

IXG System

IP network-compatible intercom

IXG Monitoring Software (IXG Supervision Tool) Operation Manual

Software version: 5.0.0.0 or later

 **Important**

- Read this "Operation Manual" before you start using the device to ensure safe and correct operation.

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Introduction




This manual provides details on Monitoring Software (IXG Supervision Tool).

The IXG System offers a separate manual for Installation, Settings, and Operations. Refer to the relevant manual.

For questions or support on how to setup and operate IXG Series products and software, refer to our Web site "<https://www.aiphone.net/support/>."

1. Notational symbols in this manual

The following symbols identify important information concerning operational procedures.

	Indicates that users may require caution (including warning / caution).
	Restricts user actions / provides instructions.
	Tips and additional information for operation.

- Terms displayed on a PC are indicated as "[XXXX]."
- Page reference are shown as "[Title \(→ page XX\)](#)," ([→ page XX](#)), or [page XX](#).
- The illustrations and screen shots in this manual may vary from the actual ones.

About Network Security

This system is used while connected to a network, and so may be exposed to the following risks:

- Data breach or leakage via the system
- Illicit operation, impairment, or stoppage of the system by a malicious third party

To prevent these security risks, you must implement, at your own responsibility, network security measures, such as the following:

- The system should be used on a network secured by a firewall or the like.
- When using the unit on a system along with computers and similar devices, make sure that these are protected against computer viruses, illicit programs, and the like.
- To prevent network breaches of video or audio data, authentication data (users names and passwords), notification email data, and the like, implement measures such as restricting access by means of user authentication.
- Store authentication data (user names and passwords) carefully and out of sight from third parties.
- Do not install the system or cables in such a way that they can be easily removed or destroyed.

2. Device type

The stations are shown as below.

	Device Type	Example Model Name
Tenant Stations	IXG-2C7(-*)	IXG-2C7, IXG-2C7-L
Master Stations	IX-MV7-*	IX-MV7-HW, IX-MV7-HW-JP, IX-MV7-W, IX-MV7-HB, IX-MV7-B
Guard Stations	IXG-MK	IXG-MK
Handset Sub Station	IX-RS-*	IX-RS-W, IX-RS-B
PC Master Station	IX-SOFT	IX-SOFT
Video Entrance Stations	IXG-DM7(-*)	IXG-DM7, IXG-DM7-HID, IXG-DM7-HIDA, IXG-DM7-10K
Video Stations	IX-DV, IX-DVF(-*)	IX-DV, IX-DVF, IX-DVF-P, IX-DVF-L, IX-DVF-2RA, IX-DVF-RA
	IX-DA, IX-DB	IX-DA, IX-DB
	IX-EA, IX-EAU	IX-EA, IX-EAU※ ¹
	IX-DVM	IX-DVM
Audio Stations	IX-SSA(-*)	IX-SSA, IX-SSA-2RA, IX-SSA-RA
	IX-SS-2G	IX-SS-2G
	IX-BA, IX-BB	IX-BA, IX-BB
	IX-FA	IX-FA※ ¹
Lift Control Adaptor	IXGW-LC	IXGW-LC
Gateway Adaptor	IXGW-(T)GW	IXGW-GW, IXGW-TGW(.En)
I/O Adaptor	IXW-MA	IXW-MA
Audio Sub Station	IX-SPMIC	IX-SPMIC※ ¹
Intercom Application (AIPHONE IXG)	Intercom App	ASP-IXGI, ASP-IXGA

※¹ Japan only

3. Product manuals

Read the "Installation Manual," "Setting Manual," and "Operation Manual" as needed. Have the person who installs or configures the product refer to the relevant manuals.

<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;">Installation Manual</div>	<p>Installation Manual (comes with each station.) Refer to when installing and connecting each station. (For installers)</p>
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;">Quick Start Programm ing Guide</div>	<p>Quick Start Programming Guide (comes with IXGW-(T)GW(.En).) This shortened manual describes the most common programming procedures for the IXG Support Tool. (For system administrator)</p>
<p>The manuals listed to the right can be found on our Web site (https://www.aiphone.net/support/software-documents/) for download and reference. Download and refer to these manuals as necessary.</p>	<p>IXG Support Tool Setting Manual (Electronic format.) This document describes how to configure and maintain the system using the IXG Support Tool. (For system administrator)</p>
	<p>Quick Start Programming Guide (Electronic format.) This shortened manual describes the most common programming procedures for the IXG Support Tool. (For system administrator)</p>
	<p>Monitoring Software (IXG Supervision Tool) Operation Manual (Electronic format.) Describes how to use the IXG Supervision Tool. (For system administrator)</p>
	<p>Operation Manual (Electronic format.) Describes how to use each station. (For user)</p>
	<p>Installation Manual (Electronic format.) Describes how to install each station. (For installers)</p>

4. IXG Supervision Tool

IXG Supervision Tool can be used to perform line supervision and device checking. Up to 9,999 stations can be monitored.

Configuring the Address Book, monitoring interval, and Test Settings will cause IXG Supervision Tool to automatically run in the notification area and begin monitoring when the PC starts.

Line supervision

By checking the response to a ping, this feature confirms that the station is properly connected to the network.

Device check

This function checks the following items to determine whether stations are operating normally or malfunctioning.

Device check requires version 3.0 or higher firmware for the IXG-2C7(-*), IXG-MK, IXG-DM7(-*), IXGW-(T)GW, and IXGW-LC.

- Programming
- Speaker/microphone
- Call button
- Restore button
- Contact input

Important

- The station will beep when it is checked for problems with the speaker/microphone.
- Call button and restore button monitoring do not detect physical damage or similar issues.
- Only the programming can be monitored for IX-SOFT, IX-DA, IX-DB, IX-BA, IX-BB, IXG-DM7(-*), IXG-2C7(-*), IXG-MK, IXGW-(T)GW, and IXGW-LC.
- Network cameras, IP phones, and the Mobile App cannot be monitored.

Line Supervision and Device Check can be performed using the three following methods.

- Automatically monitor at preset time
- Automatically monitor at preset intervals
- Manually monitor when required

Line Supervision and Device Check leave logs. Check these logs as necessary. Configure the application to send the logs via email to the specified address.

In addition, you can use the IX Supervision Tool to remotely retrieve IX-MV7-*, IXG-MK, IXG-DM7(-*), IX-DVM, IX-DV, IX-DVF(-*), IX-EA, and IX-SSA(-*) recording data.

However, recording data cannot be retrieved from IX-SOFT, IX-MV7-* (firmware 5.99 or earlier), IXG-2C7(-*), IXG-MK (firmware 2.99 or earlier), or IXG-DM7(-*) (firmware 2.99 or earlier).



Installation and Startup

1. System requirements

The PC must meet the following requirements to use the IXG Supervision Tool.

Operating System	Windows 7 Windows 8 Windows 8.1 Windows 10 Windows 11
CPU	32 bit (x86) processor or 64 bit (x64) processor of 1 GHz or higher
Memory	4 GB RAM or higher
Resolution	1280x768 or greater

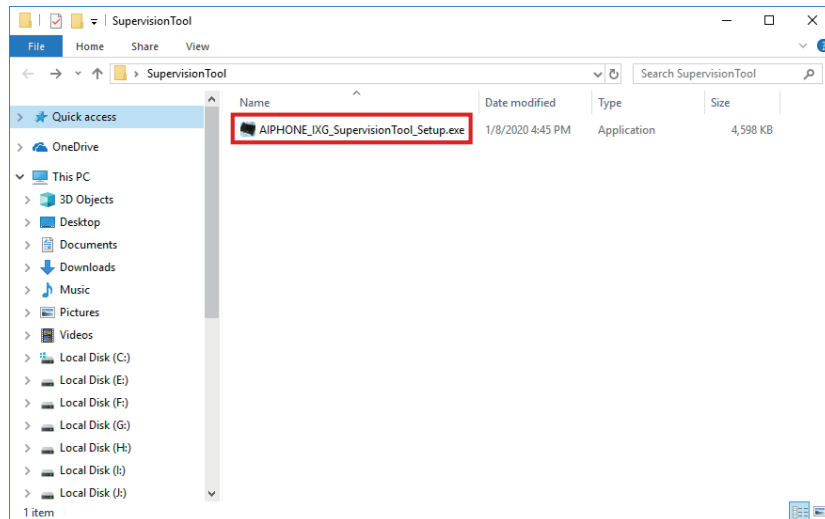


Note

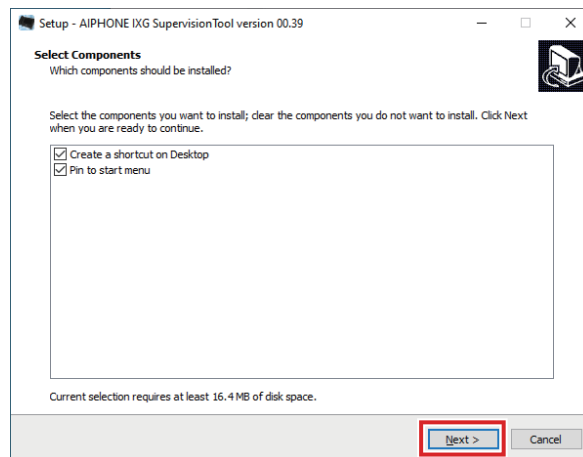
- Set the display size setting of your PC to “100%”.
If set to a setting other than “100%”, the screen of the IXG Supervision Tool may not be displayed correctly.
- Windows is a registered trademark of Microsoft Corporation in the United States and/or other countries.

2. Installing the IXG Supervision Tool

1. Access our Web site (<https://www.aiphone.net/support/software-documents/>) and download the monitoring application onto the PC.
2. Double-click the downloaded file ("AIPHONE_IXG_SupervisionTool_Setup.exe") to install IXG Supervision Tool.



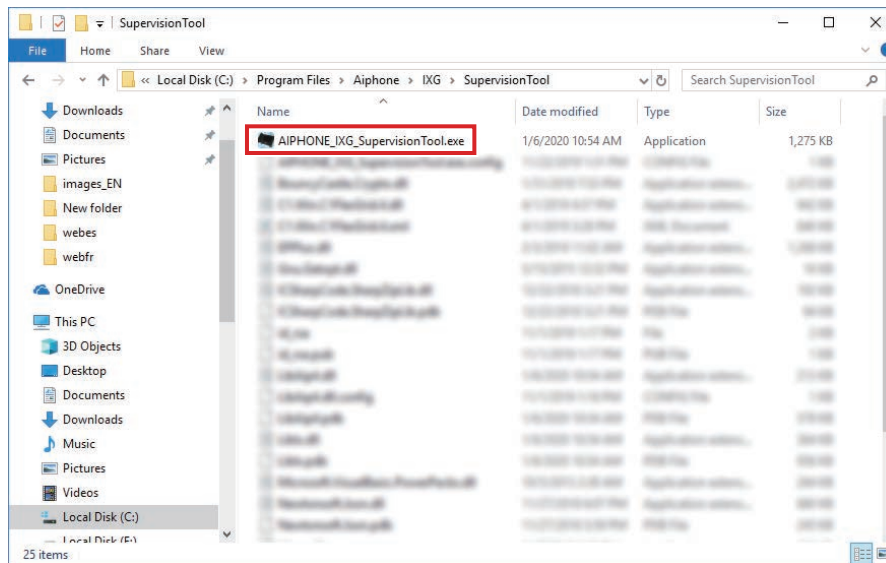
3. Select the components to install for IXG Supervision Tool, and then click **[Next]**.



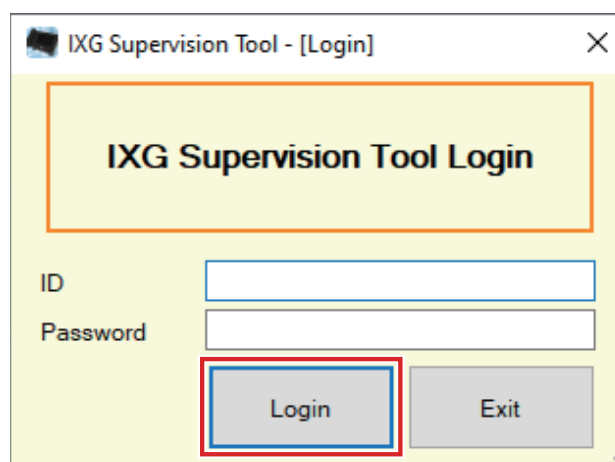
4. Click **[Finish]**.
*IXG Supervision Tool is now installed.

3. Login

1. Double-click any of the following.
 - The "AIPHONE IXG SupervisionTool" shortcut that was created on the desktop
 - "AIPHONE IXG SupervisionTool" in the Start Menu
 - "Local Disk (C:) - "Program Files" - "Aiphone" - "IXG" - "SupervisionTool" - "AIPHONE_IXG_SupervisionTool.exe"
- * After installing, configuring the Address Book, and Test Settings will cause the IXG Supervision Tool to automatically run in the notification area and begin monitoring when the PC starts.



2. Enter "ID" and "Password," and click **[Login]**.
 - The "Error Status" screen is displayed.
 - When first logging into the IXG Supervision Tool, the Address Book Registration window will be displayed. Refer to ["Address Book \(→page 13\)"](#) and register the Address Book.



The default ID and Password are "admin."

Menu Bar

1. File

1.1 Address Book

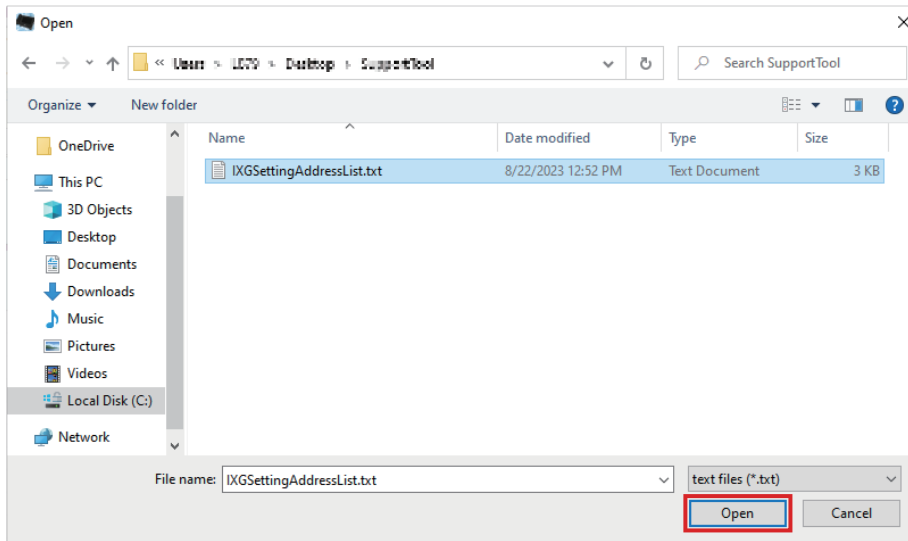
Register a new Station List.

Click "File" - "Address Book." The "Address Book" screen will be displayed.

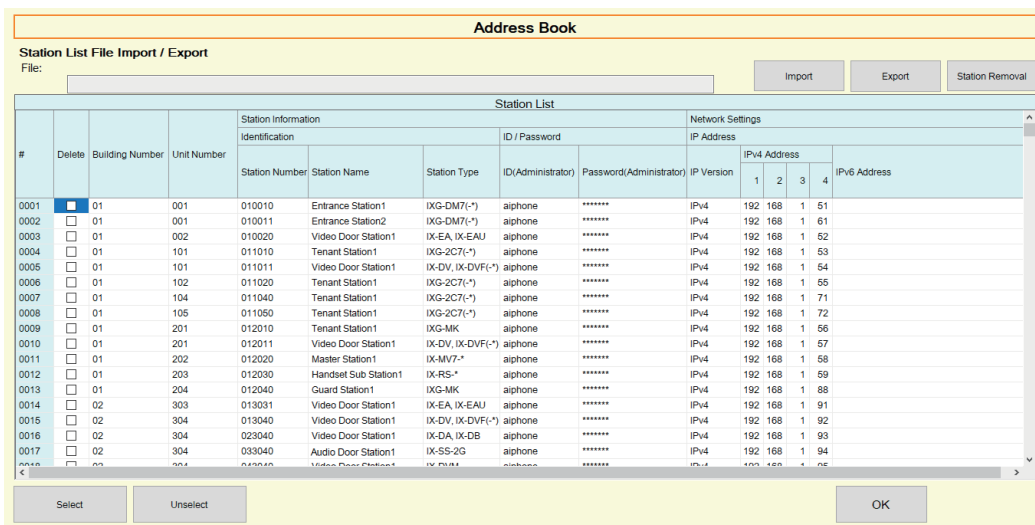
Address Book													
Station List File Import / Export													
File: <input type="text"/>													
Station List													
#	Delete	Building Nu	Unit Number	Station Information			ID / Password		Network Settings				
				Identification					IP Address				
				Station Nu	Station Name	Station Type	ID/Administra	Password/Admin	IP Version	IPv4 Address			
0001	<input checked="" type="checkbox"/>												
0002	<input type="checkbox"/>												
0003	<input type="checkbox"/>												
0004	<input type="checkbox"/>												
0005	<input type="checkbox"/>												
0006	<input type="checkbox"/>												
0007	<input type="checkbox"/>												
0008	<input type="checkbox"/>												
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0010	<input type="checkbox"/>												
0011	<input type="checkbox"/>												
0012	<input type="checkbox"/>												
0013	<input type="checkbox"/>												
0014	<input type="checkbox"/>												
0015	<input type="checkbox"/>												
0016	<input type="checkbox"/>												
0017	<input type="checkbox"/>												

1.1.1 Registering a new Address Book

1. Click **[Import]**.
2. Click **[Yes]**.
 - Click **[No]** to return to the "Address Book" screen without importing.
3. Select the file to import and click **[Open]**.
 - The Address Book file to import can be created from IXG Support Tool. Refer to the "IXG Support Tool Setting Manual."



4. Click **[OK]**.
5. Click **[OK]**.
 - Once a message is shown indicating that the process is complete, click **[OK]**.



- * The information can be entered manually to register in the Station List.
- When registration is completed, the "Error Status" screen will be displayed. ["Error Status \(→page 30\)"](#)

■ Building Number

Description	Set the building number.
Settings	01 - 99
Default value	-

■ Unit Number

Description	Set the unit number.
Settings	Single building system: 3-4 digits Multiple building system: 3-10 digits
Default value	-

■ Station Number

Description	Set the station number.
Settings	3-24 digits
Default value	-

■ Station Name

Description	Set the station name.
Settings	1-24 alphanumeric characters
Default value	-

■ Station Type

Description	Select the station type.
Settings	<ul style="list-style-type: none"> • IX-MV7-* • IX-SOFT • IX-DV, IX-DVF(-*) • IX-DVM • IX-EA, IX-EAU • IX-DA, IX-DB • IX-SSA(-*) • IX-SS-2G • IX-FA • IX-SPMIC • IX-BA, IX-BB • IX-RS-* • IXW-MA • IXG-2C7(-*) • IXG-DM7(-*) • IXG-MK • IXGW-LC • IXGW-(T)GW
Default value	-

■ ID(Administrator)

Description	Set the ID of the administrator account for each station.
Settings	1-32 alphanumeric characters
Default value	-

■ Password(Administrator)

Description	Set the password of the administrator account for each station.
Settings	1-32 alphanumeric characters
Default value	-

■ IP Version

Description	Select the Protocol.
Settings	<ul style="list-style-type: none"> • IPv4 • IPv6
Default value	-

■ IPv4 Address

Description	Set the IPv4 Address of the station.
Settings	1.0.0.1 - 223.255.255.254
Default value	-

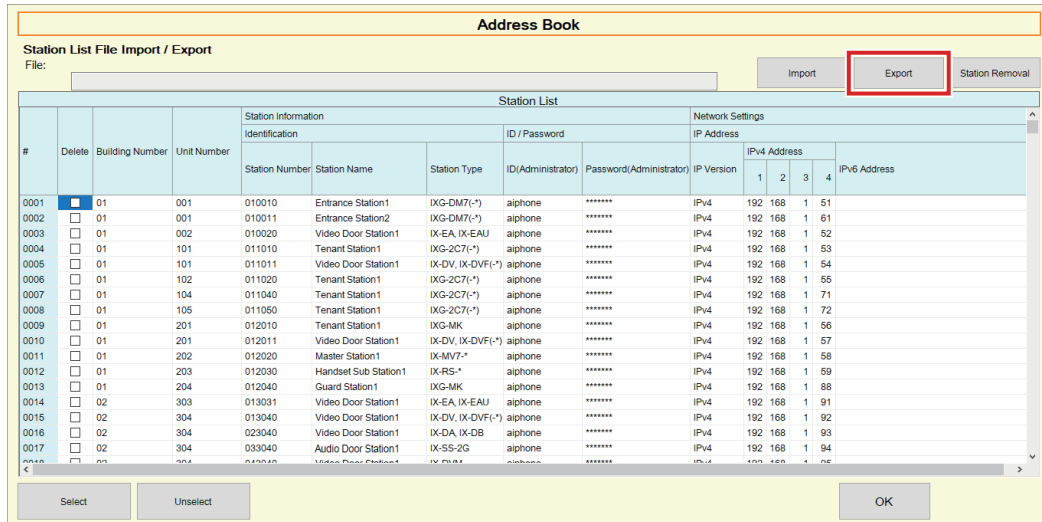
■ IPv6 Address

Description	Set the IPv6 Address of the station.
Settings	2000::0 - 3FFF:FFFF:FFFF:FFFF:FFFF:FFFF:FFFF:FFFF or FD00::0 - FDFF:FFFF:FFFF:FFFF:FFFF:FFFF:FFFF:FFFF
Default value	-

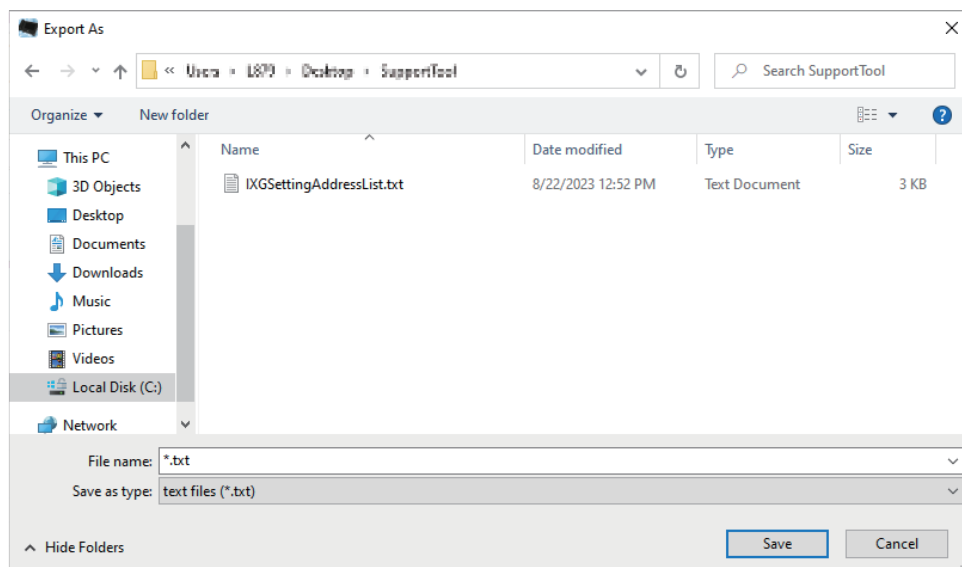
1.1.2 Exporting a registered Address Book

Export a registered Station List to a file.

1. Click [Export].



- ### 2. Select the location to export the registered Station List, and save the file using another file name.
- Once a message is shown indicating that the process is complete, click [OK].



1.1.3 Deleting stations from a registered Address Book

Delete stations from the Station List (for example, when replacing a station).

- Click select of the station to be deleted.
 - Click **[Select]** to select all stations registered to the Address Book.
 - Click **[Unselect]** to remove the checks from all stations.

The screenshot shows the 'Address Book' window with the 'Station List' table. The table has columns for #, Delete, Building Number, Unit Number, Station Information (Station Number, Station Name, Station Type), ID / Password (ID/Administrator, Password/Administrator), and Network Settings (IP Version, IPv4 Address, IPv6 Address). The 'Delete' column contains checkboxes for each station. The 'Station Removal' button is highlighted in red.

#	Delete	Building Number	Unit Number	Station Information			ID / Password		Network Settings					
				Station Number	Station Name	Station Type	ID/Administrator	Password/Administrator	IP Version	IPv4 Address			IPv6 Address	
0001	<input type="checkbox"/>	1	001	010010	Entrance Station1	IXG-DM7(-*)	alphone	*****	IPV4	192	168	1	51	
0002	<input type="checkbox"/>	1	001	010011	Entrance Station2	IXG-DM7(-*)	alphone	*****	IPV4	192	168	1	61	
0003	<input type="checkbox"/>	1	002	010020	Video Door Station1	IX-EA, IX-EAU	alphone	*****	IPV4	192	168	1	52	
0004	<input type="checkbox"/>	1	101	011010	Tenant Station1	IXG-2C7(-*)	alphone	*****	IPV4	192	168	1	53	
0005	<input type="checkbox"/>	1	101	011011	Video Door Station1	IX-DV, IX-DVF(-*)	alphone	*****	IPV4	192	168	1	54	
0006	<input type="checkbox"/>	1	102	011020	Tenant Station1	IXG-2C7(-*)	alphone	*****	IPV4	192	168	1	55	
0007	<input checked="" type="checkbox"/>	1	104	011040	Tenant Station1	IXG-2C7(-*)	alphone	*****	IPV4	192	168	1	71	
0008	<input type="checkbox"/>	1	106	011060	Tenant Station1	IXG-2C7(-*)	alphone	*****	IPV4	192	168	1	72	
0009	<input type="checkbox"/>	1	201	012010	Tenant Station1	IXG-MK	alphone	*****	IPV4	192	168	1	56	
0010	<input type="checkbox"/>	1	201	012011	Video Door Station1	IX-DV, IX-DVF(-*)	alphone	*****	IPV4	192	168	1	57	
0011	<input type="checkbox"/>	1	202	012020	Master Station1	IX-MV7-*	alphone	*****	IPV4	192	168	1	58	
0012	<input type="checkbox"/>	1	203	012030	Handset Sub Station1	IX-RS-*	alphone	*****	IPV4	192	168	1	59	
0013	<input type="checkbox"/>	1	204	012040	Guard Station1	IXG-MK	alphone	*****	IPV4	192	168	1	88	
0014	<input type="checkbox"/>	2	303	013031	Video Door Station1	IX-EA, IX-EAU	alphone	*****	IPV4	192	168	1	91	
0015	<input type="checkbox"/>	2	304	013040	Video Door Station1	IX-DV, IX-DVF(-*)	alphone	*****	IPV4	192	168	1	92	
0016	<input type="checkbox"/>	2	304	023040	Video Door Station1	IX-DA, IX-DB	alphone	*****	IPV4	192	168	1	93	
0017	<input type="checkbox"/>	2	304	033040	Audio Door Station1	IX-SS-2G	alphone	*****	IPV4	192	168	1	94	

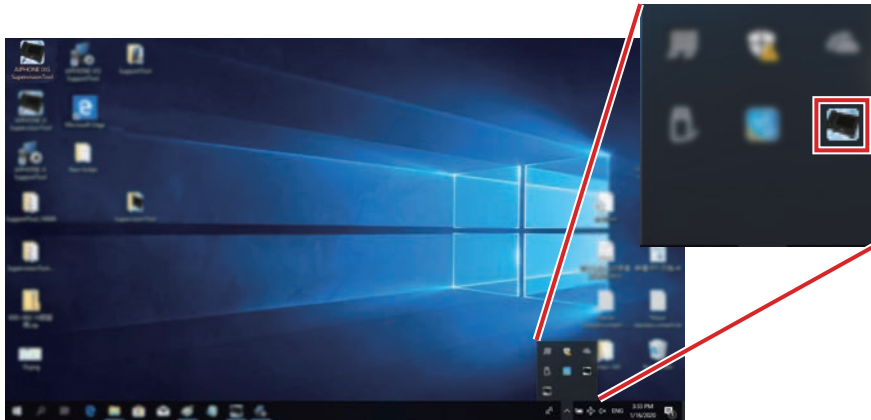
- Click **[Station Removal]**.
 - When the confirmation message is shown, click **[Yes]**.
 - Once a message is shown indicating that the process is complete, click **[OK]**.

The screenshot shows the 'Address Book' window with the 'Station List' table. The 'Station Removal' button is highlighted in red. The table data is the same as in the previous screenshot.

- Click **[OK]**.
 - Once a message is shown indicating that the process is complete, click **[OK]**.

1.2 Notification area

Select "File" - "Notification area." The screen will be minimized and will be moved to the notification area.

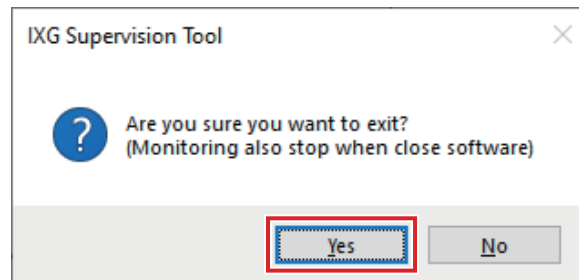


To view the monitoring application, double-click  or right-click and choose the item to be viewed.

1.3 Close Program

Click "File" - "Close Program." The following screen will be shown.

1. Click **[Yes]** to close IXG Supervision Tool.



2. Edit

2.1 Test Settings

Configure the monitoring method for Automatic Line Supervision and Device Check, the notification method for monitoring results, and various settings when sending monitoring results by email.

Click "Edit" - "Test Settings." The "Test Settings" screen will be displayed.

Test Settings

Automatic Settings

Line Supervision Test Method

Schedule
 Periodic
 Manual

Schedule Settings

Sun
00 Hour 00 Minute

Periodical Time
15 sec

Device Check Test Method

Schedule
 Periodic
 Manual

Schedule Settings

Sun
00 Hour 00 Minute

Periodical Time
10 min

Pop-up Message

Pop-up Error Message

Enable Disable

Email Notifications

Send Test Results

Send Disable

Email

Server Settings

SMTP Server (*1)
SMTP Port 1 - 65535
SMTP Encryption Disable TLS STARTTLS

Authentication Settings

SMTP Authentication Enable Disable
Mode LOGIN CRAM-MD5

ID (*2)
Password (*2)

Email Addresses

Destination 1 (*2)
Destination 2 (*2)
Destination 3 (*2)
Source Address (*2)

Email Event Trigger

	Destination Address			
	(1)	(2)	(3)	
Line Supervision (Passed)	Disable	Disable	Disable	(*3)
Line Supervision (Failed)	Disable	Disable	Disable	(*3)
Device Check (Passed)	Disable	Disable	Disable	(*3)
Device Check (Failed)	Disable	Disable	Disable	(*3)

Email Subject

	Subject	
Line Supervision (Passed)	<input type="text"/>	(*4)
Line Supervision (Failed)	<input type="text"/>	(*4)
Device Check (Passed)	<input type="text"/>	(*4)
Device Check (Failed)	<input type="text"/>	(*4)

Send Test Email

(*1) 1 - 255 alphanumeric characters
(*2) 1 - 64 alphanumeric characters
(*3) Enable or Disable
(*4) 0 - 64 alphanumeric characters

■ How to configure

1. Configure each item.

2. Click [OK].

- When registration is completed, the "Error Status" screen will be displayed. ["Error Status \(→page 30\)"](#)

2.1.1 Automatic Settings

■ Line Supervision Test Method

Description	Select how to perform Line Supervision.
Settings	<ul style="list-style-type: none"> • Schedule: Automatically monitor the line at the specified time. • Periodic: Automatically monitor the line during the specified period. • Manual: Do not automatically monitor the line.
Default value	Manual

■ Schedule Settings (Line Supervision)

Description	If " Line Supervision Test Method (→page 22) " was set to "Schedule," set the day of the week and time to automatically monitor the line.
Settings	Day of the week: <ul style="list-style-type: none"> • Daily • Sun • Mon • Tue • Wed • Thu • Fri • Sat Time: <ul style="list-style-type: none"> • 00:00-23:59
Default value	Sun 00 Hour 00 Minute

■ Periodical Time (Line Supervision)

Description	If " Line Supervision Test Method (→page 22) " was set to "Periodic," set the period for which to automatically monitor the line.
Settings	<ul style="list-style-type: none"> • 15 sec • 20 min • 30 min • 60 min
Default value	15 sec

■ Device Check Test Method

Description	Select how to perform Device Check.
Settings	<ul style="list-style-type: none"> • Schedule: Automatically perform Device Check at the specified time. • Periodic: Automatically perform Device Check during the specified period. • Manual: Do not automatically perform Device Check.
Default value	Manual

■ Schedule Settings (Device Check)

Description	If " Device Check Test Method (→page 22) " was set to "Schedule," set the day of the week and time to automatically perform Device Check.
Settings	Day of the week: <ul style="list-style-type: none"> • Daily • Sun • Mon • Tue • Wed • Thu • Fri • Sat Time: <ul style="list-style-type: none"> • 00:00-23:59
Default value	Sun 00 Hour 00 Minute

■ Periodical Time (Device Check)

Description	If " Device Check Test Method (→page 22) " was set to "Periodic," set the period for which to automatically perform Device Check.
Settings	<ul style="list-style-type: none"> • 10 min • 20 min • 30 min • 60 min
Default value	10 min

2.1.2 Pop-up Message

■ Pop-up Error Message

Description	Configure whether to display monitoring results in a pop-up message.
Settings	<ul style="list-style-type: none"> • Enable • Disable
Default value	Enable

2.1.3 Email Notifications

■ Send Test Results

Description	Enable / Disable Email notification to send the monitoring result.
Settings	<ul style="list-style-type: none"> • Send • Disable
Default value	Disable

2.1.4 Email

If "[Send Test Results \(→page 23\)](#)" was set to "Send," be sure to configure this setting.

2.1.4.1 Server Settings

■ SMTP Server

Description	Set the SMTP server. Configure either the IP address or hostname. If configuring using the hostname, also configure the DNS server settings on the PC.
Settings	1-255 alphanumeric characters
Default value	-

■ SMTP Port

Description	Set the port number for SMTP.
Settings	1-65535
Default value	-

■ SMTP Encryption

Description	Select the encryption type for SMTP.
Settings	<ul style="list-style-type: none"> • Disable • TLS • STARTTLS
Default value	Disable

2.1.4.2 Authentication Settings

■ SMTP Authentication

Description	Enable SMTP authentication.
Settings	<ul style="list-style-type: none"> • Enable • Disable
Default value	Disable

■ Mode

Description	Select the SMTP Authentication Mode.
Settings	<ul style="list-style-type: none"> • LOGIN • CRAM-MD5
Default value	LOGIN

■ ID

Description	Set the ID for SMTP authentication.
Settings	1-64 alphanumeric characters
Default value	-

■ Password

Description	Set the Password for SMTP authentication.
Settings	1-64 alphanumeric characters
Default value	-

2.1.4.3 Email Addresses

■ Destination 1

Description	Set the email address.
Settings	1-64 alphanumeric characters
Default value	-

■ Destination 2

Description	Set the email address.
Settings	1-64 alphanumeric characters
Default value	-

■ Destination 3

Description	Set the email address.
Settings	1-64 alphanumeric characters
Default value	-

■ Source Address

Description	Set the source email address.
Settings	1-64 alphanumeric characters
Default value	-

2.1.4.4 Email Event Trigger

Configure which trigger to use to send email for the addresses for "Destination 1" through "Destination 3."

■ Line Supervision (Passed)

Description	Send email when Line Supervision is "Passed".
Settings	<ul style="list-style-type: none"> • Enable: Send • Disable: Do not send
Default value	Disable

■ Line Supervision (Failed)

Description	Send email when Line Supervision is "Failed".
Settings	<ul style="list-style-type: none"> • Enable: Send • Disable: Do not send
Default value	Disable

■ Device Check (Passed)

Description	An email will be sent when Device Check has passed.
Settings	<ul style="list-style-type: none"> • Enable: Send • Disable: Do not send
Default value	Disable

■ Device Check (Failed)

Description	An email will be sent when Device Check has failed.
Settings	<ul style="list-style-type: none"> • Enable: Send • Disable: Do not send
Default value	Disable

2.1.4.5 Email Subject

Set up the subject text of email message for each trigger.

■ Line Supervision (Passed)

Description	Set the subject of the email when Line Supervision has passed.
Settings	1-64 alphanumeric characters
Default value	-

■ Line Supervision (Failed)

Description	Set the subject of the email when Line Supervision has failed.
Settings	1-64 alphanumeric characters
Default value	-

■ Device Check (Passed)

Description	Set the subject of the email when Device Check has passed.
Settings	1-64 alphanumeric characters
Default value	-

■ Device Check (Failed)

Description	Set the subject text of the email when Device Check has failed.
Settings	1-64 alphanumeric characters
Default value	-



Important

- [UTF-8] used for "Subject" encoding, the subject may be incorrectly decoded depending on mail server.

2.1.4.6 Send Test Email

Send a test email message to the email address specified in [“Email Addresses \(→page 25\)”](#).

■ How to send the test e-mail

1. Click **[Send]**.
2. The following email will be sent to the specified e-mail address.

Example of sending an email message:

If "System Name:" in [“Software Settings \(→page 28\)”](#) was set to "Supervision Tool"

From	*****@*****.com
Date and time	2024/11/20 15:22
To CC	xxxx@xxxxx.co.jp
Subject	Supervision Tool Email Test
Description	Test email sent at "2024/11/20 15:22:46." Station Number: "-" Station Name: "SupervisionTool" Unit Type: "-"

2.2 Software Settings

Set the administrator ID and password to use to login to IXG Supervision Tool. Also set the system name and IP version. The Installer Information, Owner Information, and Notes entered here will be displayed in the "About" screen.

["About \(→page 38\)"](#)

Click "Edit" - "Software Settings." The "Software Settings" screen will be displayed.

The screenshot shows the 'IXG Supervision Tool' window with the 'Software Settings' dialog box open. The dialog has a title bar with a close button. The main area is divided into two columns. The left column, titled 'Software Settings', contains three input fields: 'ID(Administrator)' with a red diamond icon and the text 'admin' entered; 'Password(Administrator)' with a red diamond icon and masked characters; and 'Confirm Password' with a red diamond icon and masked characters. The right column, titled 'System Settings', contains a text field for 'System Name' with a red diamond icon and the text 'Supervision Tool'; a dropdown menu for 'IP Version' with a red diamond icon and 'IPv4' selected; and three text areas for 'Enter contact information: Installer Information', 'Owner Information:', and 'Notes:'. At the bottom right, there are 'OK' and 'Cancel' buttons. A red box highlights the 'OK' button. A red diamond icon and the text 'Required Settings' are visible in the top right corner of the dialog.

■ How to configure

1. Configure each item.
 - Items marked with ♦ must be configured.
2. Click **[OK]**.
 - Click **[Cancel]** to quit without registering.

2.2.1 Software Settings

2.2.1.1 ID and Password

■ ID(Administrator)◆

Description	Set an ID to log into IXG Supervision Tool.
Settings	1-32 alphanumeric characters
Default value	admin

■ Password(Administrator)◆

Description	Set a password to log into IXG Supervision Tool.
Settings	1-32 alphanumeric characters
Default value	admin

■ Confirm Password◆

Description	Enter the "Password(Administrator)" again.
Settings	1-32 alphanumeric characters
Default value	admin

2.2.1.2 System Settings

■ System Name:◆

Description	Change the system name.
Settings	1-64 alphanumeric characters
Default value	Supervision Tool

■ IP Version◆

Description	Set the IP version for IXG Supervision Tool.
Settings	<ul style="list-style-type: none"> • IPv4 • IPv6
Default value	IPv4

■ Installer Information

Description	Enter the installer information.
Settings	1-64 alphanumeric characters
Default value	-

■ Owner Information:

Description	Enter the owner information.
Settings	1-64 alphanumeric characters
Default value	-

■ Notes:

Description	Enter the notes.
Settings	1-64 alphanumeric characters
Default value	-

3. Tools

3.1 Error Status

Monitor the stations in the system for any failure.

Click "Tools" - "Error Status." The "Error Status" screen will be displayed.

The information of the stations for a communication error will be shown.

* Even when the network itself is working properly, a failure may be detected if a station is faulty.

The screenshot shows the 'Error Status' window with two main sections:

Manual Line Supervision Completed at 8/3/2023 9:47:30 AM
 Status: Complete. Errors Detected.

Line Supervision Errors				
Building Number	Unit Number	Station Name	IP Address	Status
01	202	Master Station1	192.168.1.58	Connection Error
01	001	Entrance Station2	192.168.1.61	Connection Error
02	303	Video Door Station1	192.168.1.91	Connection Error
02	304	Video Door Station1	192.168.1.95	Connection Error
01	204	Guard Station1	192.168.1.88	Connection Error
01	104	Tenant Station1	192.168.1.71	Connection Error
01	101	Video Door Station1	192.168.1.54	Connection Error
01	101	Tenant Station1	192.168.1.53	Connection Error

Manual Device Check Completed at 8/3/2023 9:47:39 AM
 Status: Complete. Errors Detected.

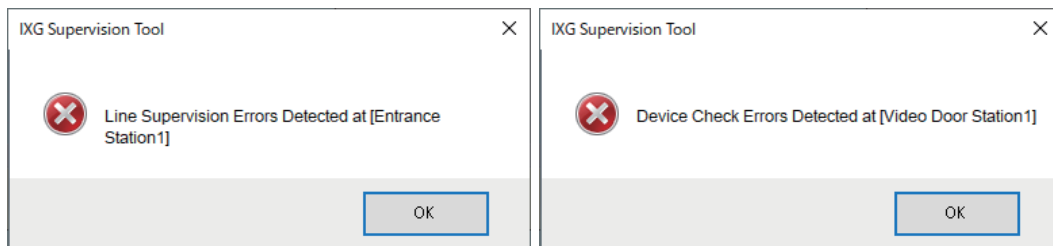
Device Check Errors											
Station Information				Error Information							
Building Number	Unit Number	Station Name	IP Address	Status	Program	Speaker/Mic	Call Button 1	Call Button 2	Call Button 3	Latch Reset 1	Latch Reset
01	201	Tenant Station1	192.168.1.56	Connection Error							
01	002	Video Door Station1	192.168.1.52	Connection Error							
01	101	Video Door Station1	192.168.1.54	Connection Error							
02	304	Video Door Station1	192.168.1.93	Connection Error							
01	001	Entrance Station1	192.168.1.51	Connection Error							
01	201	Video Door Station1	192.168.1.57	Connection Error							

Buttons at the bottom: Address Book, Test Settings, History, Close Program.

The information of the faulty station will be shown.

* When "Connection Error" is shown in the status, the network failure might be occurred.

When "Enable" is set for "[Pop-up Error Message \(→page 23\)](#)", the following screen will be shown if an error is detected.



Even if the error is restored or a new error occurs, the screen will not be automatically refreshed. To refresh the screen, refer to [“Manually checking monitoring \(→page 31\)”](#) and manually confirm monitoring again. The screen will be refreshed periodically if "Schedule" or "Periodic" was configured.

Error Status Stop All Monitoring

Manual Line Supervision Completed at 8/3/2023 9:47:30 AM
Status: Complete. Errors Detected. Manual Line Supervision

Line Supervision Errors				
Building Number	Unit Number	Station Name	IP Address	Status
01	202	Master Station1	192.168.1.58	Connection Error
01	001	Entrance Station2	192.168.1.61	Connection Error
02	303	Video Door Station1	192.168.1.91	Connection Error
02	304	Video Door Station1	192.168.1.95	Connection Error
01	204	Guard Station1	192.168.1.88	Connection Error
01	104	Tenant Station1	192.168.1.71	Connection Error
01	101	Video Door Station1	192.168.1.54	Connection Error
01	101	Tenant Station1	192.168.1.53	Connection Error

Manual Device Check Completed at 8/3/2023 9:47:39 AM
Status: Complete. Errors Detected. Manual Device Check

Device Check Errors											
Station Information				Error Information							
Building Number	Unit Number	Station Name	IP Address	Status	Program	Speaker/Mic	Call Button 1	Call Button 2	Call Button 3	Latch Reset 1	Latch Reset
01	201	Tenant Station1	192.168.1.56	Connection Error							
01	002	Video Door Station1	192.168.1.52	Connection Error							
01	101	Video Door Station1	192.168.1.54	Connection Error							
02	304	Video Door Station1	192.168.1.93	Connection Error							
01	001	Entrance Station1	192.168.1.51	Connection Error							
01	201	Video Door Station1	192.168.1.57	Connection Error							

Address Book Test Settings History Close Program

Refer to page 13 Refer to page 21 Refer to page 34 Refer to page 20

Manually checking monitoring

- To perform Line Supervision, click **[Manual Line Supervision]**. The "Select Manual Line Supervision Station" screen will be shown.
To perform Device Check, click **[Manual Device Check]**. The "Select Manual Device Check Station" screen will be shown.
- Check of the station to be monitored.
 - Click **[Select]** to select all stations registered to the Address Book.
 - Click **[Unselect]** to remove the checks from all stations.

Select Manual Line Supervision Station

Select Station(s) to test:

Select	Building Number	Unit Number	Station Name	IP Address
<input type="checkbox"/>	01	001	Entrance Station1	192.168.1.10
<input type="checkbox"/>	01	002	Guard Station1	192.168.1.11
<input type="checkbox"/>	01	002	Master Station2	192.168.1.12
<input type="checkbox"/>	01	002	Video Door Station1	192.168.1.13
<input checked="" type="checkbox"/>	01	003	Video Door Station1	192.168.1.14
<input type="checkbox"/>	01	101	Tenant Station1	192.168.1.15
<input type="checkbox"/>	01	101	Tenant Station2	192.168.1.16
<input type="checkbox"/>	01	101	Video Door Station1	192.168.1.17
<input type="checkbox"/>	01	102	Tenant Station1	192.168.1.18
<input type="checkbox"/>	01	102	Tenant Station2	192.168.1.19
<input type="checkbox"/>	01	102	Video Door Station1	192.168.1.20
<input type="checkbox"/>	01	103	Tenant Station1	192.168.1.21
<input type="checkbox"/>	01	103	Video Door Station1	192.168.1.22
<input type="checkbox"/>	01	104	Tenant Station1	192.168.1.23
<input type="checkbox"/>	01	104	Video Door Station1	192.168.1.24
<input type="checkbox"/>	01	105	Tenant Station1	192.168.1.25

Select Unselect Upload Cancel

3. Click **[Execute]** to start monitoring confirmation.
 - Click **[Cancel]** to return to the "Error Status" screen without confirming monitoring.
 - * Depending on the number of stations, monitoring may take several minutes. To stop monitoring, click **[Cancel]**.

Progress rate: Number of checked stations / Number of selected stations

Error Status Stop All Monitoring

Manual Line Supervision Started at 8/3/2023 10:13:04 AM Cancel

Progress: 0/18

Line Supervision Errors				
Building Number	Unit Number	Station Name	IP Address	Status

Device Check Progress: Manual Device Check

Device Check Errors					Error Information						
Station Information					Program	Speaker/Mic	Call Button 1	Call Button 2	Call Button 3	Latch Reset 1	Latch Reset
Building Number	Unit Number	Station Name	IP Address	Status							

Address Book Test Settings History Close Program

4. When monitoring is finished, the error status will be displayed. When "Enable" is selected for ["Pop-up Error Message \(→page 23\)"](#), the monitoring result will be shown if an error is detected. Click **[OK]**.

If no errors were detected, the screen will display a message ("Status: Complete. No Errors Found.").

Date and time when the station was monitored

Error Status Stop All Monitoring

Manual Line Supervision Completed at 8/3/2023 10:23:23 AM Manual Line Supervision

Status: Complete. Errors Detected.

Line Supervision Errors				
Building Number	Unit Number	Station Name	IP Address	Status
01	001	Entrance Station2	192.168.1.61	Connection Error
01	002	Video Door Station1	192.168.1.52	Connection Error
104	104	Tenant Station1	192.168.1.71	Connection Error
01	001	Entrance Station1	192.168.1.51	Connection Error
01	101	Tenant Station1	192.168.1.53	Connection Error
01	201	Tenant Station1	192.168.1.56	Connection Error
01	201	Video Door Station1	192.168.1.57	Connection Error
02	304	Video Door Station1	192.168.1.92	Connection Error

Device Check Progress: Manual Device Check

Device Check Errors					Error Information						
Station Information					Program	Speaker/Mic	Call Button 1	Call Button 2	Call Button 3	Latch Reset 1	Latch Reset
Building Number	Unit Number	Station Name	IP Address	Status							

Address Book Test Settings History Close Program

■ Stopping all monitoring

1. Click **[Stop All Monitoring]**.

The screenshot displays the 'Error Status' interface. At the top right, a red box highlights the 'Stop All Monitoring' button. Below this, the 'Manual Line Supervision' section shows a completion time of 8/3/2023 9:47:30 AM and a status of 'Complete. Errors Detected.' A table lists 'Line Supervision Errors' with columns for Building Number, Unit Number, Station Name, IP Address, and Status. The 'Manual Device Check' section shows a completion time of 8/3/2023 9:47:39 AM and a status of 'Complete. Errors Detected.' A table lists 'Device Check Errors' with columns for Station Information (Building Number, Unit Number, Station Name, IP Address, Status) and Error Information (Program, Speaker/Mic, Call Button 1-3, Latch Reset 1-2). At the bottom, there are buttons for 'Address Book', 'Test Settings', 'History', and 'Close Program'.

Building Number	Unit Number	Station Name	IP Address	Status
01	202	Master Station1	192.168.1.58	Connection Error
01	001	Entrance Station2	192.168.1.61	Connection Error
02	303	Video Door Station1	192.168.1.91	Connection Error
02	304	Video Door Station1	192.168.1.95	Connection Error
01	204	Guard Station1	192.168.1.88	Connection Error
01	104	Tenant Station1	192.168.1.71	Connection Error
01	101	Video Door Station1	192.168.1.54	Connection Error
01	101	Tenant Station1	192.168.1.53	Connection Error

Station Information					Error Information						
Building Number	Unit Number	Station Name	IP Address	Status	Program	Speaker/Mic	Call Button 1	Call Button 2	Call Button 3	Latch Reset 1	Latch Reset 2
01	201	Tenant Station1	192.168.1.56	Connection Error							
01	002	Video Door Station1	192.168.1.52	Connection Error							
01	101	Video Door Station1	192.168.1.54	Connection Error							
02	304	Video Door Station1	192.168.1.93	Connection Error							
01	001	Entrance Station1	192.168.1.51	Connection Error							
01	201	Video Door Station1	192.168.1.57	Connection Error							

2. Click **[Yes]**.
 - Click **[No]** to return to the "Error Status" screen without stopping all monitoring.
3. **[Stop All Monitoring]** changes to **[Resume Monitoring]**.
 - To resume Line Supervision and Device Check, click **[Resume Monitoring]**.

3.2 History

Check device check history or line supervision history.

Click "Tools" - "History." The "History" screen will be displayed.

Select the desired feature (Device Check or Line Supervision), date, result (all, ✓: Passed, or ×: Failed) and click **[Apply]** to view the supervision log.

Set Date and time	Test Type	Building Number	Unit Number	Station Name	IP Address	Result	Checklist	Errors
8/3/2023 9:55:30 AM	Manual	01	201	Video Door Station1	192.168.1.57	×		Connection Error
8/3/2023 9:55:30 AM	Manual	01	202	Master Station1	192.168.1.58	×		Connection Error
8/3/2023 9:55:30 AM	Manual	01	203	Handset Sub Station1	192.168.1.59	×		Connection Error
8/3/2023 9:55:30 AM	Manual	01	204	Guard Station1	192.168.1.88	×		Connection Error
8/3/2023 9:55:30 AM	Manual	02	303	Video Door Station1	192.168.1.91	×		Connection Error
8/3/2023 9:55:30 AM	Manual	02	304	Video Door Station1	192.168.1.92	×		Connection Error
8/3/2023 9:55:30 AM	Manual	02	304	Video Door Station1	192.168.1.93	×		Connection Error
8/3/2023 9:55:30 AM	Manual	02	304	Video Door Station1	192.168.1.94	×		Connection Error
8/3/2023 9:55:30 AM	Manual	02	304	Video Door Station1	192.168.1.95	×		Connection Error
8/3/2023 1:07:35 PM	Manual	01	001	Entrance Station1	192.168.1.51	✓	Program	
8/3/2023 1:07:35 PM	Manual	01	101	Tenant Station1	192.168.1.53	✓	Program	
8/3/2023 1:07:35 PM	Manual	01	201	Guard Station1	192.168.1.56	✓	Program	
8/3/2023 1:07:35 PM	Manual	01	202	Master Station1	192.168.1.58	✓	Program / Speaker/Mic / Option Input 1 / Option Input	
8/3/2023 1:07:35 PM	Manual	01	002	Video Door Station1	192.168.1.52	✓	Program / Speaker/Mic / Call Button 1 / Option Input	
8/3/2023 1:07:35 PM	Manual	01	101	Video Door Station1	192.168.1.84	✓	Program / Speaker/Mic / Call Button 1 / Option Input	
8/3/2023 1:07:35 PM	Manual	01	201	Video Door Station1	192.168.1.57	✓	Program / Speaker/Mic / Call Button 1 / Option Input	
8/3/2023 1:07:41 PM	Manual	01	102	Tenant Station1	192.168.1.55	×		Connection Error
8/3/2023 1:07:45 PM	Manual	01	103	Tenant Station1	192.168.1.70	×		Connection Error
8/3/2023 1:07:45 PM	Manual	01	104	Tenant Station1	192.168.1.71	×		Connection Error
8/3/2023 1:07:45 PM	Manual	01	203	Master Station1	192.168.1.73	×		Connection Error
8/3/2023 1:07:45 PM	Manual	01	204	Guard Station1	192.168.1.88	×		Connection Error
8/3/2023 1:07:45 PM	Manual	01	205	Handset Sub Station1	192.168.1.90	×		Connection Error

Information on the station that was monitored will be shown. (Building Number, Unit Number, Station Name, IP Address)

Test Type:
Displays whether monitoring was performed manually or automatically.

Set date and time:
The date and time at which monitoring was performed will be shown.

Errors:
Displays items that were checked and found to have errors. If "Connection Error" is displayed, it means that it could not communicate with the station.
* This is not shown for Line Supervision.

Checklist:
Displays all monitored items.
* This is not shown for line monitoring.

Result:
The result of the monitoring will be shown.
✓: Passed
×: Failed

3.3 Download Recording

To download recordings of the Stations (IX-MV7-*, IXG-MK, IXG-DM7(-*), IX-DVM, IX-DV, IX-DVF(-*), IX-EA, and IX-SSA(-*)) (cannot delete them remotely).

* IX-SOFT, IX-MV7-* (Ver.5.99 or earlier), IXG-2C7(-*), IXG-MK (Ver.2.99 or earlier), and IXG-DM7(-*) (Ver.2.99 or earlier) recording data cannot be retrieved.

! Important

- Set "CGI Functionality" to "Enable" on the station for which to obtain recording data.

Select "Tools" - "Download Recording." The "Download Recording" screen will be shown.

The screenshot shows a window titled "Download Recording" with a "Select Station" dialog box. The dialog box contains a table with the following data:

Select	Building N	Unit Num	Station Name	Station Type
<input checked="" type="radio"/>	01	001	Entrance Station1	IXG-DM7(-*)
<input type="radio"/>	01	001	Entrance Station2	IXG-DM7(-*)
<input type="radio"/>	01	002	Video Door Station1	IX-EA, IX-EAU
<input type="radio"/>	01	101	Video Door Station1	IX-DV, IX-DVF(-*)
<input type="radio"/>	01	201	Tenant Station1	IXG-MK
<input type="radio"/>	01	201	Video Door Station1	IX-DV, IX-DVF(-*)
<input type="radio"/>	01	202	Master Station1	IX-MV7-*
<input type="radio"/>	01	204	Guard Station1	IXG-MK
<input type="radio"/>	02	303	Video Door Station1	IX-EA, IX-EAU
<input type="radio"/>	02	304	Video Door Station1	IX-DV, IX-DVF(-*)
<input type="radio"/>	02	304	Video Door Station1	IX-DVM

At the bottom right of the dialog box, there are "Next" and "Cancel" buttons.

1. Click of the station to obtain recording data.

2. Click **[Next]**. The "Download Recording" screen will be shown.

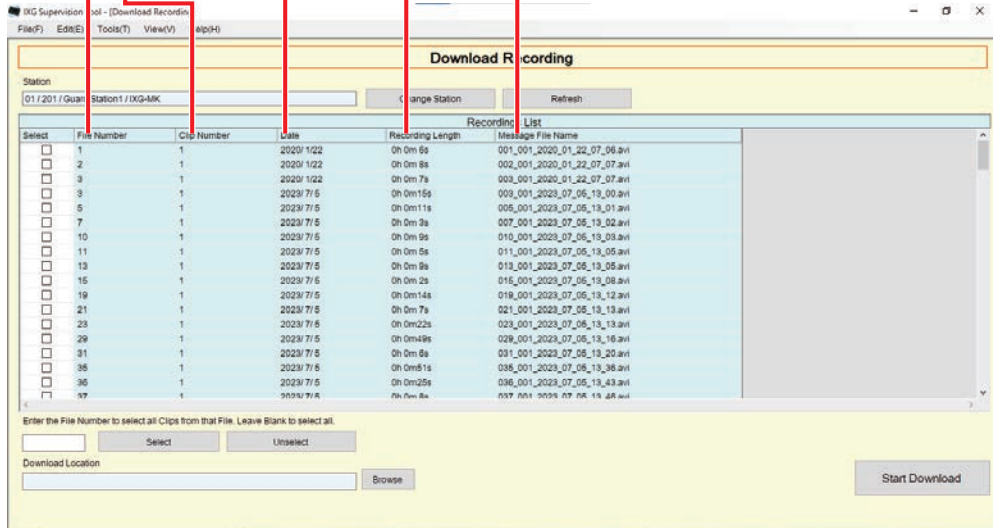
File Number: The sequence number of the data file.

Clip Number: When data is split into multiple parts, the sequence number of the data will be shown.

Date: The date of the recording will be shown.

Recording Length

Message File Name: The file name of the recording will be shown.



Select	File Number	Clip Number	Date	Recording Length	Message File Name
<input type="checkbox"/>	1	1	2023/1/22	0h 0m 5s	001_001_2023_01_22_07_06.avi
<input type="checkbox"/>	2	1	2023/1/22	0h 0m 8s	002_001_2023_01_22_07_07.avi
<input type="checkbox"/>	3	1	2023/1/22	0h 0m 7s	003_001_2023_01_22_07_07.avi
<input type="checkbox"/>	4	1	2023/7/5	0h 0m 15s	004_001_2023_07_05_13_00.avi
<input type="checkbox"/>	5	1	2023/7/5	0h 0m 11s	005_001_2023_07_05_13_01.avi
<input type="checkbox"/>	7	1	2023/7/5	0h 0m 9s	007_001_2023_07_05_13_02.avi
<input type="checkbox"/>	10	1	2023/7/5	0h 0m 9s	010_001_2023_07_05_13_05.avi
<input type="checkbox"/>	11	1	2023/7/5	0h 0m 6s	011_001_2023_07_05_13_05.avi
<input type="checkbox"/>	13	1	2023/7/5	0h 0m 9s	013_001_2023_07_05_13_05.avi
<input type="checkbox"/>	15	1	2023/7/5	0h 0m 2s	015_001_2023_07_05_13_08.avi
<input type="checkbox"/>	19	1	2023/7/5	0h 0m 14s	019_001_2023_07_05_13_12.avi
<input type="checkbox"/>	21	1	2023/7/5	0h 0m 7s	021_001_2023_07_05_13_13.avi
<input type="checkbox"/>	23	1	2023/7/5	0h 0m 22s	023_001_2023_07_05_13_13.avi
<input type="checkbox"/>	29	1	2023/7/5	0h 0m 49s	029_001_2023_07_05_13_16.avi
<input type="checkbox"/>	31	1	2023/7/5	0h 0m 6s	031_001_2023_07_05_13_20.avi
<input type="checkbox"/>	35	1	2023/7/5	0h 0m 61s	035_001_2023_07_05_13_38.avi
<input type="checkbox"/>	36	1	2023/7/5	0h 0m 25s	036_001_2023_07_05_13_43.avi
<input type="checkbox"/>	37	1	2023/7/5	0h 0m 6s	037_001_2023_07_05_13_48.avi

3. Confirm the station to obtain recording data.

- Click **[Change Station]**. The screen will return to the "Download Recording" screen, so that a different station can be selected to obtain recording data.
- Click **[Refresh]** to obtain recording data again.

4. Check to select the recording to download.

- Click **[Select]** to select all recording data files displayed in the list.
- Enter the file number for the recording data to output and click **[Select]** to select all the relevant recording data files.
- Click **[Unselect]** to remove checks from all recording data files displayed in the list.

5. Click **[Browse]** to specify the location to download the selected files.

6. Click **[Start Download]**.

7. Click **[OK]**.

4. View

Set the language of the following items.

- The display of IXG Supervision Tool.
- The input text language of setting item. (Station List, etc).
- The content of the email message.

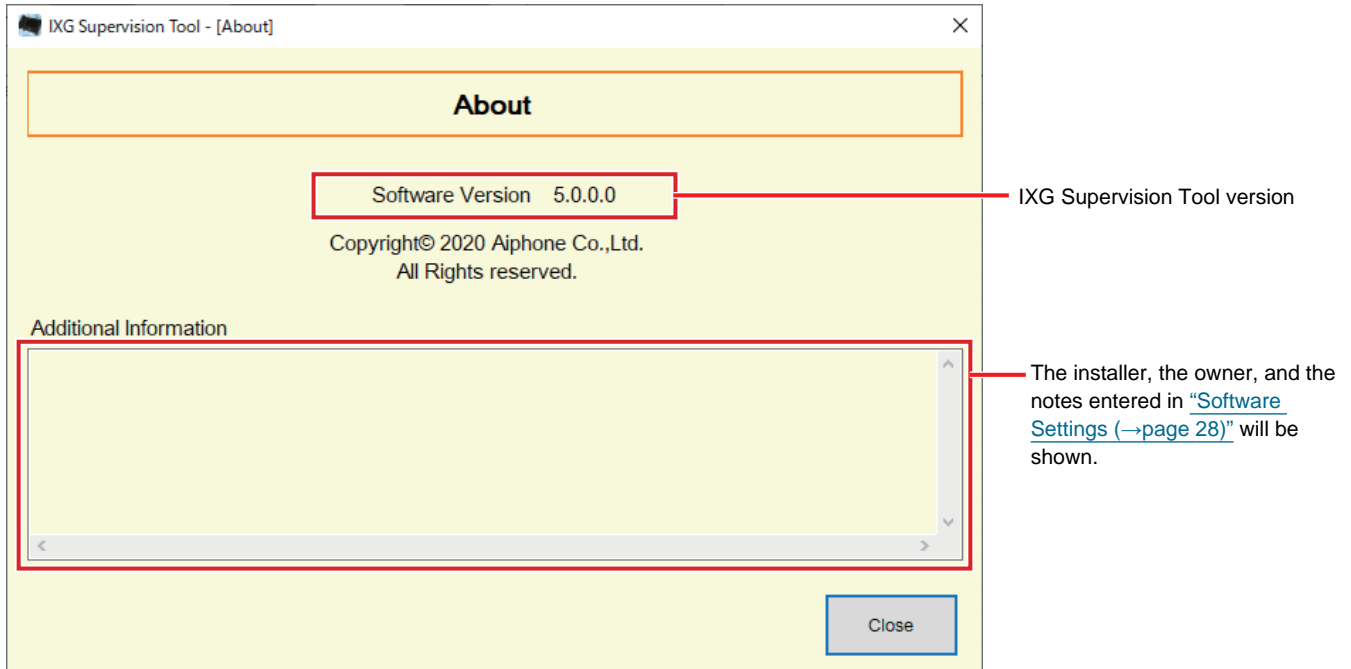
Settings: English / Français / Nederlands / Español / Deutsch / Italiano / Norsk / Suomi / Türk / 繁體中文 / 简体中文 / 日本語

1. Click "View" - "Language" to switch to the selected language.

5. Help

5.1 About

Click "Help" - "About." The "About" screen will be displayed.



- Click **[Close]** to close the "About" screen.



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

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