

IX Simple Support Tool

The IX Simple Support Tool is abbreviated programming software designed to quickly configure small IX Series systems (20 stations or less). It allows the configuration of each station's number, name, and IP address while leaving all other settings at their default values.

For more detailed programming, please visit <https://www.aiphone.com/home/products/ix-series#software> for the full version of the IX Series Support Tool.

Getting Started

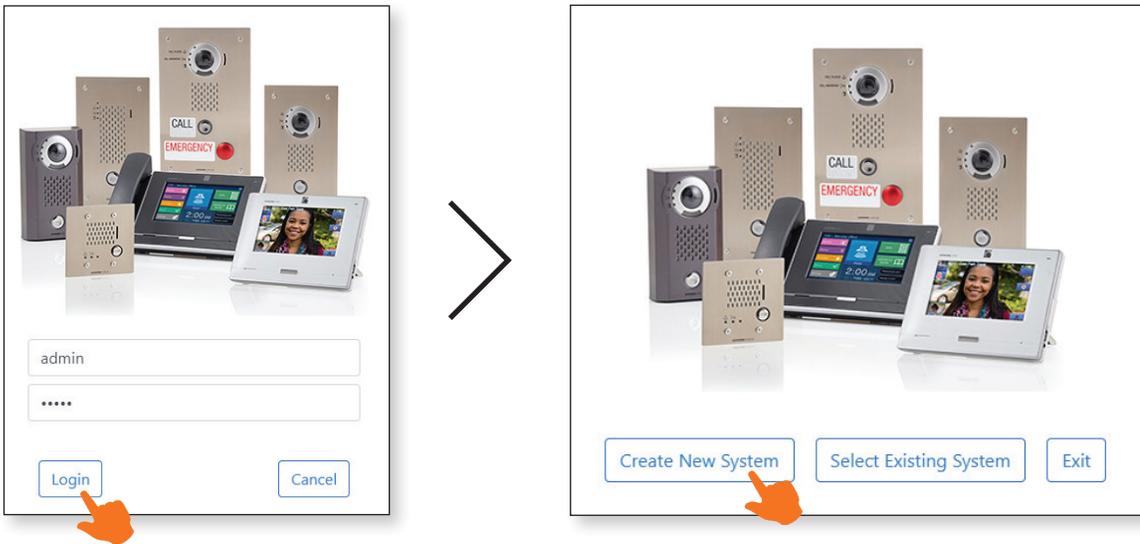
The IX Simple Support Tool batch configures all stations simultaneously, finding each station on the network by its MAC address.

It is recommended that the stations and the programming PC are placed on the same unmanaged network for the initial programming process. Once completed, the stations may be removed from this environment and deployed where needed.

Windows Defender and other local firewalls may prevent the search process used by this software, so ensure they are temporarily disabled, or exceptions are made before continuing.

Logging In

When first launching the IX Simple Support Tool, enter admin for both the ID and Password and click Login. For first time installations, click **Create New System**.



Programming Wizard

The IX Simple Support Tool features a programming wizard that will walk through each step of the programming process.

System Information

Enter a System Name, ID, and Password then click the right arrow .

Create New System (1/4)

System Name
123 Main Street

System ID
aiphone

System Password
Aiphone321

i All ID and Passwords should be recorded and saved in a secure location. Recovery of ID and Passwords may be difficult, or impossible, in some situations.

Station Information

Support Tool will begin searching the network for stations. Once all stations are found, the station name, number, and last octet of the IP Address can be changed. Note that the first three octets will match that of the programming PC. Once the IP addresses are set, click the right arrow .

Create New System (2/4)

Station search completed. Configure the station settings and click next to upload IP address to the stations.

Station List

Mac Address	Station Type	Station #	Station Name	IP Address
00:0b:aa:30:05:16	IX-MV7	1000	Master Station 1	10.0.0.10

i If the station search has no results, ensure the stations are connected to the same network as the PC, they have solid status LEDs, and use the **Select NIC** button to confirm the correct NIC is selected.

Uploading

Support Tool will automatically upload the network information and settings to the stations. Allow the stations several minutes to reboot before testing. Once the upload process is complete, click the check mark  to exit the wizard.

Create New System (3/4)

Updating IP address and settings; please wait ...

Station List

Status	Mac Address	Station Type	Station #	Station Name	IP Address
	00:0b:aa:30:05:16	IX-MV7	1000	Master Station 1	10.0.0.10
	00:0b:aa:27:10:d2	IX-DV	2000	Video Door Station 1	10.0.0.11

Create New System (4/4)

Setting upload completed. Click Check button to exit this wizard.

Station List

Status	Mac Address	Station Type	Station #	Station Name	IP Address
	00:0b:aa:30:05:16	IX-MV7	1000	Master Station 1	10.0.0.10
	00:0b:aa:27:10:d2	IX-DV	2000	Video Door Station 1	10.0.0.11