AIPHONE

IXG System

IP network-compatible intercom

IXG Monitoring Software (IXG Supervision Tool) Operation Manual

Software version: 1.0.0.0 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.

2. Device type

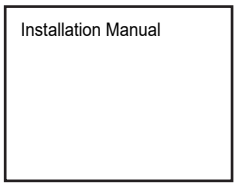
The stations are shown as below.

	Device Type	Example Model Name
Tenant Stations	IXG-2C7(-*)	IXG-2C7, IXG-2C7-L
Master Stations	IX-MV7-*	IX-MV7-HW, IX-MV7-W, IX-MV7-HB, IX-MV7-B
Guard Stations	IXG-MK	IXG-MK※1
Video Entrance Stations	IXG-DM7(-*)	IXG-DM7, IXG-DM7-HID
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-DA
	IX-EA, IX-EAU	IX-EA, IX-EAU※2
Audio Stations	IX-SSA(-*)	IX-SSA, IX-SSA-2RA, IX-SSA-RA
	IX-BA	IX-BA
	IX-FA	IX-FA※2
Lift Control Adaptor	IXGW-LC	IXGW-LC
Gateway Adaptor	IXGW-GW	IXGW-GW
Intercom Application (AIPHONE IXG)	Intercom App	ASP-IXGI, ASP-IXGA

※1 Scheduled for release in the 3rd quarter of 2020.
※2 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.

<table>
<tr><td> 
</td><td>Installation Manual (comes with each station.)
Refer to when installing and connecting each station. (For installers)</td></tr>
<tr><td rowspan="4">The manuals listed to the right can be found on our Web site at "https://www.aiphone.net/product/support/" for download and reference. Download and refer to these manuals as necessary.</td><td>IXG Support Tool Setting Manual (Electronic format (PDF file).)
Describes how to configure and maintain the system using IXG Support Tool. (For system administrator)</td></tr>
<tr><td>Monitoring Software (IXG Supervision Tool) Operation Manual (Electronic format (PDF file).)
Describes how to use the IXG Supervision Tool. (For system administrator)</td></tr>
<tr><td>Operation Manual (Electronic format (PDF file).)
Describes how to use each station. (For user)</td></tr>
<tr><td>Installation Manual (Electronic format (PDF file).)
Describes how to install each station. (For installers)</td></tr>
</table>

4. IXG Supervision Tool

IXG Supervision Tool can be used for line supervision. You can monitor up to 9,999 stations. (Mobile stations cannot be monitored.)
Configuring the Address Book and IXG Support Tool 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.

Line supervision can be performed using the three following methods.

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

Line supervision logs history. Check these monitoring results as necessary. Configure the application to send the logs via email to the specified address.

Installation and Startup

1. System requirements

PC requirements for using the IXG Supervision Tool.

Operating System	Windows 7 Professional (SP1), Windows 7 Enterprise (SP1), Windows 7 Ultimate (SP1) Windows 8, Windows 8 pro, Windows 8 Enterprise Windows 8.1, Windows 8.1 pro, Windows 8.1 Enterprise Windows 10 Home, Windows 10 Pro, Windows 10 Enterprise
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

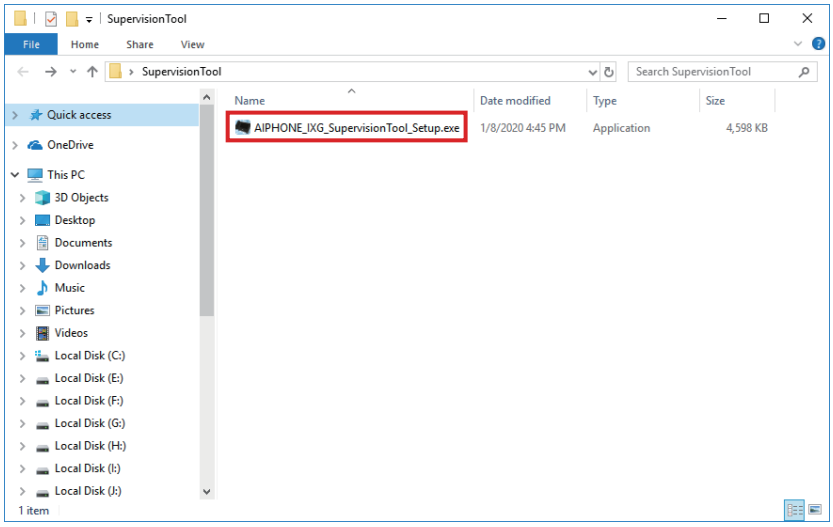
Note

- 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.

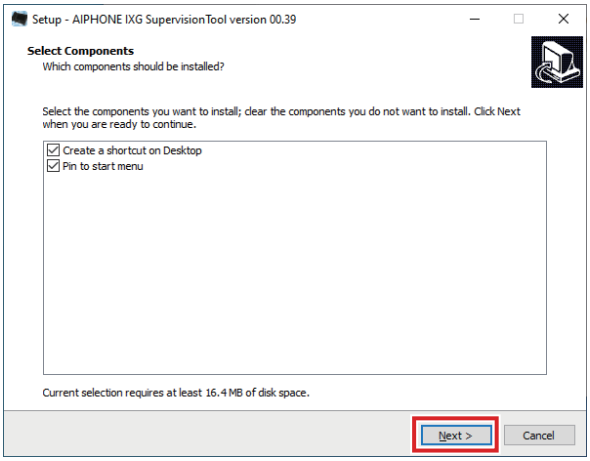
2. Installing the IXG Supervision Tool

1. Access our Web site "https://www.aiphone.net/product/support/" and download the monitoring application onto the PC.

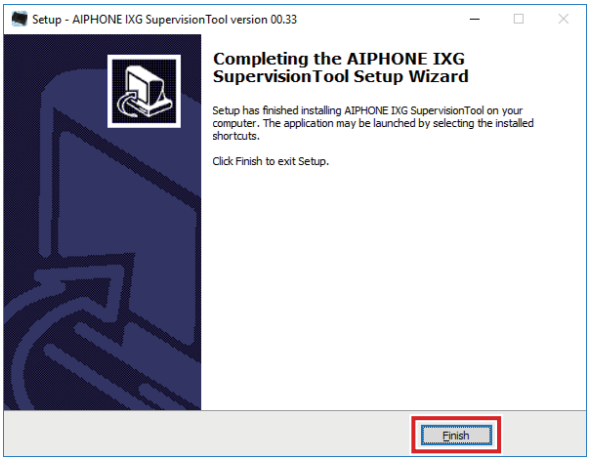
2. Double-click the downloaded file ("AIPHONE_IXG_SupervisionTool_Setup.exe") to install IXG Supervision Tool.



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



4. Click **[Finish]**.



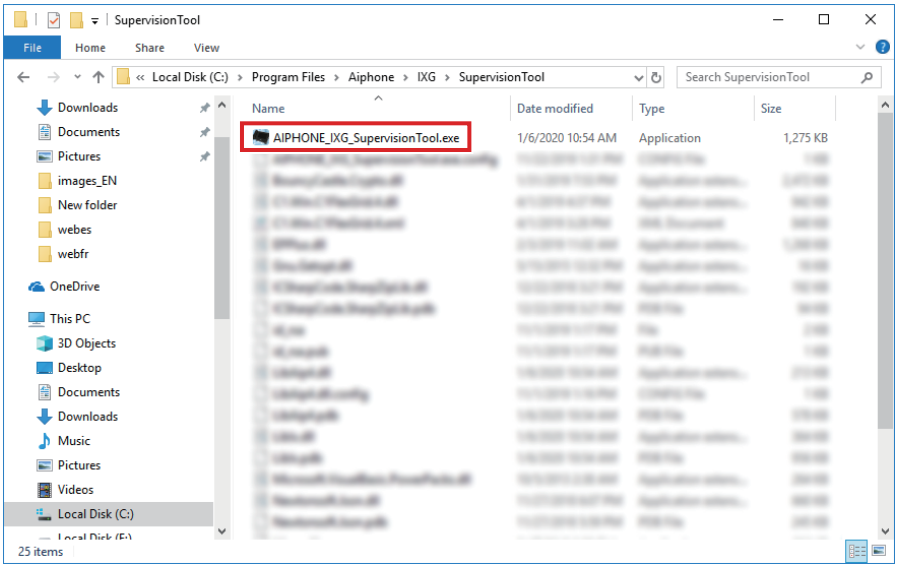
*IXG Supervision Tool is now installed.

3. Login

1. Double-click any of the following.

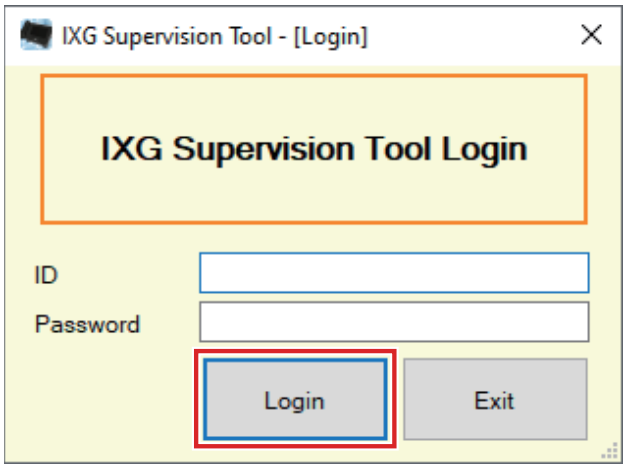
- The "AIPHONE IXG SupervisionTool" shortcut that was created on the desktop
- "AIPHONE IXG SupervisionTool" in the Start Menu
- "Local Disk (C)" - "Program Files" - "Aiphone" - "IXG" - "SupervisionTool" - "AIPHONE_IXG_SupervisionTool.exe"

* After installing, configuring the Address Book and Test Settings will cause 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]**.

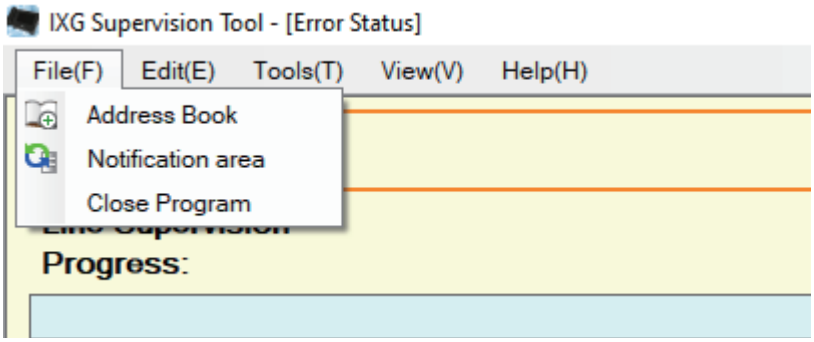
- The "Error Status" screen is displayed.
- When first logging into the IXG Supervision Tool, the Address Book Registration window will be displayed. Refer to "Address Book (→page 14)" and register the Address Book.



The default ID and Password are "admin."

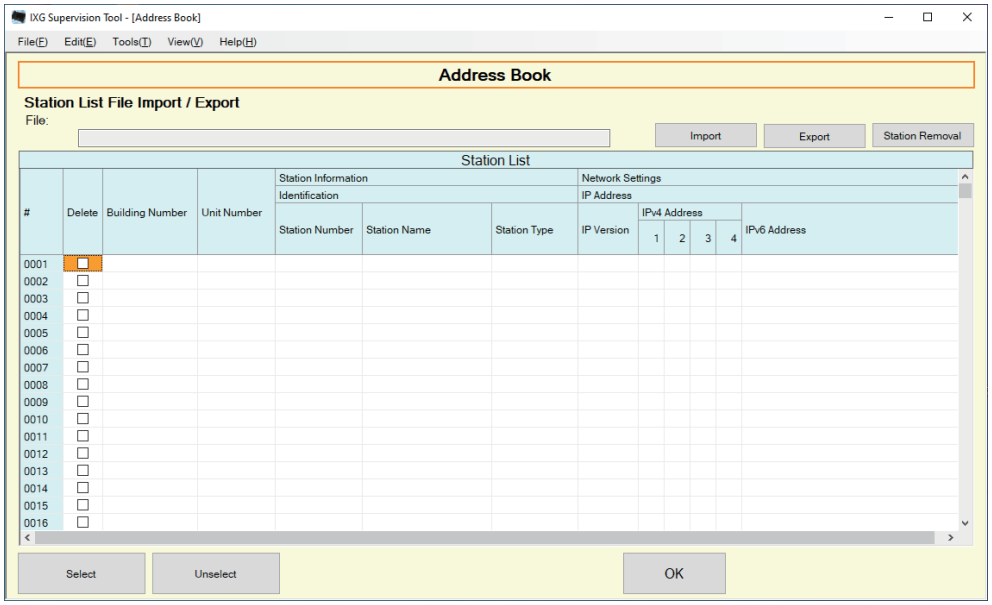
Menu Bar

1. File



1.1 Address Book

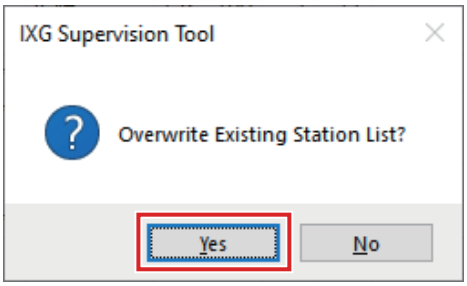
Register a new Station List.
Click "File" - "Address Book." The "Address Book" screen will be displayed.



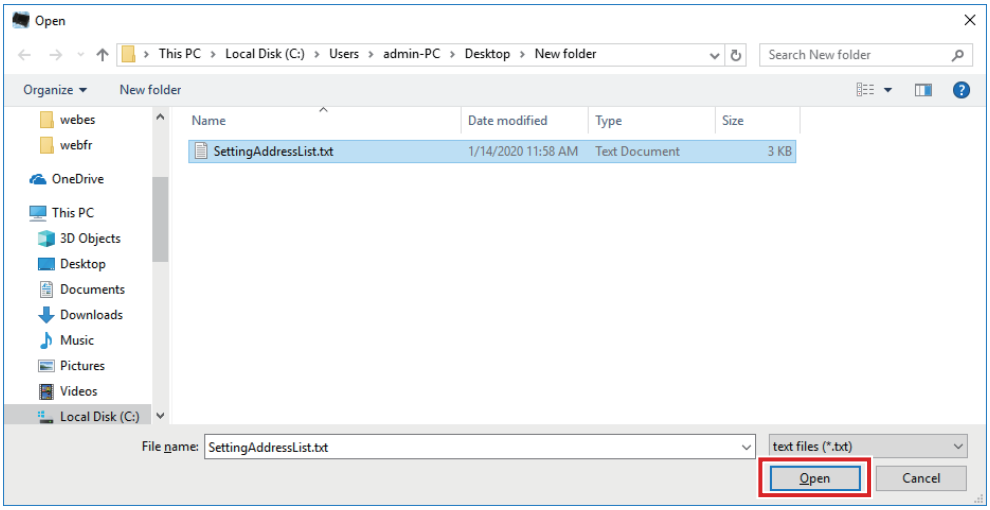
1.1.1 Registering a new Address Book

1. Click **[Import]**.

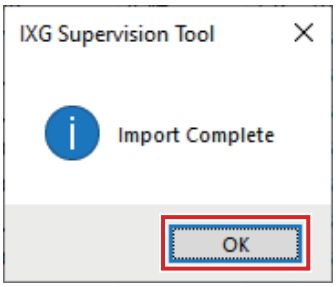
2. Click **[Yes]**.
- Click **[No]** to return to the "Address Book" screen without importing.



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."

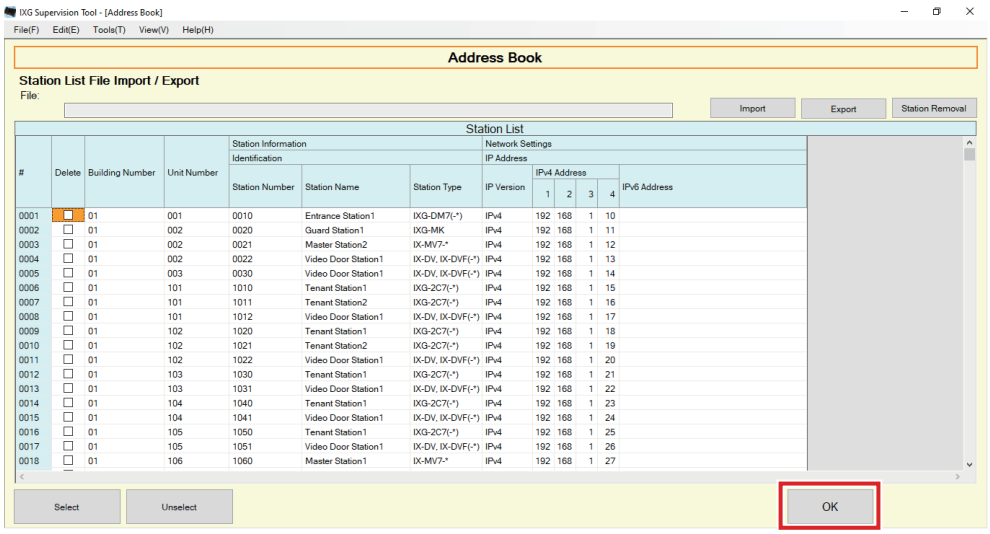


4. Click **[OK]**.



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	Single building system (except for IXGW-LC, IXGW-GW, Intercom App): 3-5 digits Multiple building system: 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	• IX-MV7-* • IX-DV, IX-DVF(-*) • IX-EA, IX-EAU • IX-DA • IX-SSA(-*) • IX-FA • IX-BA • IXG-2C7(-*) • IXG-DM7(-*) • IXG-MK • IXGW-LC • IXGW-GW
Default value	-

■ IP Version

Description	Select the Protocol.
Settings	• 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	-

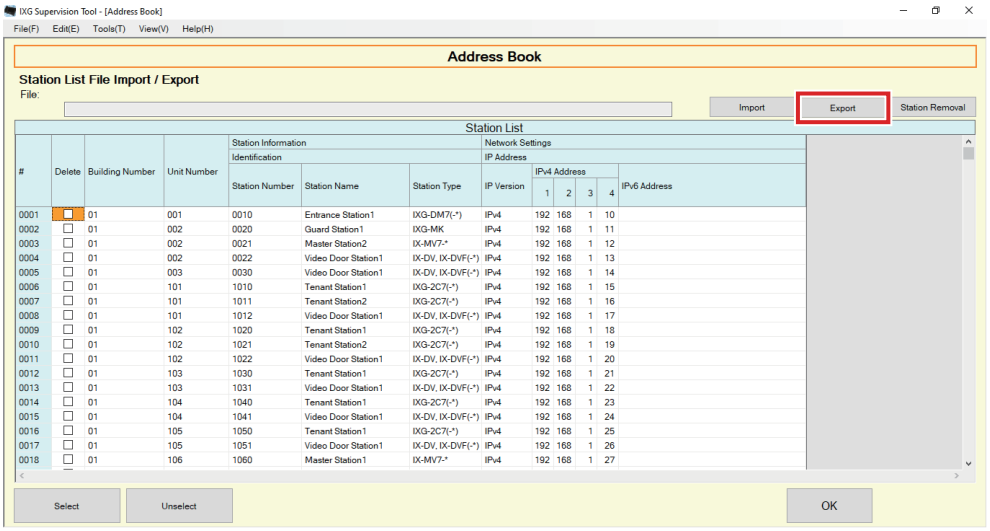
■ IPv6 Address

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

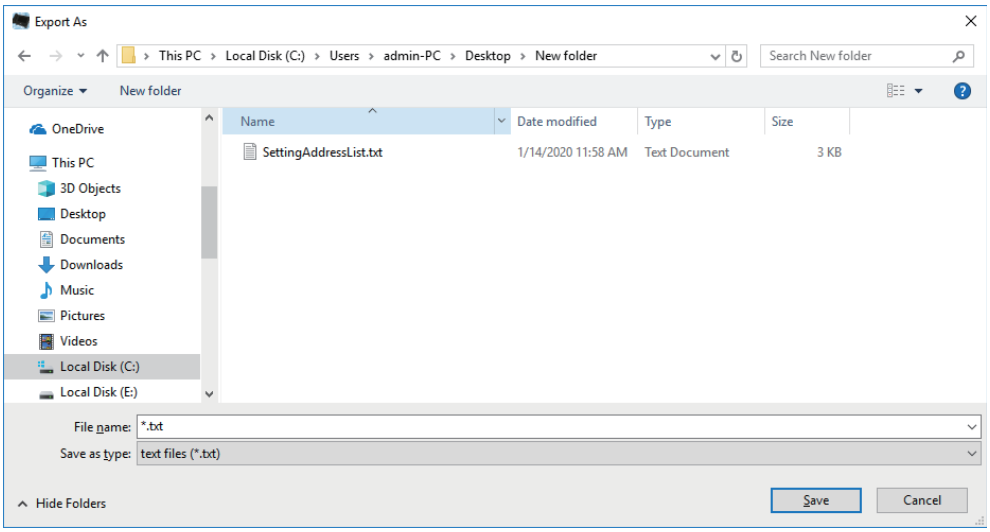
Export a registered Station List to a file.

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]**.

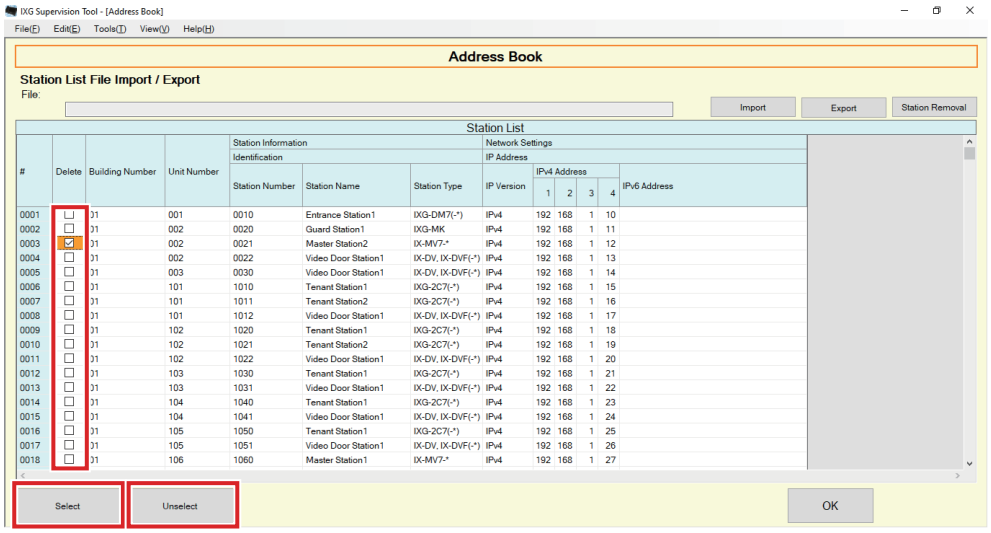


1.1.3 Deleting stations from a registered Address Book

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

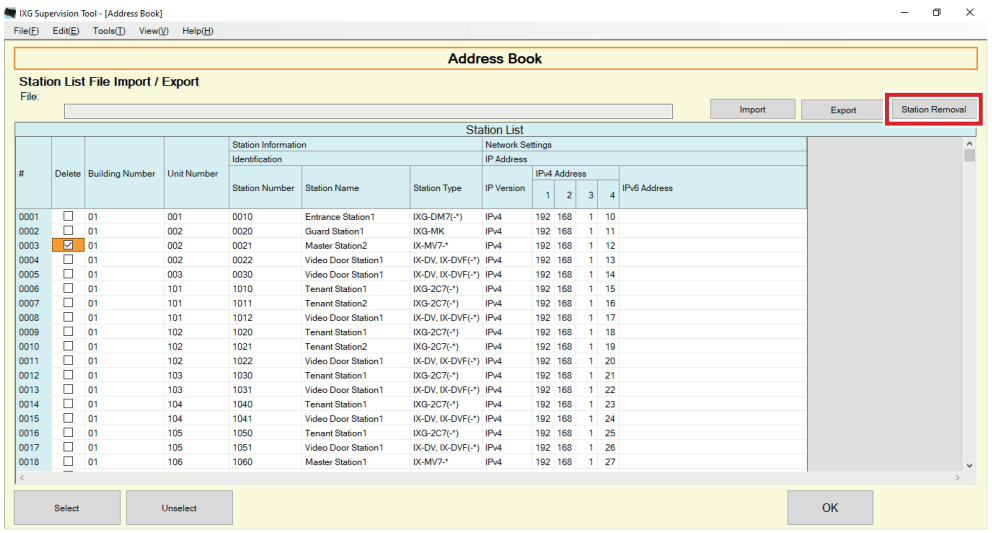
1. Click select of the station to be deleted.

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



2. Click **[Station Removal]**.

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

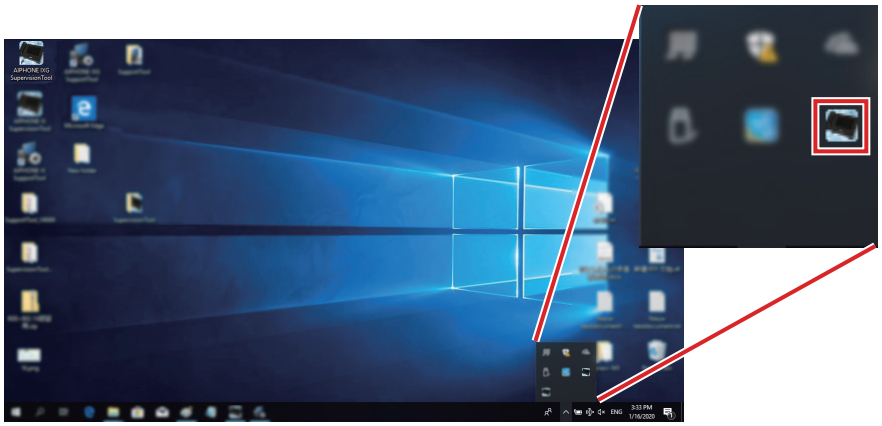


3. Click **[OK]**.

- 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.

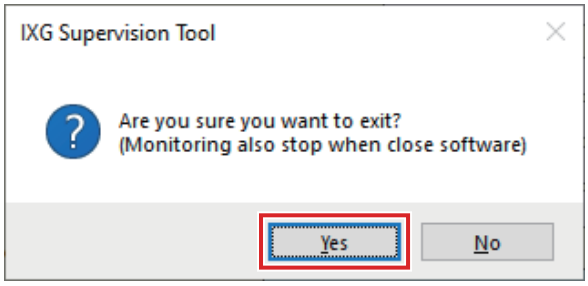


To view the monitoring application, double-click or right-click and choose the item to be viewed.

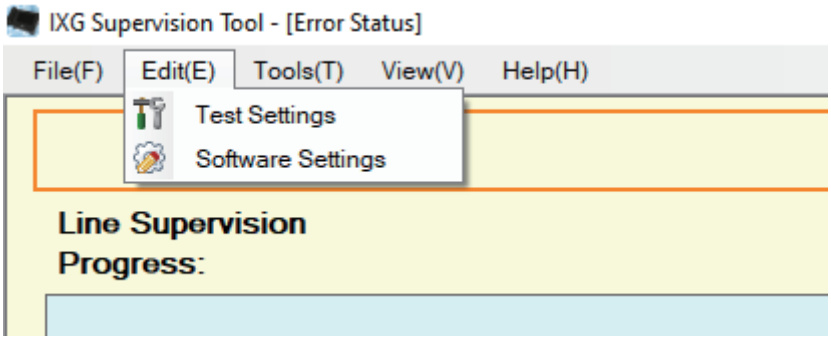
1.3 Close Program

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

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

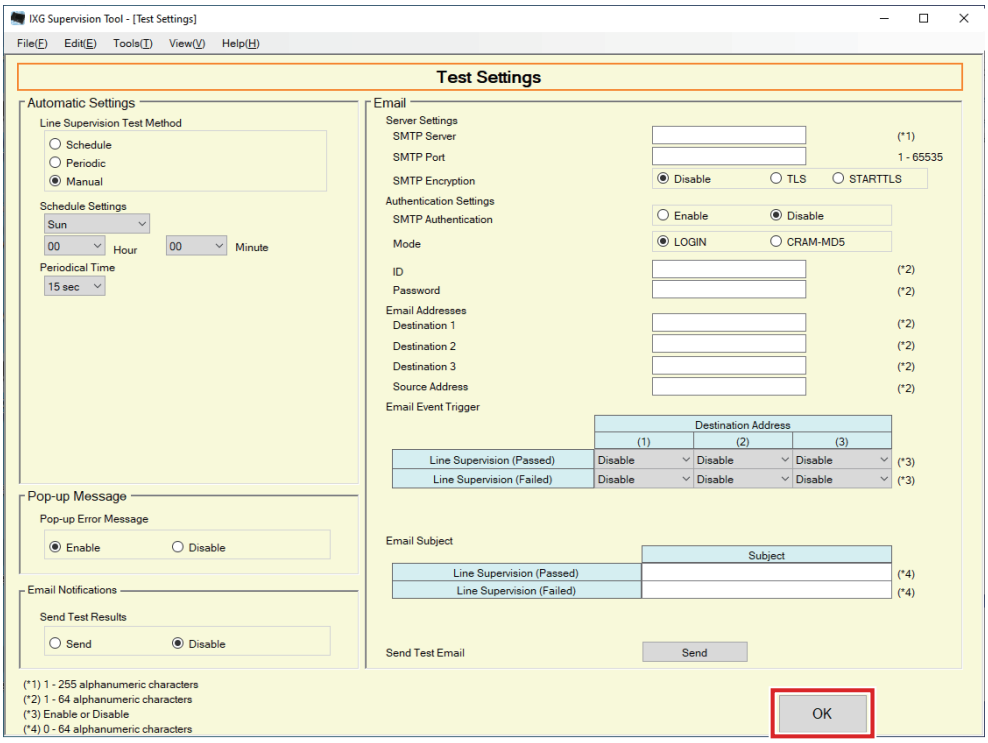


2. Edit



2.1 Test Settings

Configure the monitoring method for automatic line supervision, 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.



■ 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	• 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 23)” was set to "Schedule," set the day of the week and time to automatically monitor the line.
Settings	Day of the week: • Daily • Sun • Mon • Tue • Wed • Thu • Fri • Sat Time: • 00:00-23:59
Default value	Sun 00 Hour 00 Minute

■ Periodical Time (Line Supervision)

Description	If “Line Supervision Test Method (→page 23)” was set to "Periodic," set the period for which to automatically monitor the line.
Settings	• 15 sec • 20 min • 30 min • 60 min
Default value	15 sec

2.1.2 Pop-up Message

■ Pop-up Error Message

Description	Configure whether to display monitoring results in a pop-up message.
Settings	• Enable • Disable
Default value	Enable

2.1.3 Email Notifications

■ Send Test Results

Description	Enable / Disable Email notification to send the monitoring result.
Settings	• Send • Disable
Default value	Disable

2.1.4 Email

If “Send Test Results (→page 24)” 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	• Disable • TLS • STARTTLS
Default value	Disable

2.1.4.2 Authentication Settings

■ SMTP Authentication

Description	Enable SMTP authentication.
Settings	• Enable • Disable
Default value	Disable

■ Mode

Description	Select the SMTP Authentication Mode.
Settings	• 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	• Enable: Send • Disable: Do not send
Default value	Disable

■ Line Supervision (Failed)

Description	Send email when Line Supervision is "Failed".
Settings	• 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	0-64 alphanumeric characters
Default value	-

■ Line Supervision (Failed)

Description	Set the subject of the email when Line Supervision has failed.
Settings	0-64 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

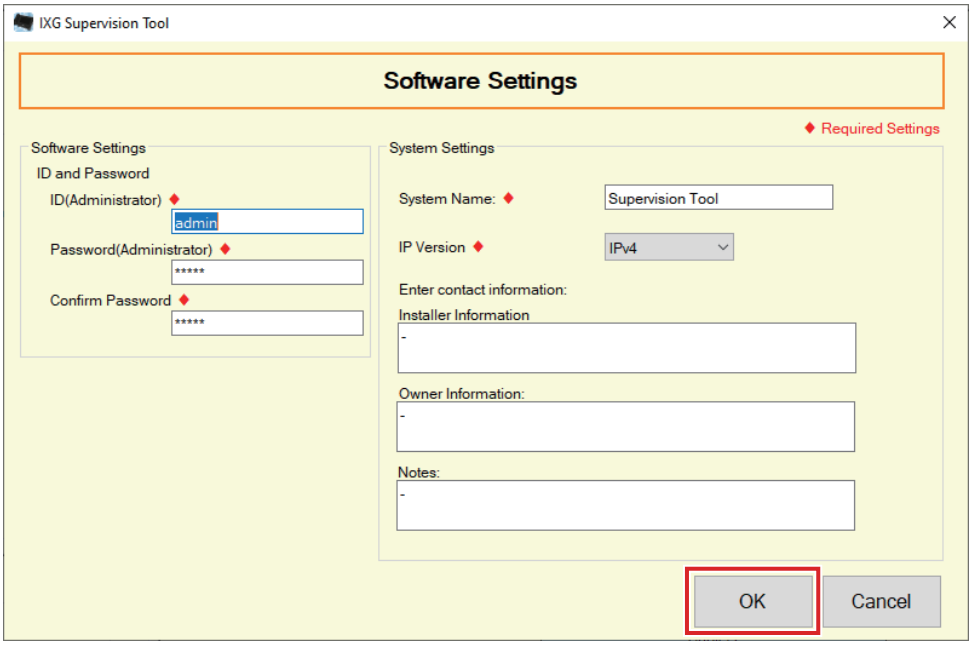
1. Click **[Send]**.

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	2020/11/20 15:22
To CC	xxxx@xxxxx.co.jp
Subject	Supervision Tool Email Test
Description	Test email sent at "2020/11/20 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 36)”
Click "Edit" - "Software Settings." The "Software Settings" screen will be displayed.



■ 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	SupervisionTool

■ IP Version♦

Description	Set the IP version for IXG Supervision Tool.
Settings	• IPv4 • IPv6
Default value	IPv4

■ Installer Information

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

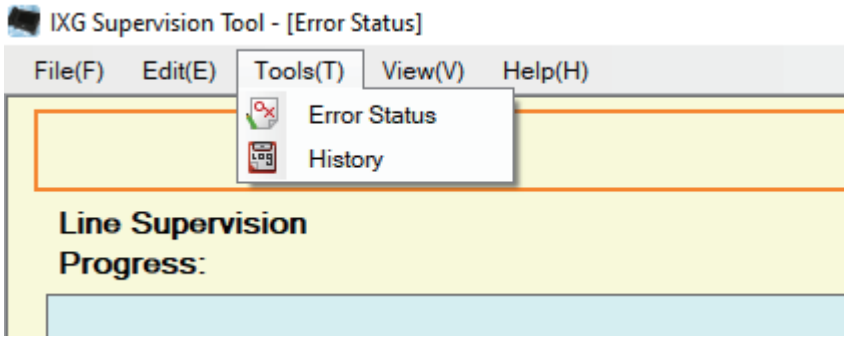
■ Owner Information:

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

■ Notes:

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

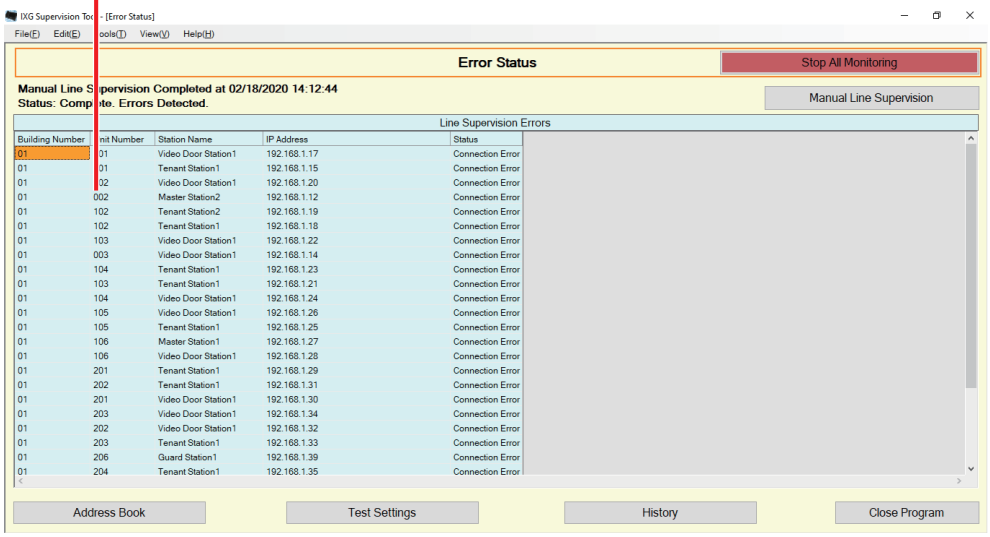
3. Tools



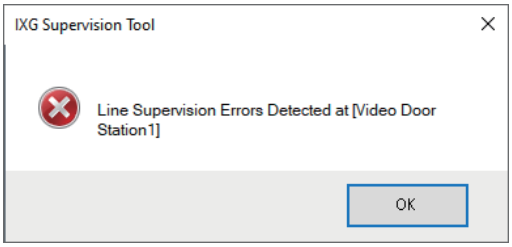
3.1 Error Status

Monitor the stations in the system for any failure.
Click "Tools" - "Error Status." The "Error Status" screen will be displayed.

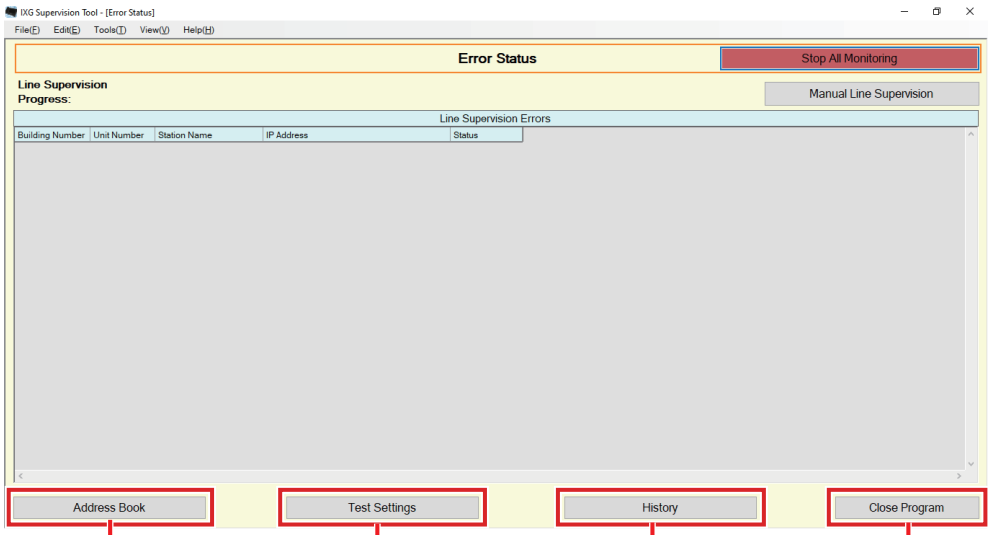
The information of the stations for a communication error will be shown.
* Even when the network itself is working properly, a failure may be detected if a station is faulty.



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.

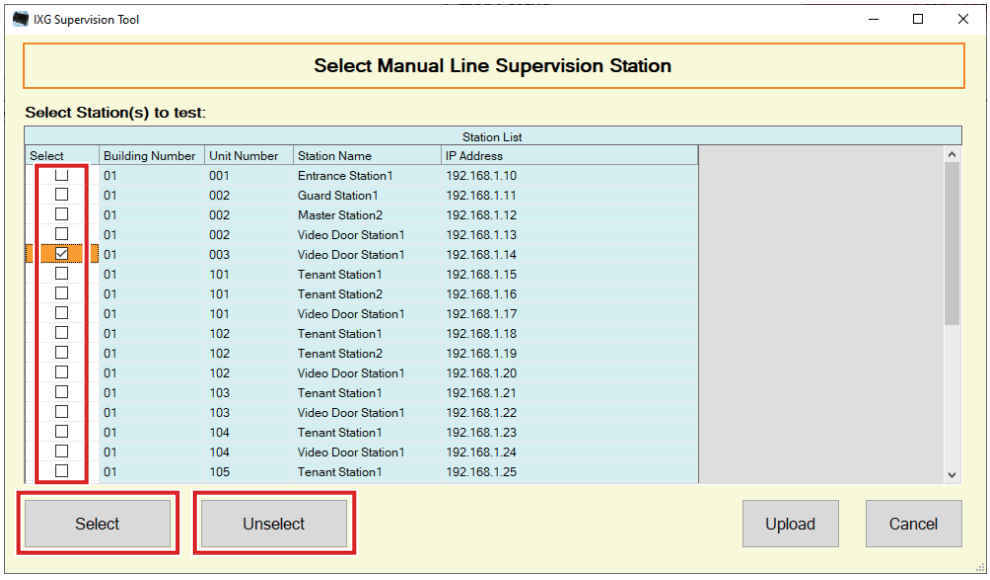


■ Manually checking monitoring

1. Click **[Manual Line Supervision]**. The "Select Manual Line Supervision Station" screen will be shown.

2. Check ☐ of the station to be monitored.

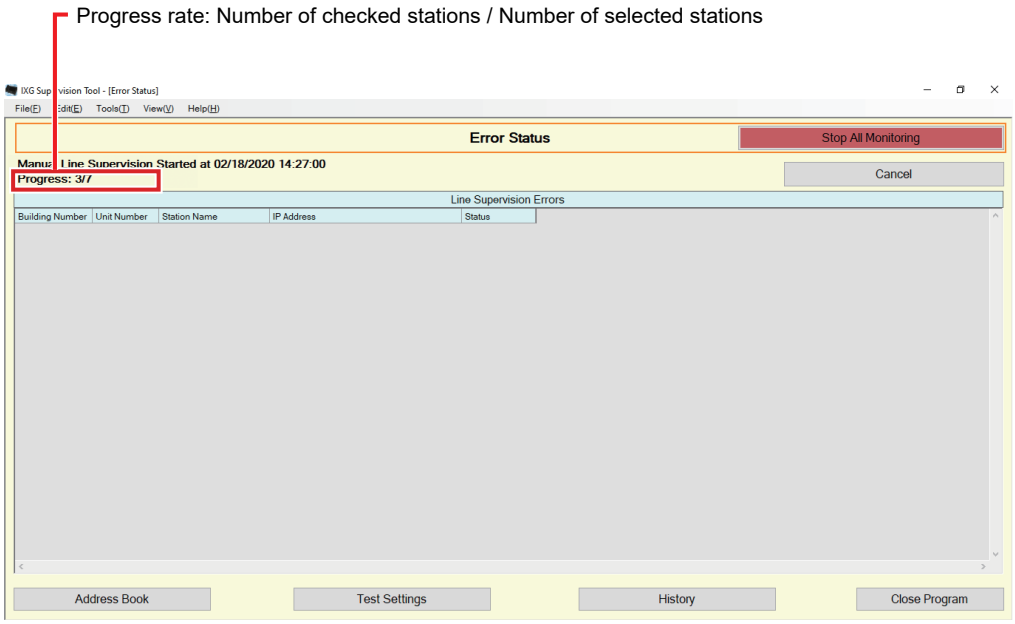
- Click **[Select]** to select all stations registered to the Address Book.
- Click **[Unselect]** to remove the checks from all stations.



3. Click **[Upload]** to start monitoring confirmation.

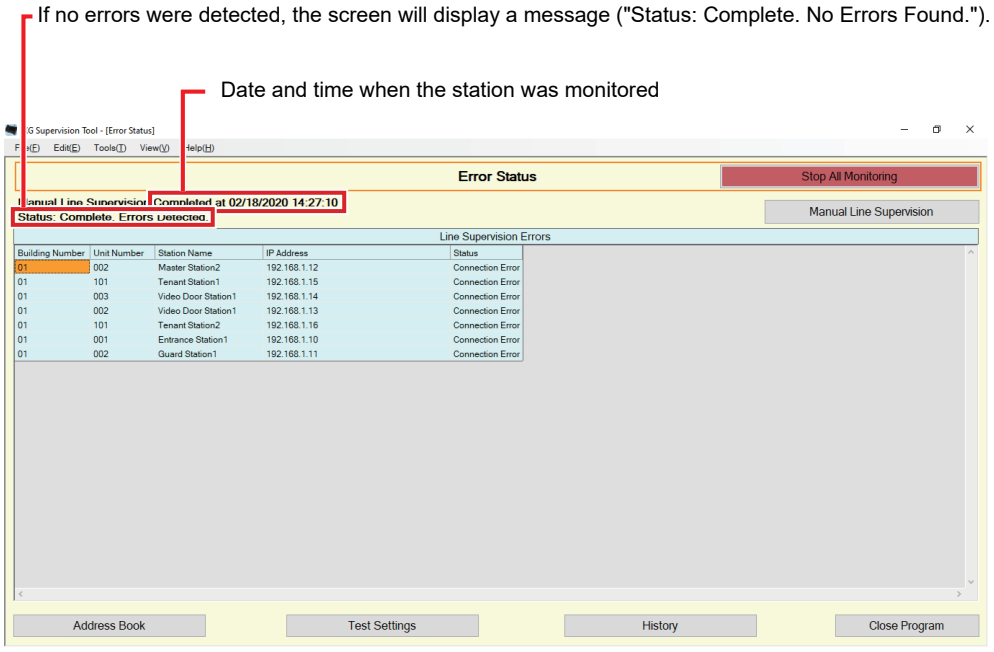
• Click **[Cancel]** to return to the "Error Status" screen without confirming monitoring.

* It may take some time to finish monitoring confirmation depending on the number of stations. To cancel monitoring confirmation, click **[Cancel]**.



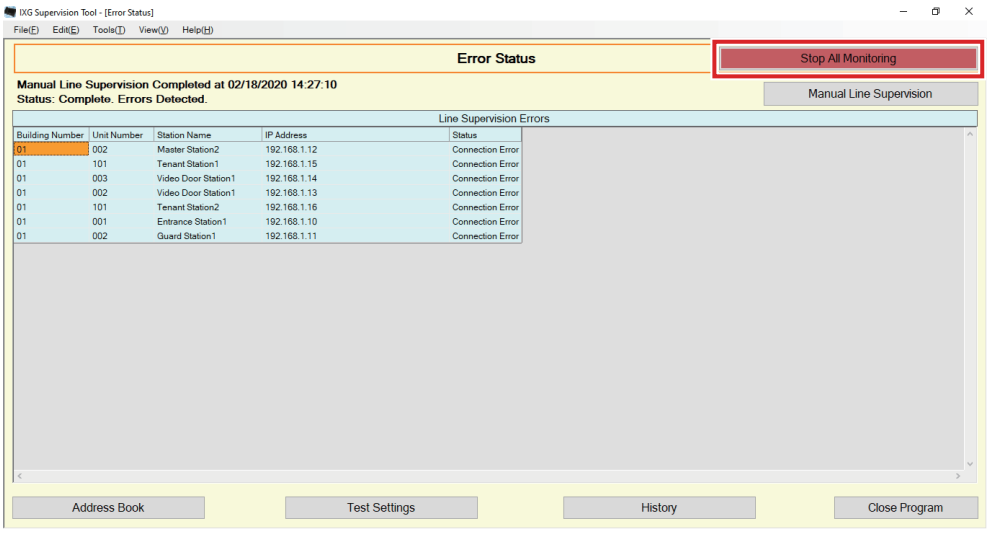
4. When monitoring is finished, the error status will be displayed.

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



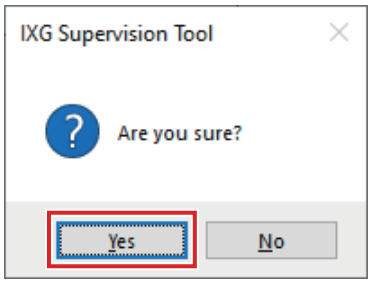
■ Stopping all monitoring

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



2. Click **[Yes]**.

- Click **[No]** to return to the "Error Status" screen without stopping all monitoring.



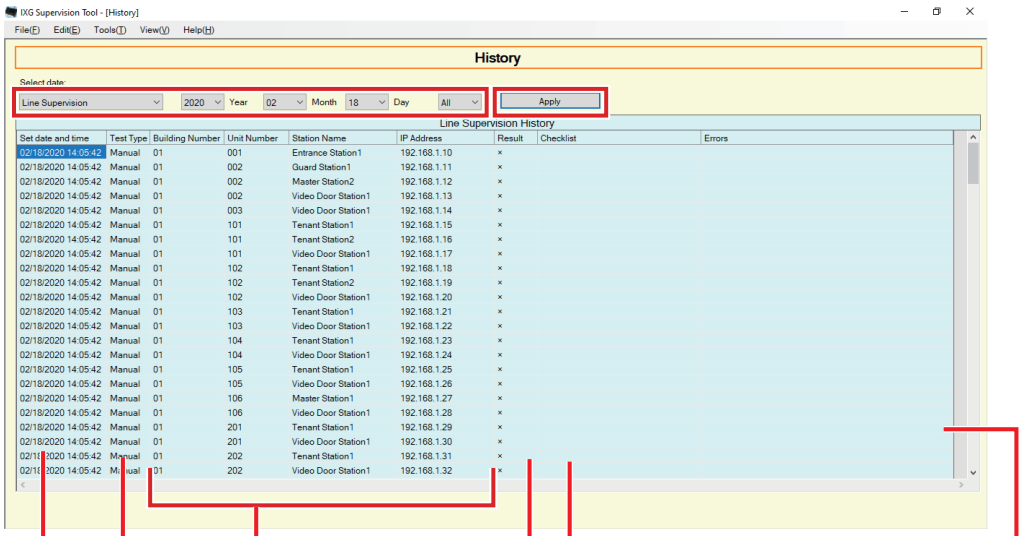
3. **[Stop All Monitoring]** changes to **[Resume Monitoring]**.

- To resume line supervision, click **[Resume Monitoring]**.

3.2 History

Check the communication error history.

Click "Tools" - "History." The "History" screen will be displayed.
Select "Line Supervision," the year/month/day, and the results (all, ✓: Normal, or ×: Error), and then click **[Apply]** to display the monitoring history.



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

Errors:
Not used.

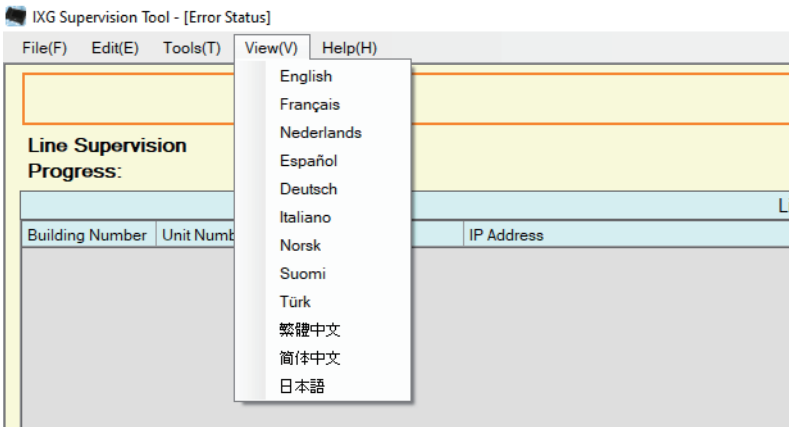
Checklist:
Not used.

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

Result:
The result of the monitoring will be shown.
✓: Normal
×: Error

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

4. View

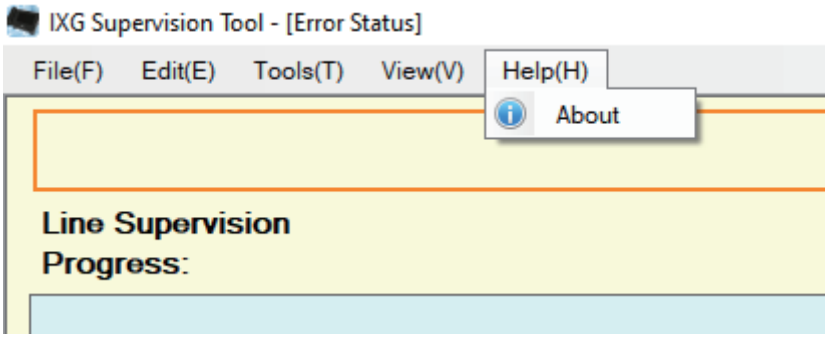


Set the language of following items.

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

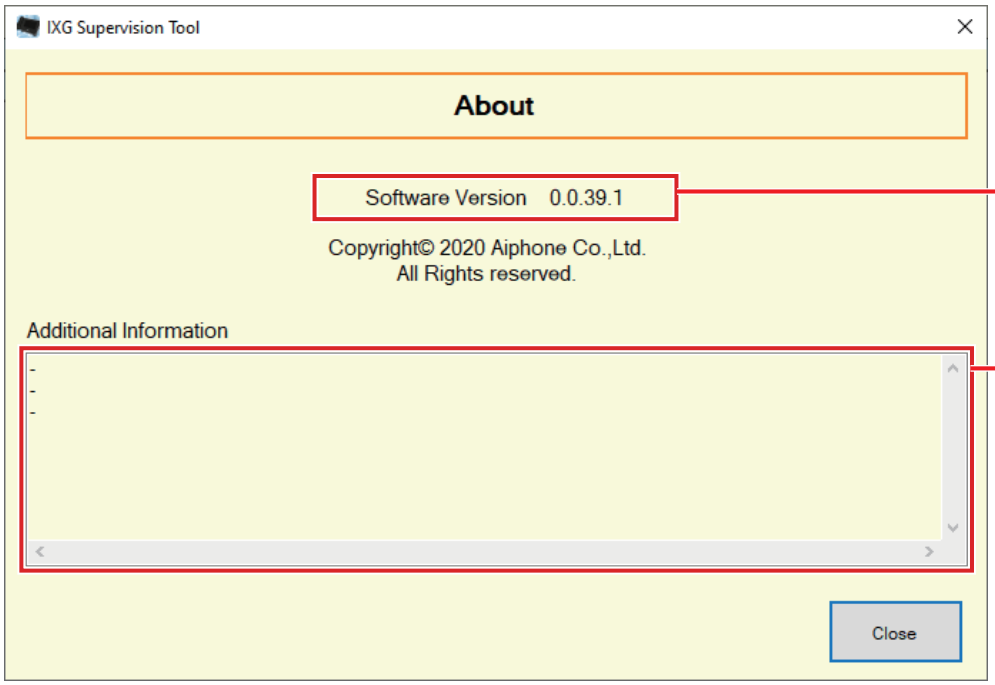
1. Click "View" - "Language" to switch to the selected language.

5. Help



5.1 About

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



The current version of IXG Supervision Tool

The installer, the owner, and the notes entered in "Software Settings (→page 28)" will be shown.

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

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