# AIPHONE

# Genetec™ Integration

## Introduction

IXG Series video door stations can integrate with Genetec™ software, using ONVIF™ to stream video and SIP to place phone calls. This guide covers station integration with Genetec's Security Center platform, including Sipelia. This guide does not cover the installation of Security Center or any plugins. It also assumes that IXG Support Tool has been installed and basic programming is complete.

IXG Support Tool can be downloaded here: https://www.aiphone.com/IXG-SupportTool
IXG QuickStart Guide can be downloaded here: https://www.aiphone.com/IXG-Series-QuickStartGuide

> ℹ️ At this time, the IXG-DM7-HID(A) entrance station does not support Genetec integration.

## Navigating IXG Support Tool

There are two main sections in IXG Support Tool: the top menu and the left menu. These menus will have a main directory, followed by a subdirectory.

Instructions pointing to the top menu will be in the format of *Italics*, Underlined. Example: *Connection(S),* Upload Settings.
Instructions pointing to the left menu will be in the format **Bold**, Underlined. Example: **Call Settings**, Incoming Call.

Buttons or settings that need to be clicked will be marked with an orange pointer. If multiple items need to be clicked in the same screenshot, they will be marked with numbers to show the proper order. Important items will be marked with an orange box.

There is a Save button in the top left of IXG Support Tool. Clicking this saves the settings locally, but they are not pushed to the stations until they are uploaded in the last step of this guide. This button may be labeled as Update in some editions of IXG Support Tool. If that is the case, download the newest version at the link above and reinstall the software. This will not overwrite existing saves.

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

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

| Unit Number | Station Name | ID/Password | | | | ONVIF ID | ONVIF Password | RTSP ID | RTSP Password |
|---|---|---|---|---|---|---|---|---|---|
| | | ID(Administrator) | Password(Admin) | User ID | User Password | | | | |
| 115 | Video Door Station1 | aiphone | ****** | | | streaming | ****** | streaming | ****** |
| 1020 | Video Door Station1 | aiphone | ****** | | | streaming | ****** | streaming | ****** |

# ONVIF™ Streaming *(Genetec Config Tool Settings)*

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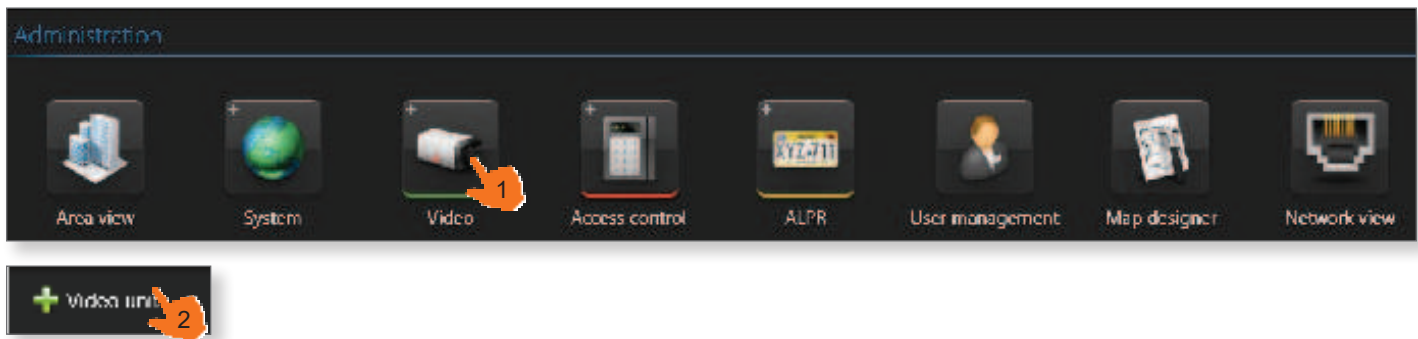


Manually add each door station as a camera by entering its IP address, the **ONVIF ID** and **Password** of the station. Set the HTTP port to **10080** and the manufacturer to **ONVIF**. Click [**Add**] to complete the process. Repeat these steps for each station to be configured.
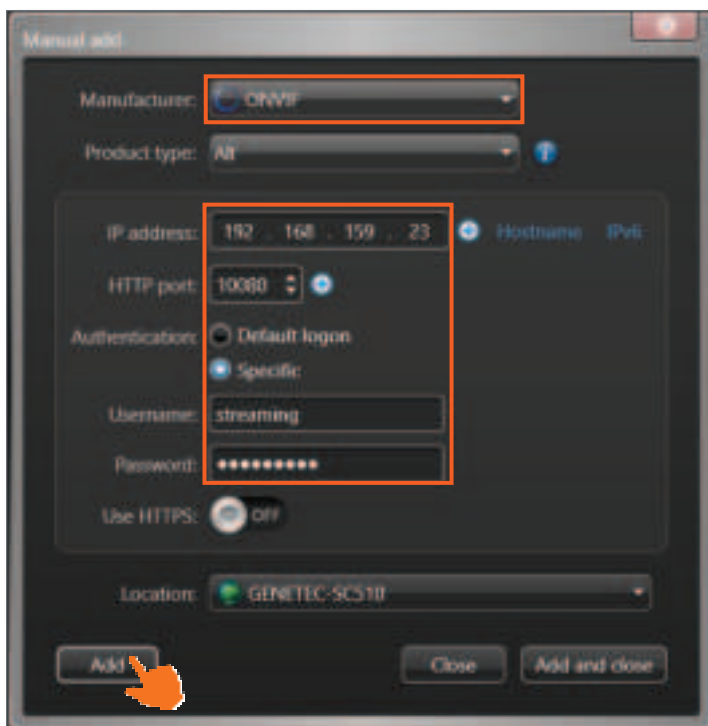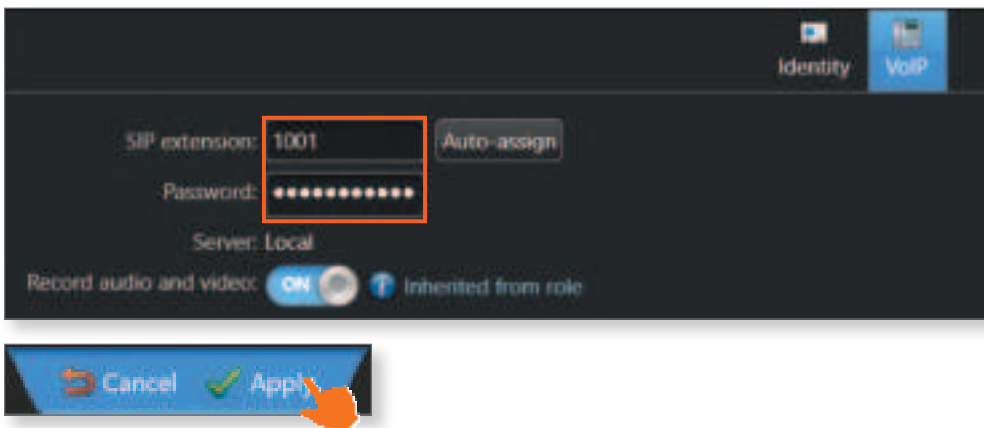
# Sipelia Registration *(Sipelia Settings)*

Stations can be registered to Sipelia to place calls to a phone number or extension. Log in to Genetec Config Tool. Click [ **Plugins** ] under **Administration**. Click the caret next to Sipelia to expand the options. Click [ **Add Intercom** ] at the bottom of the screen.
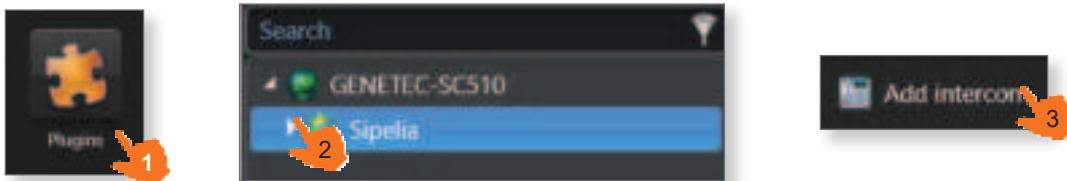
A window will appear. Enter a descriptive name for the intercom and click [ **Add** ].
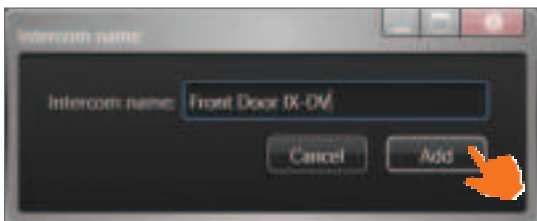
Assign the intercom an extension and a password. This can either be entered manually, or clik [ **Auto-assign** ] to apply the next available extension. Click [ **Apply** ] to save the SIP settings. Repeat these steps for each station to be registered.

# Sipelia Registration *(IXG Support Tool Settings*

In IXG Support Tool, navigate to **Station Information**, <u>Identification</u>. Make sure that each station's number matches the extension assigned in Sipelia. Click [ **Save** ].
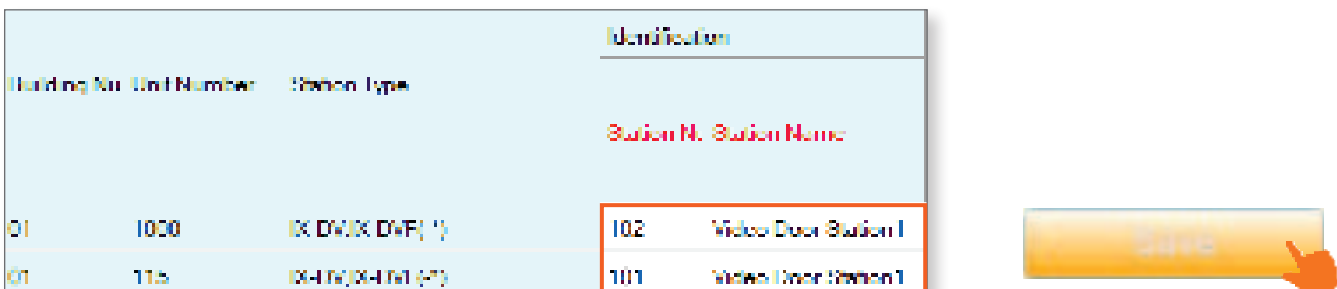
# Adding SIP Server Information

In IXG Support Tool, navigate to **Network Settings**, SIP. Under **Primary Server**, add the **ID** and **Password** assigned to the stations in Sipelia. Enter the IP address of the PBX under **IPv4 Address**. If needed, Secondary and Tertiary SIP server information can be added by scrolling to the right. Once everything is configured, click Save .

| Building Nu | Unit Number | Station Name | SIP | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | SIP Connections | | Primary Server | | |
| | | | SIP Signaling ▼ | User Agent | ID | Password | IPv4 Address |
| 01 | 1000 | Video Door Station1 | 5060 | | 102 | ******* | 192.168.30.122 |
| 01 | 115 | Video Door Station1 | 5060 | | 101 | ******* | 192.168.30.122 |

# VoIP Phone Registration

To be called by IXG Series stations, VoIP phones will need to be assigned to units. In IXG Support Tool, navigate to **Site Settings**, Units/Stations. The VoIP phone will be treated like a master station, and can be assigned to a commercial or guard unit. For the desired unit, click Select next to **Master / Tenant Stations** to choose a VoIP phone as station type.

Repeat as necessary for each unit that will contain a VoIP Phone, then click Save .





ℹ Only one VoIP phone can be added per unit.

ℹ The number of master stations in a unit can be adjusted under **Display Settings** at the top of the page. The maximum number is eight.

# VoIP Phone Registration *(continued)*

To set the SIP extension that the stations will call, navigate to **Station Information**, Identification. The VoIP phone will be listed along with the other stations. Change its **Station Number** to match the extension the IXG Series Stations will need to call. Do this for every assigned VoIP phone, then click Save .

| Building No. | Unit Number | Station Type | Station Number | Station Name |
|---|---|---|---|---|
| 01 | 113 | VoIP Phone | 1130 | VoIP Phone1 |
| 01 | 114 | IX-RS( ) | 1140 | Handset Sub Station1 |
| 01 | 114 | IX-MV7( ) | 1141 | Master Station2 |
| 01 | 115 | IX-DV/IX-DVF( ) | 101 | Video Door Station1 |
| 01 | 116 | IXG-2C7(-*) | 1160 | Tenant Station1 |
| 01 | 144 | IXG-DM7( ) | 1440 | Entrance Station1 |
| 01 | 1000 | VoIP Phone | 1000 | VoIP Phone1 |
| 01 | 1000 | IX-DV/IX-DVF( ) | 102 | Video Door Station1 |
| | | IXGW-(GW) | 0101 2989898989 | Gateway Adaptor1 |
| | | IXW-MA | 0001 3090909090 | IXG Adaptor 14.5.6 |

i Station numbers can be between 4 and 24 digits long. When integrating with the SIP server, verify if there are any length requirements and set the Station Numbers accordingly.

Save

# Configuring the Station Lists *(Master and Guard Stations)*

Next, the VoIP phone will need to be added to the station list of the master and guard stations that will call it. In IXG Support Tool, navigate to **System Information**, Station List. There will be a column in the table that represents each VoIP phone. Where they intersect with the calling station, use the drop-down menu to change the blank space to a check mark.

Do this for the desired stations and click Save .

| Unit Number | Station Name | 01 / 113 / 1130 | | |
|---|---|---|---|---|
| | | VoIP Phone1 / VoIP Phone | | |
| | | Select | Network Camera | or Release But |
| 114 | Master Station2 | ∨ | | |
| 116 | Tenant Station1 | ✔ | | |

Save

# Calling a VoIP Phone *(Door / Sub Station)*

To configure which door and substations will call the VoIP phone, navigate to **Call Settings**, Called Stations (Door/Sub Stations). Like with the last setting, there will be a column that represents each VoIP phone. Where they intersect with the calling station, use the drop-down menu to change the blank to a U to set the station to call the VoIP phone.

Repeat as necessary for each unit that will contain a VoIP Phone, then click ⬛ **Save** .

| Building No. | Unit Number | Station Name | Tual | Called Stations (Door/Sub Stations) Group 01 | | |
|---|---|---|---|---|---|---|
| | | | | Select Unit | Building Number / Unit Number / Station Name | |
| | | | | | 01 / 113 / 130 / VoIP Phone 1 / VoIP Phone | |
| 01 | 114 | Handset Sub Station1 | 0 | Select | | |
| 01 | 115 | Video Door Station1 | 0 | Select | | ⌄ |
| 01 | 1000 | Video Door Station1 | 0 | Select | | |
| | | | | | U | |

Only one VoIP phone can be called by each station at a time.

# Configuring Door Release *(Optional)*

Door stations have built in contacts that can be used for door release. These can be activated by third party IP phones by inputting the door station's Door Release Authentication Key during a call. However, by default, IXG Support Tool assigns stations a twenty digit key; it is strongly recommended to shorten the key length for end user convenience.

Navigate to **Option Input / Relay Output Settings**, Relay Output. Make sure that each door station's **Function** shows Door Release. Scroll right to find a column labeled **Door Release Key**. For each door station to be released, select the cell and type in the desired number. Click ⬛ **Save** .

| Unit Number | Station Name | Relay Output | | | | |
|---|---|---|---|---|---|---|
| | | Contiction | Relay Output 1 (Output Time is valid when Relay Output function is set to Door Release or a... | | | |
| | | | Option Relay Con | Output Time Range | Manual Time | Door Release Key |
| 114 | Handset Sub Station1 | | Disable | 200-2000 [msec] | 400 | 9 |
| 114 | Master Station2 | | Disable | 200-2000 [msec] | 400 | 9 |
| 115 | Video Door Station1 | | Disable | 200-2000 [msec] | 400 | 9 |
| 116 | Tenant Station1 | | Disable | 3-600 [sec] | 5 | 79867168020167466043 |
| 144 | Entrance Station1 | | Disable | 3-600 [sec] | 5 | 9 |
| 1000 | Video Door Station1 | | Disable | 200-2000 [msec] | 400 | 9 |
| | I/O Adaptor1 4 5 6 | | Disable | 200-2000 [msec] | 400 | |

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

# Configuring Door Release *(Continued)*

Changing the authentication key here will prevent any IX or IXG Series answering stations from being able to unlock the door. To correct this, navigate to **Function Settings**, Door Release. Under **Display** at the top of the page, use the drop-down menus to select the building number and the range of station numbers for the modified stations. Click Apply .



Click Door Release Batch Configuration towards the top of the page. A new window will open. In that window, put a check mark for each door station that had its door release key changed, and select check marks for the types of unit in the system. Click Execute , which will close the window. Click Save .







# Video Encoder Settings

IXG Series Stations stream video to VoIP phones during communication by default. If the phone models require different settings to receive the video stream, navigate to **Network Settings**, Video. Use the drop-down menu **Select Profile** setting to change the video profile. The most common alternative choice is Baseline. Once everyting is configured, click Save .



ℹ These settings have no impact on video quality.

# Configuring a Door Station to Answer a Call *(Optional)*

By default, a door station station will not answer a call from a third-party IP phone like it would from a master station. There are two ways to address this, depending on the site's needs. Either the door station's call button can be configured to also answer incoming calls, or enhanced firmware can be installed on a door station to let it auto-answer calls.

## Manually Answering Calls from a Door Station

This setting will allow users at the door station to initiate calls, answer incoming calls, and end active calls with the same call button. Navigate to **Call Settings**, Station Information. For each door station, use the drop-down menu under **Call Button Function** to change the setting from Call to Call, Answer Call, End Communication. Click Update to save the settings.



## Enabling Auto-Answer for Door Stations

This setting will cause calls to be answered as soon as the door station acknowledges the call from the IP phone. To use this feature, the station needs to have the enhanced firmware installed. In a web browser, navigate to https://www.aiphone.com/kbtopic/firmware-ix-ixg. Scroll down the page to find the appropriate firmware for the stations to be configured, which will be labeled as Enhanced. Click Download Firmware.



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

The upgrade tool can be downloaded here: https://www.aiphone.com/IX-FirmwareUpgradeTool

# Enabling Auto-Answer *(continued)*

The firmware update will download in a compressed folder. Use the programming PC's built in functions to extract it. Navigate to **Maintenance**, Firmware Update. For each type of door station to be updated, click Browse to select the extracted .bin file.



Put a check mark next to the door stations to be updated under the **Select** column under Station List. Click Save .



 Do not unplug or otherwise interrupt the firmware update process, since it may damage the stations. This process will take several minutes, and the stations will reboot several times.

# Upload Settings to Stations

To push the settings to the stations, navigate to *Connection(S)*, Upload Settings. Click [ Select ] with Select Station by Type set to All, and then click [ Settings ]. The upload process will begin. This may take several minutes.



# Exporting the Program File

Navigate to *File(F)*, Export System Configuration. Click [ Export ] and choose a destination to place the configuration folder, then click [ Finish ] to close the window. This entire folder is needed to import the settings into a copy of IXG Support Tool on another PC.



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

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