Click the station to configure as a transfer destination.
 - Enter text in the "Search" input field to search by number or station name.

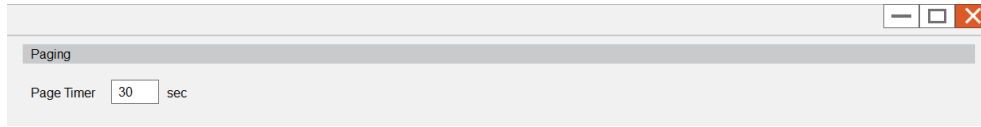


- (6) Click **[OK]**.
 - The Weekly Schedules screen will be shown.
- (7) Configure the start time and end time.
- (8) Click **[OK]**.
 - The schedule is registered

Entry	Description	Settings	Default values
Start	Set the Start Time to enable schedule transfer.	00:00 - 23:59	-
End	Set the End Time to disable schedule transfer. If set earlier than "Start," the end time will be the time the following day.	00:00 - 23:59	-

Paging Settings

Configure settings related to paging.



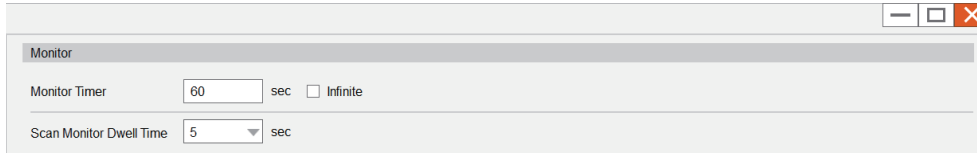
Entry	Description	Settings	Default values
Page Timer	Set the time for outgoing paging duration.	10 - 600 sec (by 1 sec)	30 sec

Monitor Settings

Configure settings related to monitoring and scan monitoring.

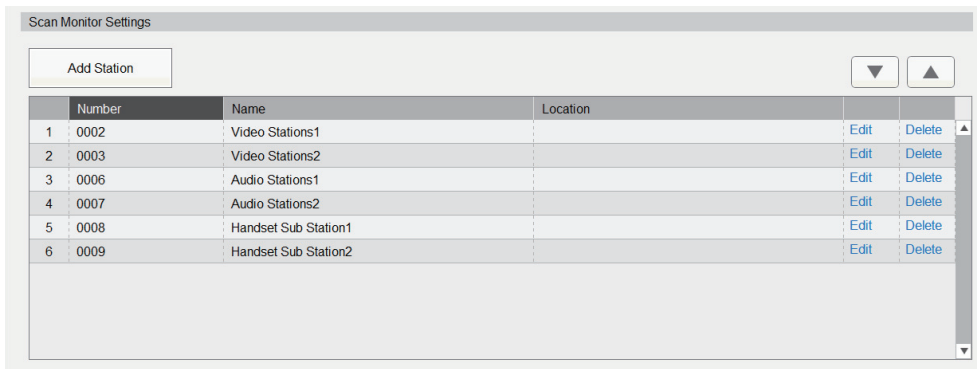
Scan monitoring: This function automatically switches monitoring between multiple stations and network cameras (other than applications, IX-MV7-*, IX-MV, IXW-MA, and VoIP Phones) for a certain interval.

Monitor Settings



Entry	Description	Settings	Default values
Monitor Timer	Configure the time until monitoring an individual station or network camera automatically ends. Scan monitoring will not end until ended on the station.	<ul style="list-style-type: none"> • 10 - 600 sec (by 1 sec) • Infinite: Do not end until end operation is performed 	60 sec
Scan Monitor Dwell Time	Set the dwell time to change destination for scan monitor.	<ul style="list-style-type: none"> • 5 sec • 10 sec • 30 sec 	5 sec

Scan Monitor Settings

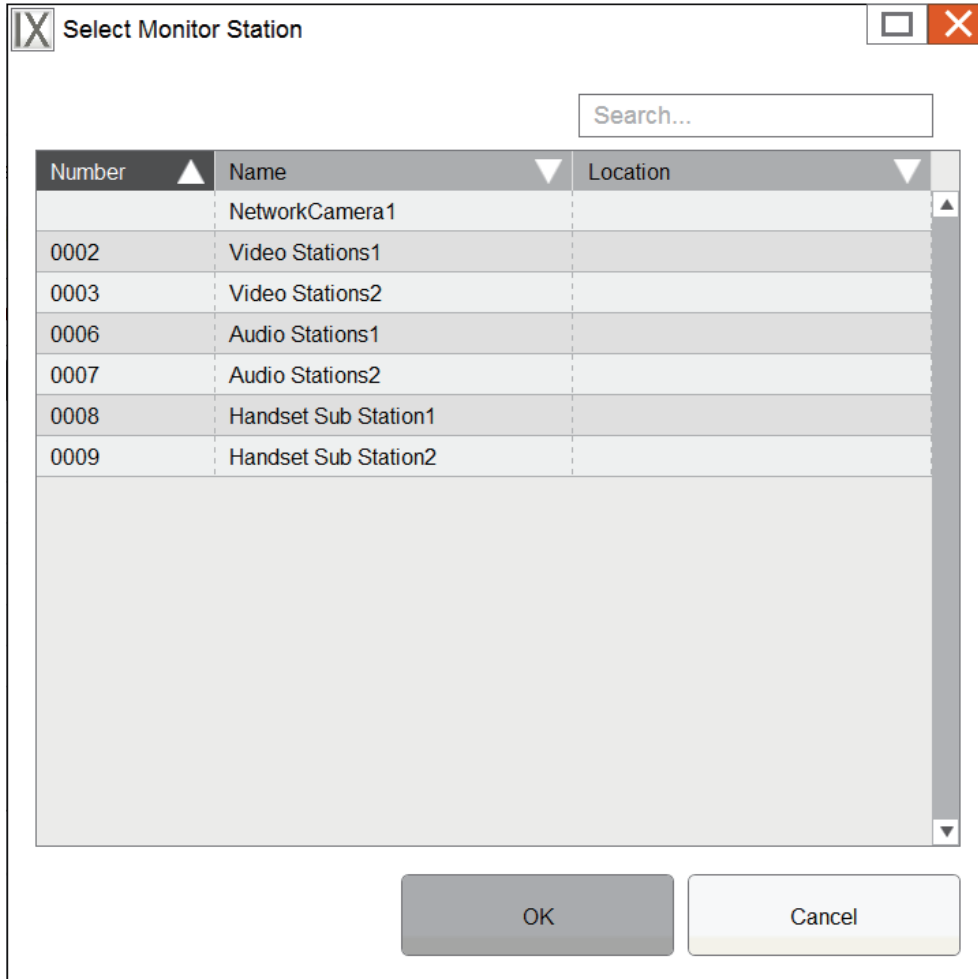




- To change a scan monitoring station or network that has already been registered, click the row of the station to change, and then click **[Edit]**.
- To delete a scan monitoring station or network that has already been registered, click the row of the station to delete, and then click **[Delete]**.

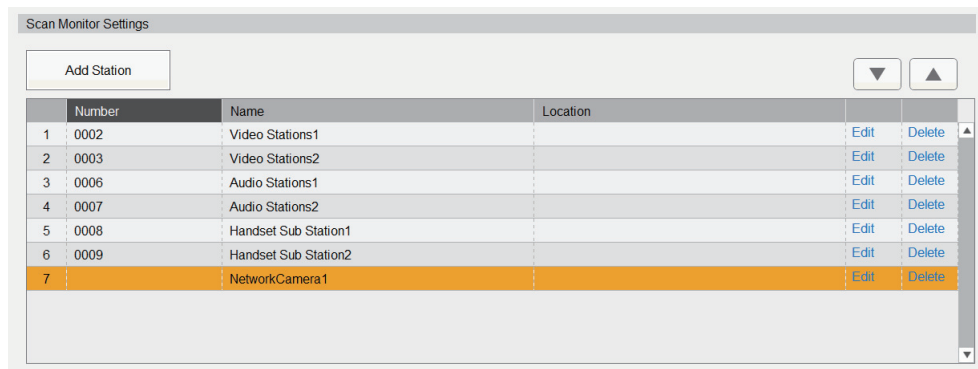
Entry	Description	Settings	Default values
Scan Monitor Settings	Configure the stations and network cameras to perform scan monitoring. Refer to " How to configure Scan Monitoring (→page 107) " for information on how to configure.	-	-

How to configure Scan Monitoring

- (1) Click **[Add Station]**.
 - The Select Monitor Station screen is displayed.
- (2) Click the stations and network cameras to perform scan monitoring.
 - Enter text in the "Search" input field to search by number or name.

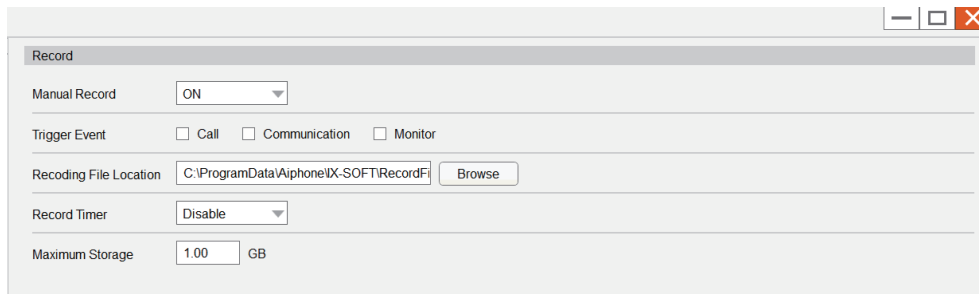


- (3) Click **[OK]**.
 - The Monitor Settings screen is displayed and the registered stations and network cameras are displayed in the Scan Monitor Settings list.
 - Scan monitoring will be performed in the order shown. To change the order, select the station to change, and then either drag and drop it or click  and  to move it.



Record Settings

Configure recording settings. If there is no video, this will apply only to audio. When recording a call, anything said from the application will also be recorded.



The screenshot shows a window titled "Record" with the following settings:

- Manual Record: ON
- Trigger Event: Call, Communication, Monitor
- Recording File Location: C:\ProgramData\Aiphone\IX-SOFT\RecordF (with a Browse button)
- Record Timer: Disable
- Maximum Storage: 1.00 GB

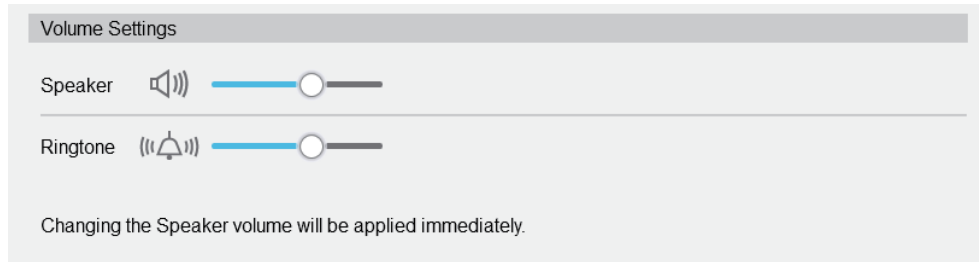
Entry	Description	Settings	Default values
Manual Record	Select ON / OFF for manual recording.	<ul style="list-style-type: none"> • ON • OFF 	ON
Trigger Event	Configure the trigger in use to start recording video/audio automatically.	Select from the following. (Multiple selections allowed) <ul style="list-style-type: none"> • Call: Record start when station receives Incoming Call. If a call is automatically answered, recording will start when communication starts. • Communication: Recording starts when communication begins. • Monitor: Recording starts when monitoring begins. Recording is not possible during Scan Monitor. 	Not selected
Recording File Location	Configure the location to save recording files.	Click [Browse] to select a directory.	"Local Disk(C)" - "Program Data" - "AIPHONE" - "IX-SOFT" > "RecordFiles" folder
Record Timer	Set the recording duration when the event trigger has occurred.	<ul style="list-style-type: none"> • Disable: Does not stop until the operating status ends or the record video button is clicked. • 5 sec • 10 sec • 30 sec 	Disable
Maximum Storage	Configure the maximum storage for recording. A maximum of 999 recording files can be saved, even if the set maximum storage is not reached.	0.00 - 500.00 GB	1.00 GB

 **Note**

- If "Record Event" is set to "Incoming Call" and multiple calls are received, video/audio is recorded from the first call. Other calls will begin video/audio recording when the first calls ends or when the call is answered.

Volume Settings

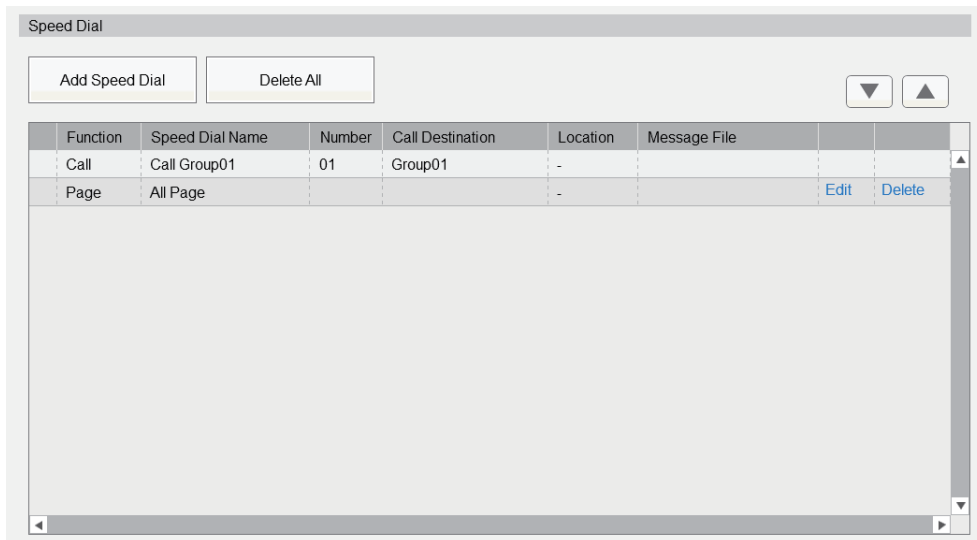
Configure the receive volume and ringtone.




Entry	Description	Settings	Default values
Speaker	Configure the receive volume during calls, monitoring, and pages. The ringback tone volume will also be changed.	Adjusted using slide bar (10 levels)	Level 6
Ringtone	Configure the volume for the ringtone and paging pretone. The ringtone plays each time it is changed. The volume set in Speaker is the maximum volume. e.g.) When the Speaker is set to the Level 5 The Level 10 of the Ringtone is the same as the Level 5 of the Speaker.	Adjusted using slide bar (10 levels, leftmost position is mute)	Level 6

Speed Dial Settings

Configure settings related to the Speed Dial buttons. Up to 50 favorite buttons can be configured.



- To change a favorite button that has already been registered, click **[Edit]** on the row of the favorite button to change.
- To delete a favorite button that has already been registered, click **[Delete]** on the row of the favorite button to delete.
- Click **[Delete All]** to delete all registered favorite buttons.

 **Note**

- Some speed dial buttons cannot be changed or deleted depending on the administrator settings.

1. Click **[Add Speed Dial]**.
 - The Speed Dial Settings (Advanced) screen will be shown.

2. Configure a favorite button.

Speed Dial

Speed Dial Name

Type Call Page Monitor Relay Control

Priority Normal Priority Emergency

Destination

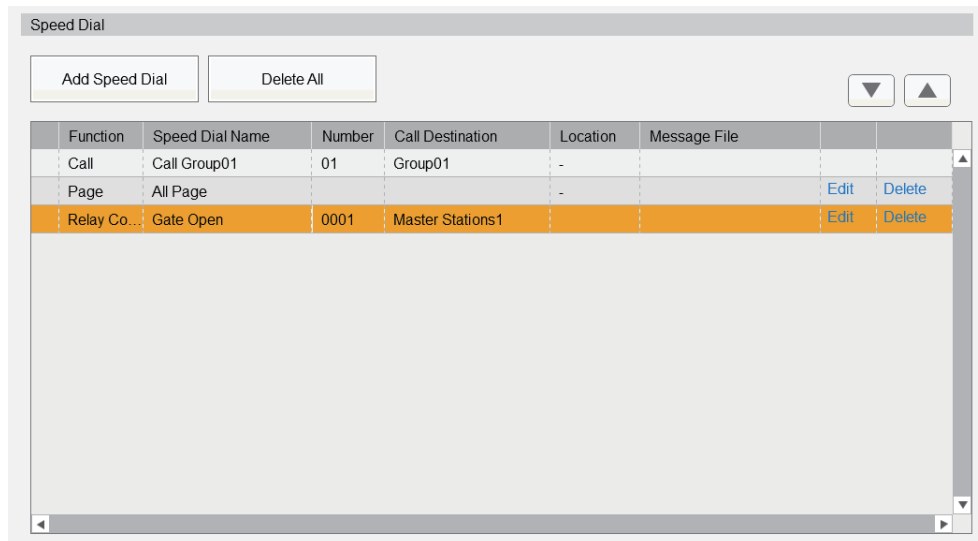
Number

Name

Location

Entry	Description	Settings	Default values
Speed Dial Name	Configure the name of the favorite button.	1-24 alphanumeric characters	-
Call (Type)	Assign the calling function to the Speed Dial button. Refer to “How to configure the calling function (→page 113)” for information on how to configure.	-	-
Page (Type)	Assign the paging or message paging function to the Speed Dial button. Refer to “How to configure the paging function (→page 115)” for information on how to configure.	-	-
Monitor (Type)	Assign the monitoring function or scan monitoring function to the favorite button. Scan monitoring cannot be assigned unless scan monitoring is configured in “Monitor Settings (→page 106)” . Refer to “How to configure the monitoring function (→page 118)” for information on how to configure.	-	-
Relay Control (Type)	Assign optional relay (a function that controls the output terminal of another station) to the Speed Dial button. Refer to “How to configure option relay control (→page 120)” for information on how to configure.	-	-

3. Click **[OK]**.
- The Favorites Settings screen is displayed, and the registered favorite button is shown in the list.
 - Favorite buttons are displayed on the screen when used in the displayed order. To change the order, select the favorite button to change, and then either drag and drop it or click and to move it.



How to configure the calling function

(1) On the Speed Dial Settings screen, select the "[Call]" type.

The screenshot shows a dialog box titled "Speed Dial" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- Speed Dial Name:** A text input field.
- Type:** Radio buttons for **Call** (selected), **Page**, **Monitor**, and **Relay Control**.
- Priority:** Radio buttons for **Normal** (selected), **Priority**, and **Emergency**.
- Destination:** A button labeled **Select**.
- Number:** A text input field.
- Name:** A text input field.
- Location:** A text input field.

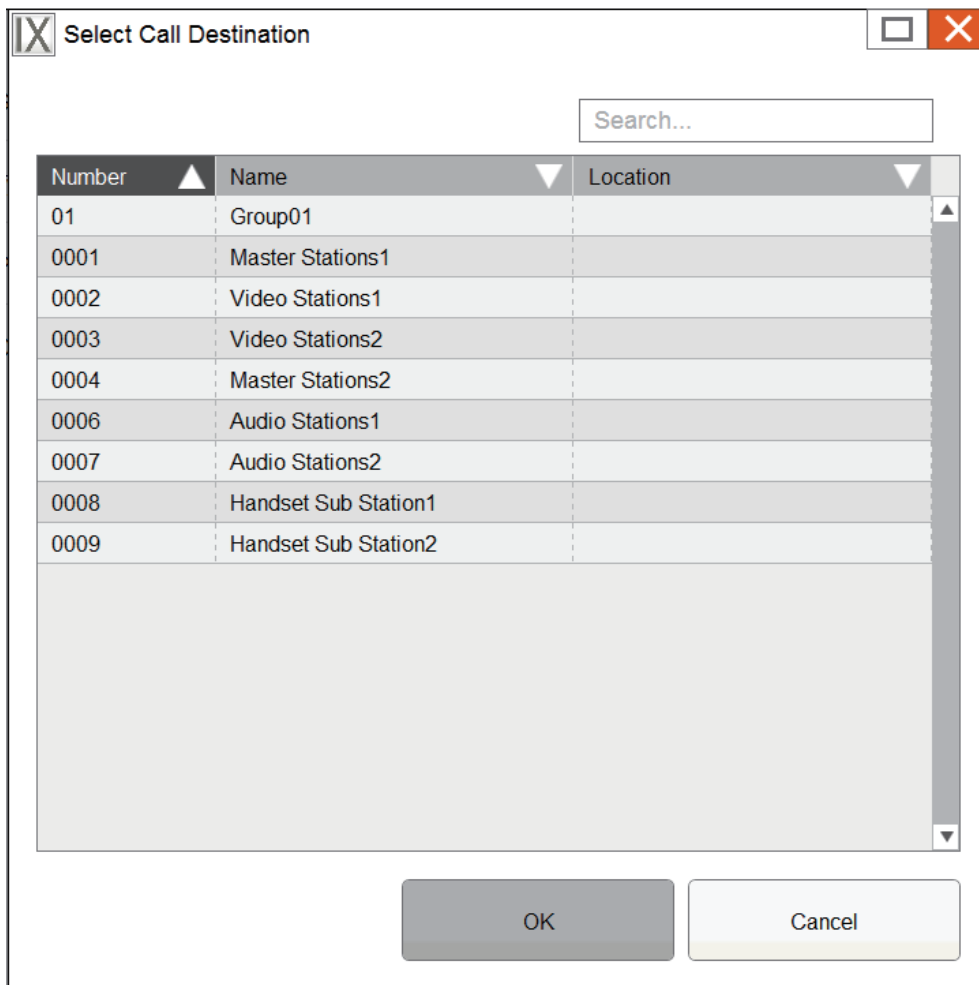
At the bottom of the dialog are two buttons: **OK** and **Cancel**.

(2) Select a call priority from **[Normal]**, **[Priority]**, and **[Urgent]**.

(3) Click **[Select]** next to Destination.

– The Select Call Station screen is displayed.

- (4) Click the station to configure as the call station.
*Enter text in the "Search" input field to search by number or station name.



- (5) Click **[OK]**.
– The Speed Dial Settings (Advanced) screen will be shown.
- (6) Click **[OK]**.
– The favorite button is registered.

How to configure the paging function

(1) Select the "[Page]" type on the Favorites Settings screen.

The image shows a dialog box titled "Speed Dial" with a close button in the top right corner. The dialog contains the following fields and options:

- Speed Dial Name:** A text input field.
- Type:** Radio buttons for Call, Page (selected), Monitor, and Relay Control.
- Function:** Radio buttons for Page and Message Page (selected).
- Priority:** Radio buttons for Normal (selected) and Emergency.
- Message File:** A dropdown menu.
- Play Count:** A numeric input field.
- Destination:** A "Select" button.
- Number:** A numeric input field.
- Name:** A text input field.

At the bottom of the dialog are "OK" and "Cancel" buttons.

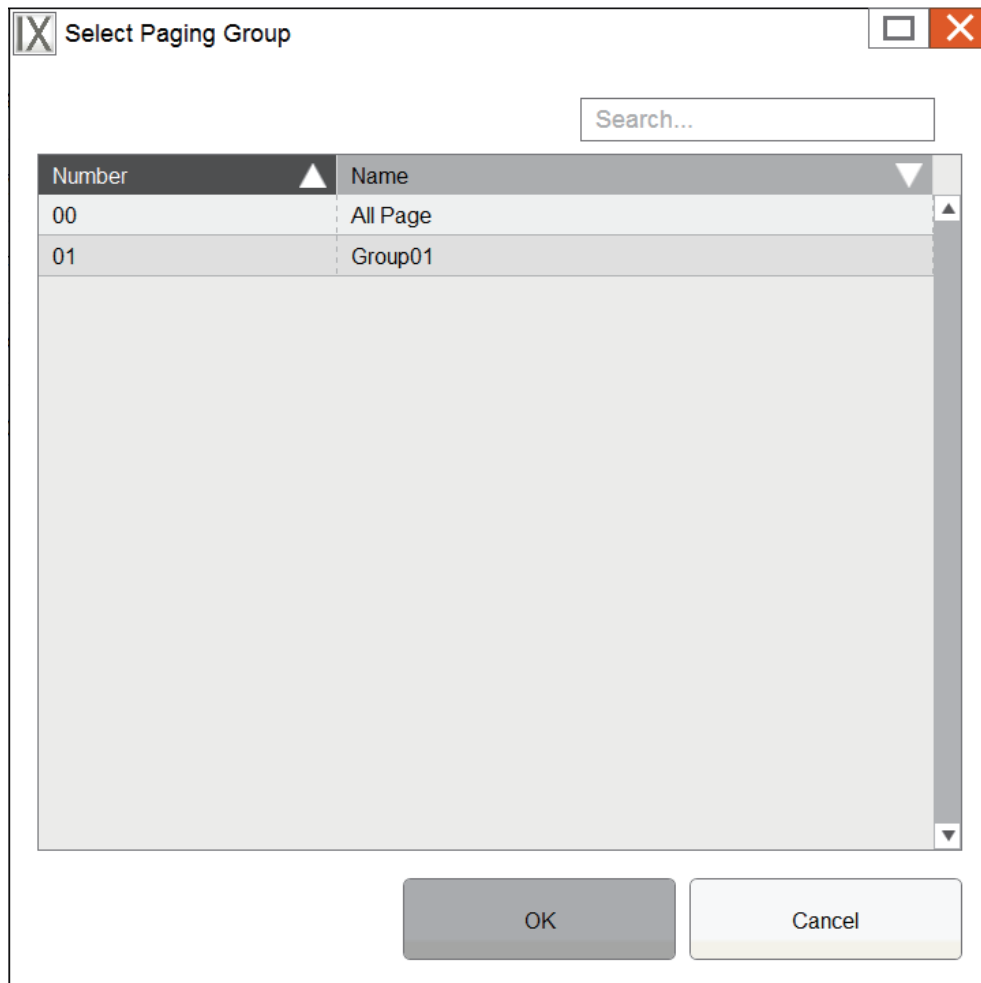
(2) Select the "Page" or "Message Page" paging type.

(3) If "Priority" and (2) "Message Page" were selected, configure "Message File" and "Play Count."

Entry	Description	Settings	Default values
Priority	Configure the paging or message paging priority.	<ul style="list-style-type: none"> • Normal • Emergency 	Normal
Message File	Select the message (audio file) to send during message paging. If no message is configured, normal audio paging will be used.	<ul style="list-style-type: none"> • Call Pattern 1 • Call Pattern 2 • Call Pattern 3 • Call Pattern 4 • Call Pattern 5 • Call Pattern 6 • Tremolo Sound • Busy Tone • On Hold • Error Tone • Pre Tone 1 • Pre Tone 2 • Pre Tone 3 • Communication End Pretone • Call Queue Notification • Waiting Reply Tone • Select a sound that is registered in "Custom Sound Registry (→page 122)". 	-
Play Count	Configure the number of times to play the message configured for the "Message File."	1 - 20 times	-

(4) Click **[Select]** next to Destination.
 – The Select Paging Group screen is displayed.

- (5) Click the group to set as the destination.
 - To send an All Page, click **[All Page]**.
 - Enter text in the "Search" input field to search by number or group name.



- (6) Click **[OK]**.
 - The Speed Dial Settings (Advanced) screen will be shown.
- (7) Click **[OK]**.
 - The favorite button is registered.

How to configure the monitoring function

(1) Select the "[Monitor]" type on the Favorites Settings screen.

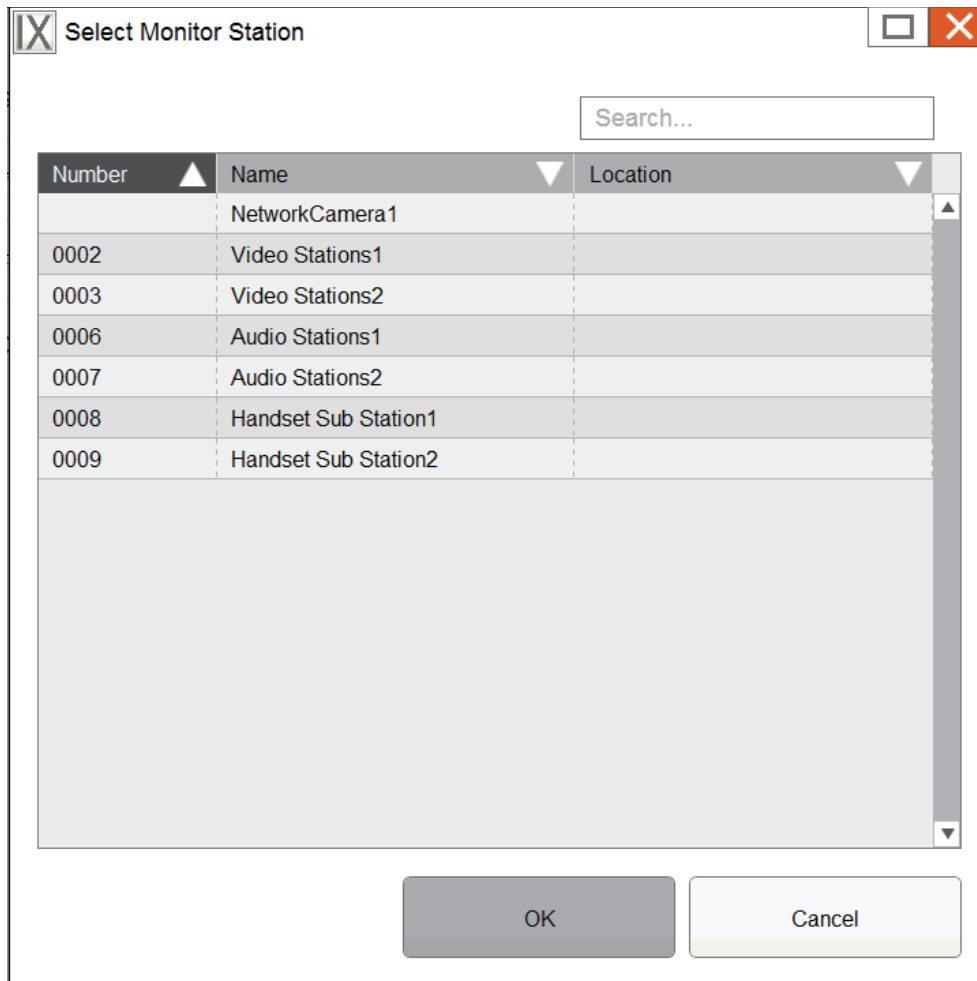
The screenshot shows a dialog box titled "Speed Dial" with a close button in the top right corner. The dialog contains the following fields and options:

- Speed Dial Name:** A text input field.
- Type:** Radio buttons for "Call", "Page", "Monitor" (selected), and "Relay Control".
- Function:** Radio buttons for "Monitor" (selected) and "Scan Monitor".
- Destination:** A "Select" button.
- Number:** A greyed-out text input field.
- Name:** A greyed-out text input field.
- Location:** A greyed-out text input field.
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

(2) Select the type of monitoring from **[Monitor]** or **[Scan Monitor]**.

– **[Scan Monitor]** cannot be selected if "[Monitor Settings \(→page 106\)](#)" was not configured.

- (3) If **[Monitor]** was selected, click **[Select]** next to DESTINATION.
 - Enter text in the "Search" input field to search by number or station name.
 - If **[Scan Monitor]** was selected, start from Step (5).



- (4) Click **[OK]**.
 - The Speed Dial Settings (Advanced) screen will be shown.
- (5) Click **[OK]**.
 - The favorite button is registered.

How to configure option relay control

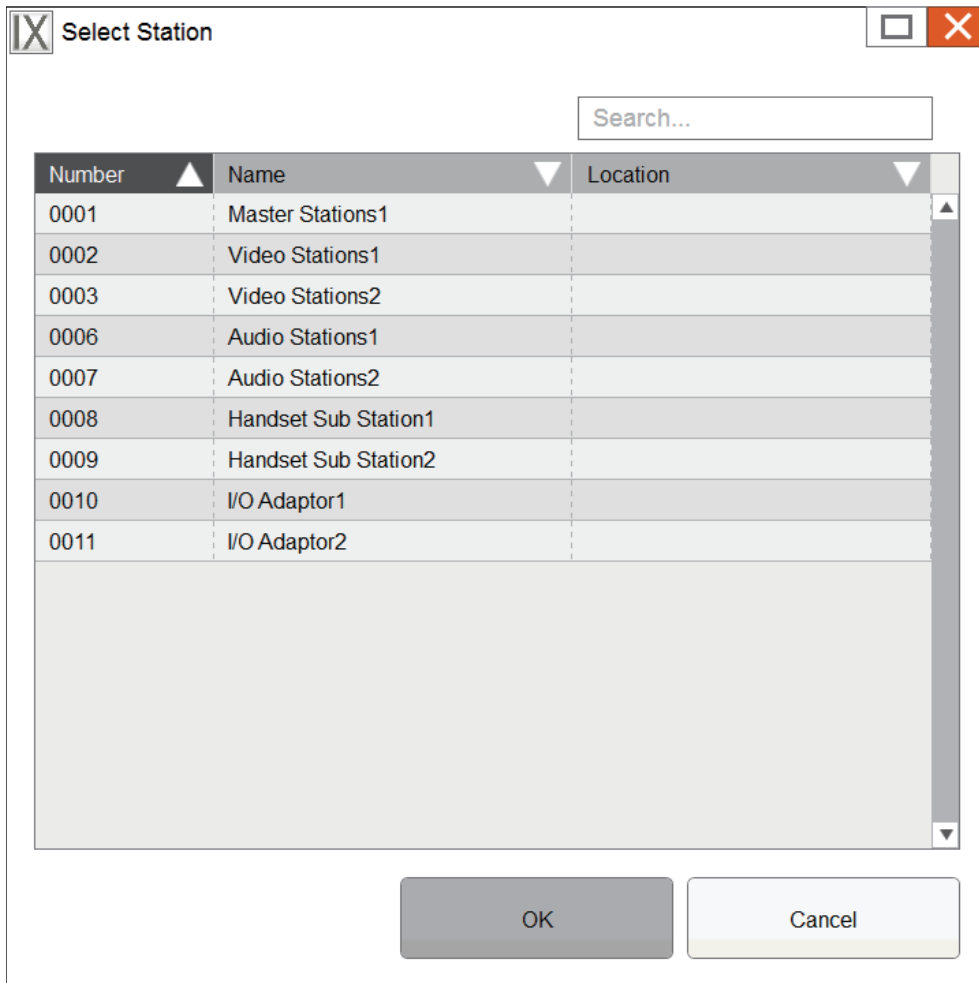
(1) Select the "[Relay Control]" type on the Favorites Settings screen.

The screenshot shows a 'Speed Dial' configuration window. The 'Type' section has radio buttons for 'Call', 'Page', 'Monitor', and 'Relay Control'. The 'Range' dropdown is set to 'Momentary'. There is an 'Add Relay Output Station' button and a table with columns 'Number', 'Name', and 'Location'. The 'OK' and 'Cancel' buttons are at the bottom.

(2) Configure "Range."

Entry	Description	Settings	Default values
Range (Timer)	Select the Output Time Range for relay output, and set the Timer within the range.	<ul style="list-style-type: none"> • Momentary: Pressing the favorite button causes contact to output continuously. Press the favorite button again to stop contact output. • 200 - 2000 msec: Select this to set a time between 200 and 2000 msec (by 200 msec). Enter the time in "Timer." • 3 - 600 sec: Select to set between a time between 3 and 600 sec (by 1 sec). Enter the time in "Timer." 	Momentary

- (3) Click **[Add Relay Output Station]**.
 - The Station List screen is displayed.
- (4) Click the station to control the output terminal.
 - Enter text in the "Search" input field to search by number or station name.



- (5) Click **[OK]**.
 - The Speed Dial Settings (Advanced) screen will be shown.
- (6) Click **[OK]**.
 - The favorite button is registered.

Custom Sound Registry

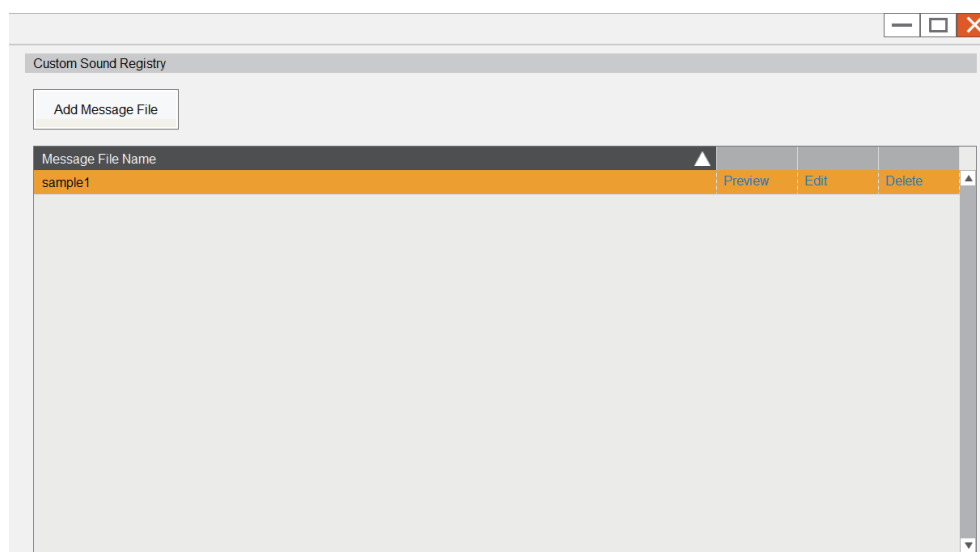
Register a maximum of 100 audio files to be used for call acknowledged tones. (total length should not exceed approximately 200 seconds).

Supported file format

- File Type: .wav
- File name: Within 41 characters (excluding extension)
- Audio sample size: 16 bits
- Audio sampling rate: 8 kHz and 16 kHz
8 kHz (when "Audio Codec" is set to "G.711 (μ -Law)" or "G.711 (A-Law)")
16 kHz (when "Audio Codec" is set to "G.722")
Contact the system administrator for information on the audio codec.
- Channel: 1 (monaural)

Note

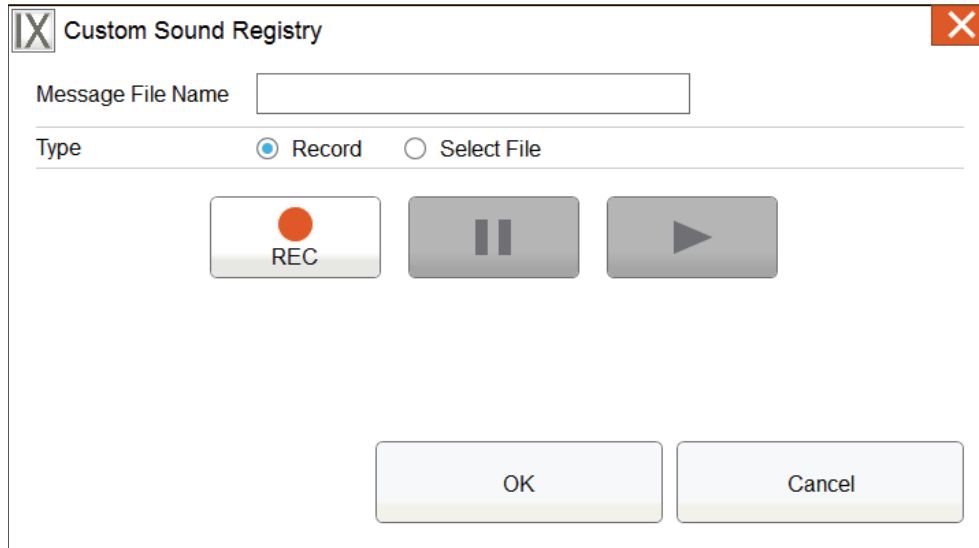
- If using a file for a ringback tone, ringtone, or network camera event tone, add a period of silence in the .wav file if the tone is to be intermittent.
- Sample files of custom tones are provided on our website. They can be downloaded for use as audio sources.
<https://www.aiphone.net/product/>






- To change an audio file that has already been registered, click **[Edit]** on the row of the audio file.
- To delete an audio file that has already been registered, click **[Delete]** on the row of the audio file.
- To confirm an audio file that has already been registered, click **[Preview]** on the row of the audio file.

How to register Custom Sounds

1. Click **[Add Message File]**.
 - The Custom Sound Registry screen will be displayed.
2. Enter the name of the custom sound to register in "Message File Name."
 - Message File Name: 41 characters
 - The Message File Name is displayed as the setting value when configuring the ringback tone, etc.



3. Select "Type" to select how to register the audio file.
 - Record: Record audio to register. Click  and speak toward the microphone. Click  to stop recording. Click  to confirm the audio that was recorded.
 - Select File: Register an audio file saved on the PC. Click **[Browse]** to select an audio file. If the Message File Name is blank, the selected audio file name is registered as it is as the Message File Name.
4. Click **[OK]**.
 - The custom tone will be registered.

Device Settings

Configure settings for PC peripherals (such as microphones), the NIC, and other devices.

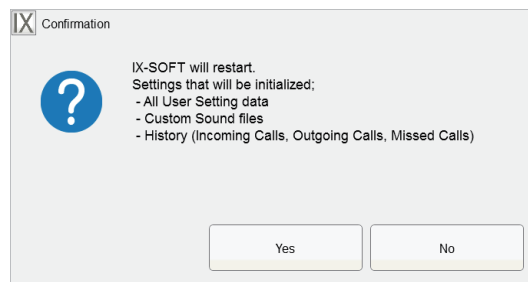
Entry	Description	Settings	Default values
Mic(transmit)	Select the microphone to use with the application. Click [Test] to check the input level of the microphone. Refer to (→page 21) for information on adjusting the microphone.	Select from the microphones recognized by the PC. If the Mic is not recognized, restart the application.	-
Speaker(receive)	Select the speaker to use with the application. Click [Test] to play a ringing sound from the speaker at the volume set for the receive volume. Refer to (→page 22) for information on adjusting the speaker. For Windows 7 and 8.1, also set the microphone input device of Windows.	Select from the speakers recognized by the PC. If the Speaker is not recognized, restart the application.	-
Tone	Select the device that ring the ringtone to use with the application. Click [Test] to play a ringing sound from the device.	Select from the devices recognized by the PC. If the device is not recognized, restart the application.	-
Camera	Select the camera to use with the application. Click [Test] to check the video from the camera. Refer to (→page 23) for information on adjusting the video.	Select from the cameras recognized by the PC. If the camera is not recognized, restart the application.	-
Enable Noise Suppressor	Select whether to enable Noise Suppressor.	Checked: Enabled Unchecked: Disabled	Checked: Enabled
Enable Echo Cancel	Select whether to enable Echo Cancel. If communication using Bluetooth microphone does not work, disable Echo Cancel.	Checked: Enabled Unchecked: Disabled	Checked: Enabled
NIC	Select the NIC (network adapter) used for communication by the application.	Select a NIC installed in the PC.	-
IP Version	Displays the IP version used for communication by the application.	-	-
IP Address	Displays the IP address of the NIC.	-	-
Subnet	Displays the subnet mask of the NIC.	-	-
MAC Address	Displays the MAC address of the NIC.	-	-

Initialization

The settings of the station can be reset to default settings.



1. Click **[Default User Settings]**.
2. Check the screen, and then click **[Yes]**.
 - To cancel initialization, click **[No]**.



- The application will restart once initialization is complete.

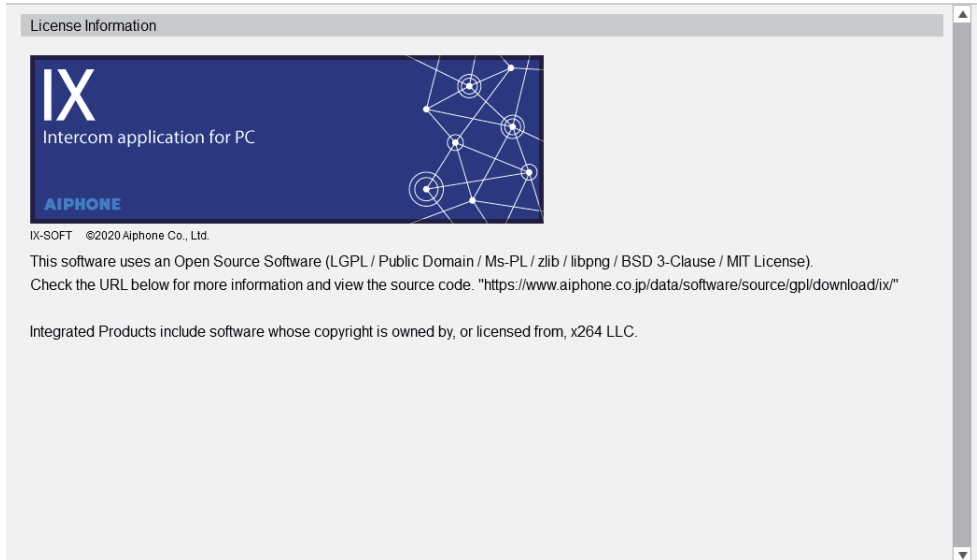
Entry	Description
Default User Settings	Clicking this will initialize the settings described in "List of settings (→page 86)" . Settings restricted under administrator privileges will not be initialized.(Except Custom Sound files) The incoming/outgoing/missed call history will also be cleared.

Important

- Recording files and supervision result files will not be cleared. To clear recording files, delete them from the storage folder.

License Information

This product includes various open source software programs (OSS).
License information for these OSS can be found on our website.



Specifications

License method	Hardware authentication
Communication	Hands-free/push-to-talk
Audio codec	G.711 (u-law, A-law), G.722
Video codec	H.264/AVC, Motion-JPEG
Protocol	IPv4, IPv6, TCP, UDP, SIP, HTTP, HTTPS, RTSP, RTP, RTCP, IGMP, MLD, SMTP, SFTP, DHCP, NTP, DNS
Encryption system	TLS1.2, CRAM-MD5
Packet transmission system	Unicast and multicast
Number of stations in address book	500 stations (9998 stations for Expanded Systems)



<https://www.aiphone.net/>

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