



IX Series Intercom Configuration Guide

***For integration of Aiphone IX Series Intercom
Stations with Software House C•CURE® 9000
(Version 3.00)***

9-15-2022

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Aiphone IX Series Overview

Aiphone IX Series General Overview

The IX Series is a peer-to-peer, multiplatform video intercom system. With solutions for entry security, internal communication, paging, VMS integration, and a wide range of emergency and rescue options, the IX Series is flexible and scalable for any application.

IX Series intercoms are PoE powered, ONVIF S compliant, and offer a wide range of intercom solutions from audio only, video, and rescue assistance style stations. Peer-to-Peer communication means there is no server required or central point of failure. Other features include entry access control, system partitioning, scheduled call transfers, and a mobile app for remote communication.

Aiphone IX Series with CCure 9000

This integration allows the IX Series units to be viewed within the Software House CCure 9000 Security and Event Management platform. This makes releasing doors, working with card readers, viewing on graphic map displays and event logging and audit trail management easier than ever before.

Aiphone's IX-series utilizes the SIF protocol (an Aiphone proprietary protocol) to communicate event data to the CCure 9000 server integration plugin. All protocol messages are sent via TCP protocol over the IP network. Due to its peer-to-peer architecture, each IX component to be integrated with the CCure 9000 platform must have the SIF destination programmed to send event data to the CCure 9000 Application Server.

Example:

An event can be configured so that when a door station is activated, the Aiphone Intercom/C•CURE 9000 interface reports a visitor requesting entry at a door, while simultaneously activating a camera that provides a live video feed to the Monitoring Station, and conveying status information to the Event Log. Once the visitor is recognized, the corresponding door latching mechanism can be activated via the door release button on the intercom master station, triggering a corresponding access control event to allow visitor entry.

Aiphone IX Intercom Components

The Aiphone IX Series intercom system is comprised of the following types of devices:

- **Master Stations** (IX-MV, IX-MV7, etc.) – The IX-MV7 is a wall or desk mountable, video master station for the IX Series that features a 7" LCD monitor that doubles as the stations menu screen. The IX-MV7 is also PoE powered, offers handsfree or handset communication using open voice (VOX) or push-to-talk, station monitoring, programable speed dial buttons, three different call transfer options, and SIP compatibility. The IX-MV master station has similar features with a 3.5" display and a smaller list of "command and control" functions.
- **Video Stations** (IX-DA, IX-EA, etc.) – These IX Series audio and video door stations are PoE powered and suitable for indoor or outdoor use, weather rated (IP55), and function in temperatures from -40° to 140° F. The stations are available in a variety of cosmetic and

mounting form factors, provide a form C contact for door release, a 600-ohm output for paging or an amplified speaker, and a contact input for external device integration.

- **Audio Stations** (IX-BA, IX-SS, IX-SS-2G, IX-RS, etc.) – These IX Series audio only door stations are PoE powered and suitable for indoor or outdoor use, weather rated (IP55), and function in temperatures from -40° to 140° F, The stations are available in a variety of cosmetic and mounting form factors, provide a form C contact for door release, a 600-ohm output for paging or an amplified speaker, and a contact input for external device integration.

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**** Please contact Aiphone Sales / Technical Support for additional information.**

Installation of Aiphone IX Series Interface with CCure 9000

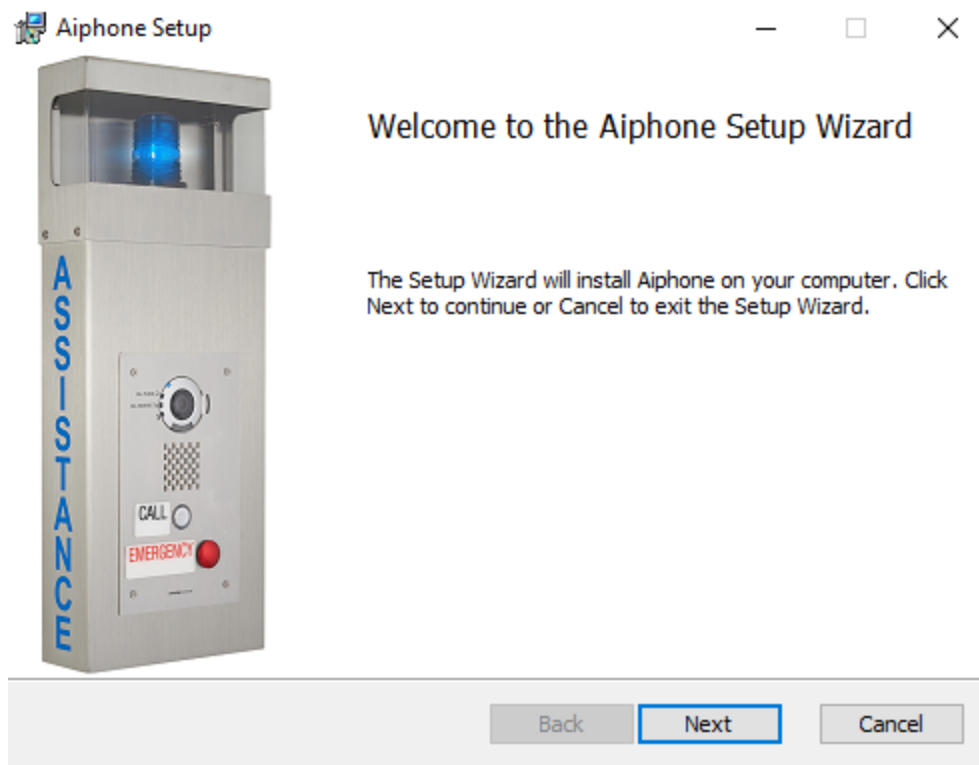
To install the Aiphone IX Series Integration product, navigate to the folder or media where the installation package has been saved and find **AiphoneSetup.msi**. Follow the prompts to install the Aiphone IX integration plugin and drivers. ***You will need to restart the computer when the installation is completed.***

Note: These instructions presume that you have already physically installed and configured your Aiphone IX Series product(s).

Note: The CCure 9000 installation must include the appropriate license option(s) to utilize the Aiphone IX integration.

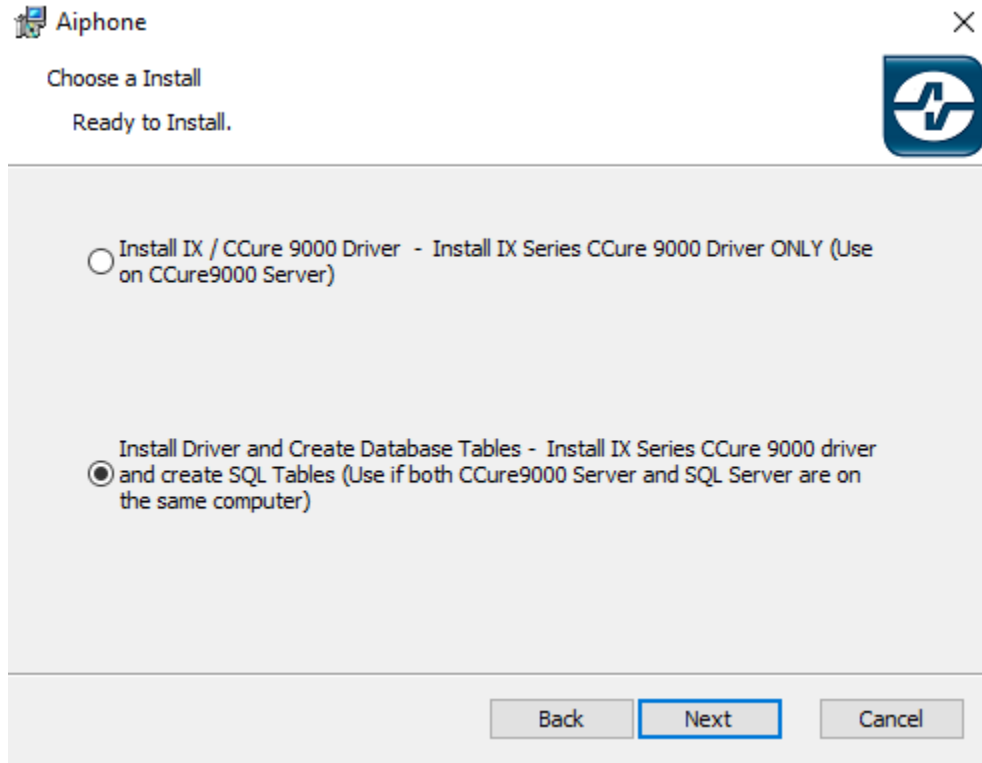
Installing the Aiphone IX Series Integration Drivers

1. Stop Crossfire Service from Server Management application. See “Starting the Aiphone Server Component” for more information.
2. Navigate to the folder or media where the installation package has been saved and double-click on **AiphoneSetup.msi** icon.

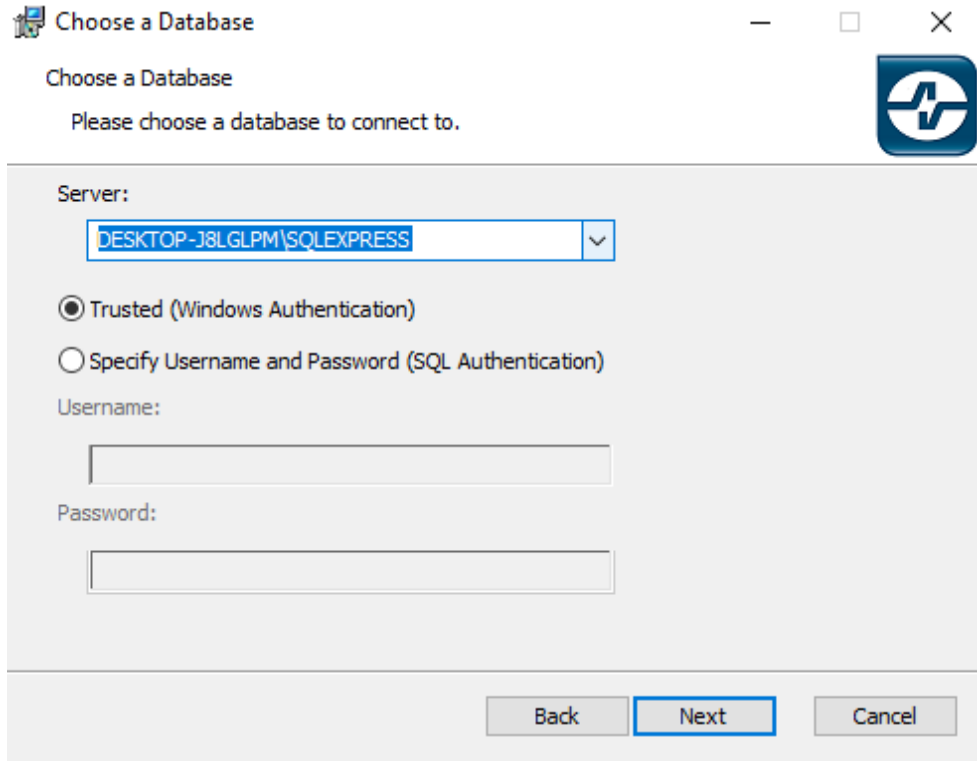


3. You have (3) different options to install when you begin:

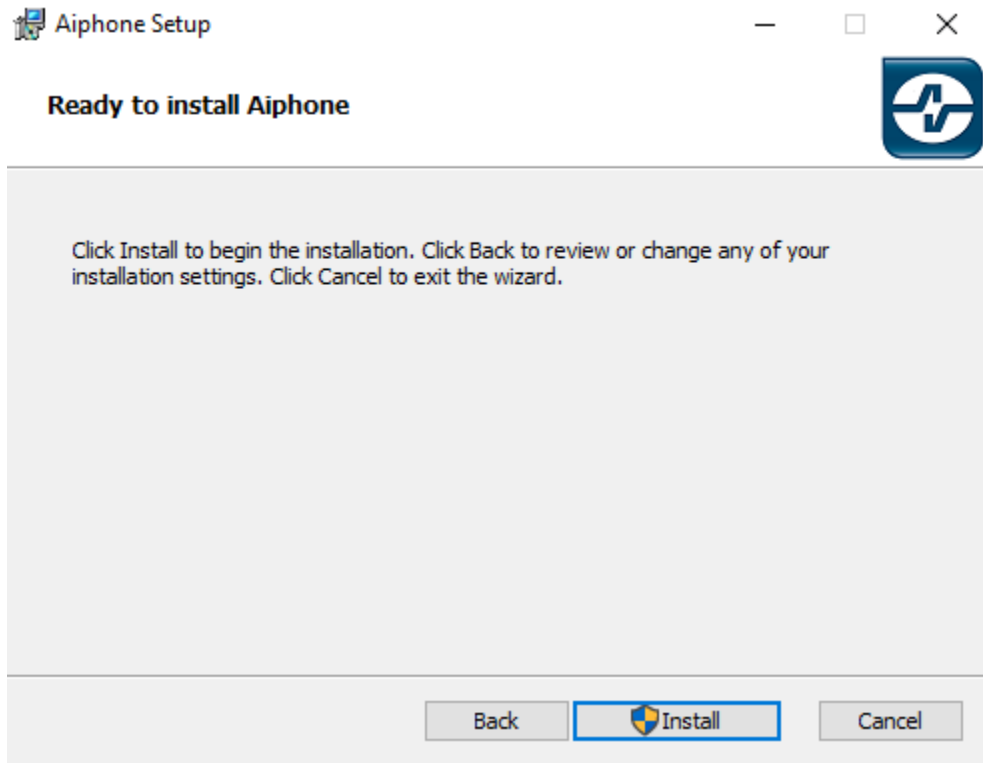
- **Install IX / CCure 9000 Driver** – Choose this if you are only installing the integration driver, or the SQL server is on a different computer. No SQL tables will be created.
- **Install Driver & Create Database Tables** – If the CCure 9000 server and the SQL Database server are on the same machine, choose this option. The Aiphone Integration driver will be installed *and* the SQL database tables will be created on the local machine / SQL instance.



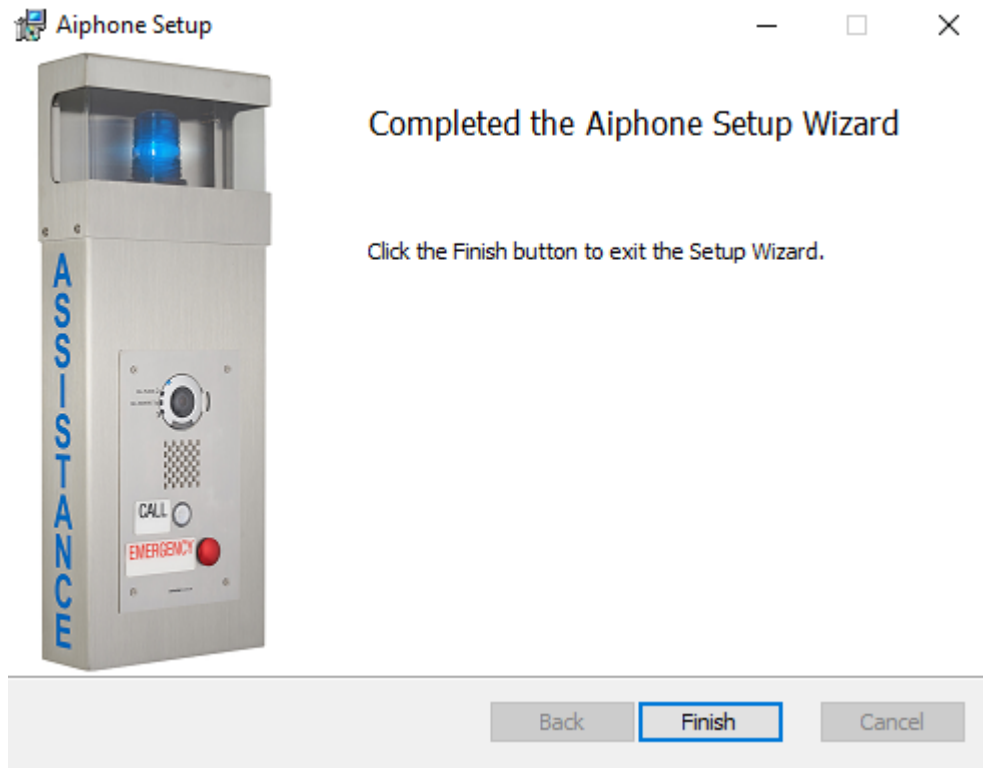
4. Click **Next** to continue with the installation process.



5. On the Confirm Installation dialog, click **Install** to begin the installation. Installation will then proceed, and indicate when finished.



6. After installation is completed, click **Finish** and then immediately restart the computer.



Post-Installation Tasks

After the installation of the Aiphone Intercom drivers has finished, you can verify that the installation was successful by performing the tasks described in this section.

Verifying Aiphone Installation

1. Launch the Microsoft SQL Server Browser or Microsoft SQL Server Management Studio and navigate to the database named **ACVSCore**. Under this database there will be three tables with the following names:
 - Access.AIPhoneIXAudioStation
 - Access.AIPhoneIXMasterStation
 - Access.AIPhoneIXVideoStation
2. Launch Control Panel and open the Add/Remove Programs application. There will be an Add/Remove **C-CURE 9000 Aiphone Integration** entry.
3. Launch Windows Explorer. The following files will be on the target system (Note: Default directory path shown):

Under **C:\Program Files (x86)\Tyco\CrossFire**:

```
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneCustomJournalMessage.dll
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneCustomJournalMessage.pdb
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneCustomJournalMessage.xml
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneObjects.dll
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneObjects.pdb
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneObjects.xml
```

Under **C:\Program Files (x86)\Tyco\CrossFire\ServerComponents**:

```
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneCustomJournalMessage.dll
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneCustomJournalMessage.pdb
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneCustomJournalMessage.xml
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneObjects.dll
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneObjects.pdb
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneObjects.xml
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneServerComponent.dll
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneServerComponent.dll.config
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneServerComponent.pdb
AIPHONE.NextGenConnectedProgram.Hardware.HelperClassLibrary.dll
AIPHONE.NextGenConnectedProgram.Hardware.HelperClassLibrary.pdb
AIPHONE.NextGenConnectedProgram.Hardware.Server.ServerComponentTestHost.exe
AIPHONE.NextGenConnectedProgram.Hardware.Server.ServerComponentTestHost.exe.config
AIPHONE.NextGenConnectedProgram.Hardware.Server.ServerComponentTestHost.pdb
AIPHONE.NextGenConnectedProgram.Hardware.Server.ServerComponentTestHost.vshost.exe
AIPHONE.NextGenConnectedProgram.Hardware.Server.ServerComponentTestHost.vshost.exe.config
AIPHONE.NextGenConnectedProgram.Hardware.Server.ServerComponentTestHost.vshost.exe.manifest
AIPHONE.NextGenConnectedProgram.Hardware.Server.ServerComponentTestHost.xml
AIPHONE.NextGenConnectedProgram.Hardware.ServerComponent.xml
AIPHONE.NextGenConnectedProgram.Hardware.TCPEventListener.dll
AIPHONE.NextGenConnectedProgram.Hardware.TCPEventListener.pdb
AIPhoneDriverService.exe
AIPhoneDriverService.exe.config
AIPhoneDriverService.pdb
AIPhoneDriverService.vshost.exe
AIPhoneDriverService.xml
AIPHONE_Settings.txt
```

Under **C:\Program Files (x86)\Tyco\CCURE Client**:

```
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneClientComponent.dll
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneClientComponent.dll.config
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneClientComponent.pdb
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneClientComponent.xml
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneCustomJournalMessage.dll
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneCustomJournalMessage.pdb
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneCustomJournalMessage.xml
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneObjects.dll
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneObjects.pdb
AIPHONE.NextGenConnectedProgram.Hardware.AIPhoneObjects.xml
AIPHONE.NextGenConnectedProgram.Hardware.HelperClassLibrary.dll
AIPHONE.NextGenConnectedProgram.Hardware.HelperClassLibrary.pdb
AIPHONE_Settings.txt
```

Aiphone Integration Driver Service

The Aiphone Driver Service receives direct communication from every Aiphone IX station via the server ethernet interface's static IP. Event data is received using the Aiphone SIF protocol, providing real-time indication of all primary functions of the IX system. These events are processed by the Aiphone Driver Service and passed along to CCure 9000 for utilization as triggers, audit trail, etc.

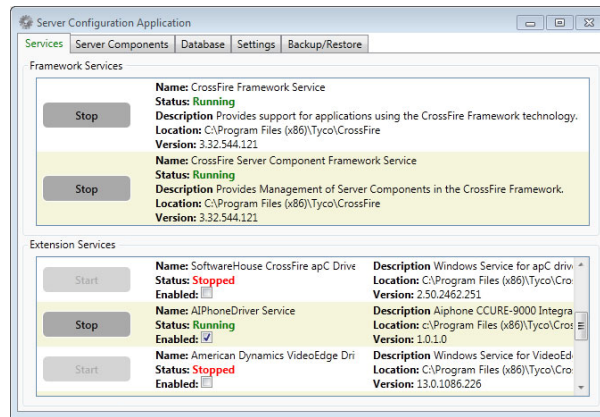
Possible SIF Events:

- Begin Call
- Begin Communication
- Door Release Indication
- End Communication
- Contact Change
- Unit Error
- Begin Broadcast
- End Broadcast
- Begin Transfer
- End Transfer
- Periodical Transmission
- Initialization Notice
- End Outgoing Call
- Begin Incoming Call
- End Incoming Call
- Begin Monitoring
- End Monitoring
- Begin Monitored
- End Monitored

These events have corresponding Statuses in C-Cure which can be used for Triggers and Events. Some of the events have been 'split' to show different Priorities or relay Outputs involved, so the user can configure events exactly as needed.

Starting the Aiphone Integration Driver

1. Open the **Server Configuration** application on the CCure 9000 server and go to the **Services** tab. The application appears as a shortcut on your desktop by default.



2. Ensure that the **AiphoneDriver Service** is Enabled (check box)
3. Click Start next to the AiphoneDriver Service to initialize and run the Aiphone Integration Driver Service in the background.

Note: This setting will be retained, and the service will remain enabled and be launched automatically in the future.

Removing the Aiphone Integration Driver To Uninstall

1. Stop all CCure 9000 services from within the Server Configuration application (see previous section).
2. Close *all* instances of the Server Configuration, Administrator Workstation and Monitoring Workstation applications
3. To uninstall the Aiphone product, launch the Windows Control Panel and open the Add / Remove Programs application.
4. Click on the entry named **C-Cure 9000 Aiphone Integration**, then click Uninstall.
5. Follow the prompts to complete the application removal.
6. After the uninstall function is completed, restart the CCure 9000 Services from the **Server Configuration** application.

The SQL tables will not be removed during this process, to retain data when upgrading versions. To remove the SQL tables, launch the Microsoft SQL Server Browser or Microsoft SQL Server Management Studio and navigate to the database named **ACVSCore**. Under this database there will be three tables with the following names:

- Access.AIPhoneIXAudioStation
- Access.AIPhoneIXMasterStation
- Access.AIPhoneIXVideoStation

Configuring the Aiphone IX / CCure 9000 Interface

Aiphone IX Series General Overview

As a communication system, the Aiphone IX hardware functions completely independently and does not require a centralized server or connection to the CCure 9000 to perform basic communication operations. Stations which are to be integrated with the CCure 9000 platform are categorized as one of three device types (found within the CCure 9000 **Hardware** pane):

- **AiphoneIXMasterStation**
- **AiphoneIXVideoStation**
- **AiphoneIXAudioStation**

The **AiphoneIXMasterStation** object is used to reference the Aiphone IX-MV intercom master station (or any other IX series Master / Sub-master type device). These stations are typically located at guard or administration locations, or anywhere that communication between stations and / or control of door stations is necessary.

The **AiphoneIXVideoStation** object is used to reference an Aiphone IX door or sub-station type device which has an integral video camera, in addition to the speaker and microphone used for communication. The video stream is transmitted to the responding Master Station, along with the bidirectional audio, and may also be linked to a 3rd party DVR / NVR for surveillance recording.

The **AiphoneIXAudioStation** object is used to reference an Aiphone IX door or sub-station type device which has only the integral speaker and microphone for bidirectional audio communication.

The following must be completed before the IX Series system will communicate with CCure 9000:

- Configure all stations properly per **IX Support Tool Setting Manual** included with the IX Series master station. All stations must be configured to function properly outside of the CCure 9000 platform before the integration can successfully be configured.

- Create and upload the sif.ini file to each IX station using **IX Support Tool**. The SIF interface for each IX series device must also be configured to send SIF Event Data from each device to the Aiphone Integration Driver Service on the CCure 9000 server itself (see **IX with CCure 9000 Integration** Application Note).
- Ensure the Aiphone IX CCure 9000 Integration Driver is installed properly (as described above) and included files are correctly configured.

A maximum of 500 IX series stations can be configured in the typical IX intercom system. The SIF protocol allows any of these stations to communicate their event data in real-time with the CCure 9000 platform for monitoring and record keeping / audit trail.

Using the Hardware Pane

Creating a New Hardware Folder

To create a new C•CURE 9000 hardware folder to establish a company or facility and associate it with Aiphone Intercom objects and other hardware objects such as controllers and boards, right-click the Hardware (Company Name) Folder in the Hardware pane and select New Folder. The Hardware Folder dialog box opens for you to type a Name and Description.

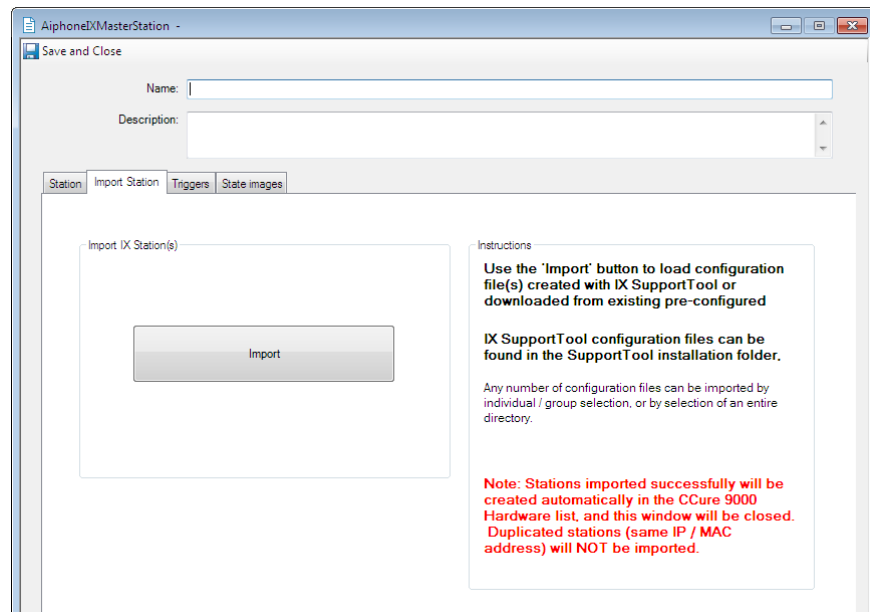
Creating Aiphone Intercom Objects

Aiphone Intercom objects can be created within the Hardware tree in one of two ways: by importing an existing IX series configuration file generated by the **IX Support Tool (RECOMMENDED)** or downloaded from an existing IX series station, or by manually creating and entering the data for each corresponding station.

Creating Aiphone Intercom Objects by [Importing Config File\(s\)](#)

1. In the **Navigation Pane** of the **Administration Workstation**, click **Hardware** to open the **Hardware** pane.
2. Right-click the company name directory in the **Hardware** pane tree, and click **New**. A blank configuration dialog will appear. You can also create a new hardware folder to create a new directory for a facility, as described above.

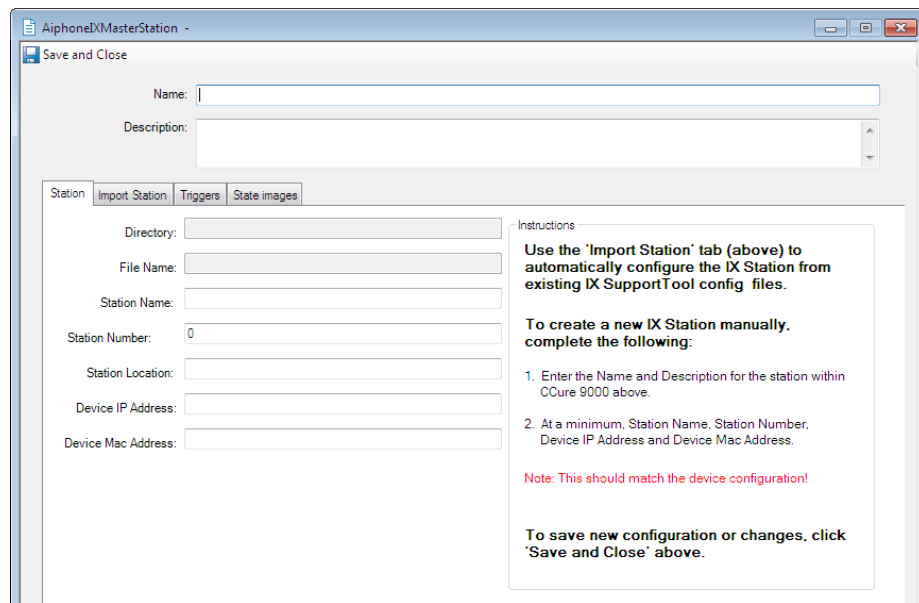
3. Click the **Import Station** tab, then click **Import** to browse for the existing Config Files.




4. Navigate to the directory where your config files are stored and choose any number of config files (or an entire directory) to import, then click **Open**.
5. Click **OK** to acknowledge the completion of the import process. A device for each unique *Config file* will be automatically created on the tree in the Hardware pane, populated with all of the necessary configuration data.

Creating Aiphone Intercom Objects [Manually](#)

1. In the **Navigation Pane** of the Administration Workstation, click Hardware to open the Hardware pane.
2. In the drop-down box at the top of the **Hardware** Pane, select a device type (**AiphoneIXMasterStation**, **AiphoneIXAudioStation**, **AiphoneIXVideoStation**) and click **New** (next to the drop-down). A blank configuration dialog will appear.
3. Fill in the blank fields for the Aiphone Intercom Object to be created. All fields should be filled out to match the configuration of the physical IX series intercom device.




Deleting Aiphone Intercom Objects

1. In the **Navigation Pane** of the **Administration Workstation**, click **Hardware** to open the **Hardware** pane.
2. Select the Aiphone IX device type that you want to delete from the **Hardware** pane drop-down list.
3. Click  to open a **Dynamic View** showing all Aiphone IX devices of the chosen type.
4. Right-click on the Aiphone Intercom station in the list that you want to delete and select **Delete** from the context menu.
5. Click **Yes** in the “**Are you sure you want to delete the selected Aiphone (object)?**” message box.


Modifying Aiphone Intercom Objects

You can edit the details of an Aiphone IX station manually within the hardware pane (in case settings change, stations must be replaced, etc).

1. In the **Navigation Pane** of the **Administration Workstation**, click **Hardware** to open the **Hardware** pane.
2. Select the Aiphone IX device type that you want to modify from the **Hardware** pane drop-down list.


3. Click  to open a **Dynamic View** showing all Aiphone IX devices of the chosen type.
4. Double-click the Aiphone IX Station that you want to modify and select **Edit** from the context menu to open the configuration dialog.

Viewing a List of Aiphone Intercom Objects

1. In the **Navigation Pane** of the **Administration Workstation**, click **Hardware** to open the **Hardware** pane.
2. Select the Aiphone IX device type that you want to modify from the **Hardware** pane drop-down list.
3. Click  to open a **Dynamic View** showing all Aiphone IX devices of the chosen type.

Adding Aiphone Intercom Objects to a Group

You can use the Add To Group context menu option to add Aiphone Intercom objects to a group to more easily categorize and identify intercom stations in an integrated system.

1. In the **Navigation Pane** of the **Administration Workstation**, click **Hardware** to open the **Hardware** pane.
2. Select the Aiphone IX device type that you want to modify from the **Hardware** pane drop-down list.
3. Click  to open a **Dynamic View** showing all Aiphone IX devices of the chosen type.
4. Right-click the Aiphone Intercom object(s) in the list that you want to add to a group and select **Add To Group** from the context menu.
5. Enter the group information on the following dialog, then click **Save and Close**.

Configuring Aiphone IX Intercom Stations

The Aiphone IX Stations represent the actual physical intercom devices in the IX series intercom system. To create a new Aiphone Intercom Station, see **Creating Aiphone Intercom Objects**, above. All stations should be properly configured prior to configuring the Aiphone IX Intercom stations in CCure 9000 (see the **IX Support Tool Setting Manual** included with the IX Series master station).

The **Name** field (required) is the name which the device will be visible as in the CCure 9000 hardware tree. The **Description** field (optional) is an area where a description of the device can be entered, if desired.

Aiphone IX Intercom Station Tab

The Aiphone IX Station General tab allows you to configure all the main parameters of the IX Station to be integrated with the CCure 9000 platform. These fields should match the exact parameters the target IX Station's configuration, otherwise incorrect or unexpected functionality may occur. Each of these fields (with the exception of **Location**) should be unique to that IX Station.

The screenshot shows a software window titled "AiphoneIXMasterStation - IX-MV7". At the top left is a "Save and Close" button. Below it are two text input fields: "Name:" with the value "IX-MV7" and "Description:" which is empty. Below these are four tabs: "Station", "Import Station", "Triggers", and "State images". The "Station" tab is active, displaying a list of configuration fields: "Directory:" (E:\Derek Desk Updated\Derek Desk 2\Setting\config-401-2019), "File Name:" (config-401-20190821104901.txt), "Station Name:" (IX-MV7), "Station Number:" (401), "Station Location:" (empty), "Device IP Address:" (192.168.1.51), "Device Mac Address:" (00:0B:AA:2F:00:20), "Device Type:" (4), "Admin ID:" (admin), "Admin Password:" (masked with asterisks), "User ID:" (user), "User Password:" (masked with asterisks), "Contact Output 1 Usage:" (0), and "Contact Output 2 Usage:" (0). To the right of these fields is an "Instructions" box containing text about using the "Import Station" tab, manual configuration steps, and a note about matching device configuration. At the bottom of the instructions box, it says "To save new configuration or changes, click 'Save and Close' above."

Station Import Station Triggers State images

Directory: E:\Derek Desk Updated\Derek Desk 2\Setting\config-401-2019

File Name: config-401-20190821104901.txt

Station Name: IX-MV7

Station Number: 401

Station Location:

Device IP Address: 192.168.1.51

Device Mac Address: 00:0B:AA:2F:00:20

Device Type: 4

Admin ID: admin

Admin Password: *****

User ID: user

User Password: *****

Contact Output 1 Usage: 0

Contact Output 2 Usage: 0

Instructions

Use the 'Import Station' tab (above) to automatically configure the IX Station from existing IX SupportTool config files.

To create a new IX Station manually, complete the following:

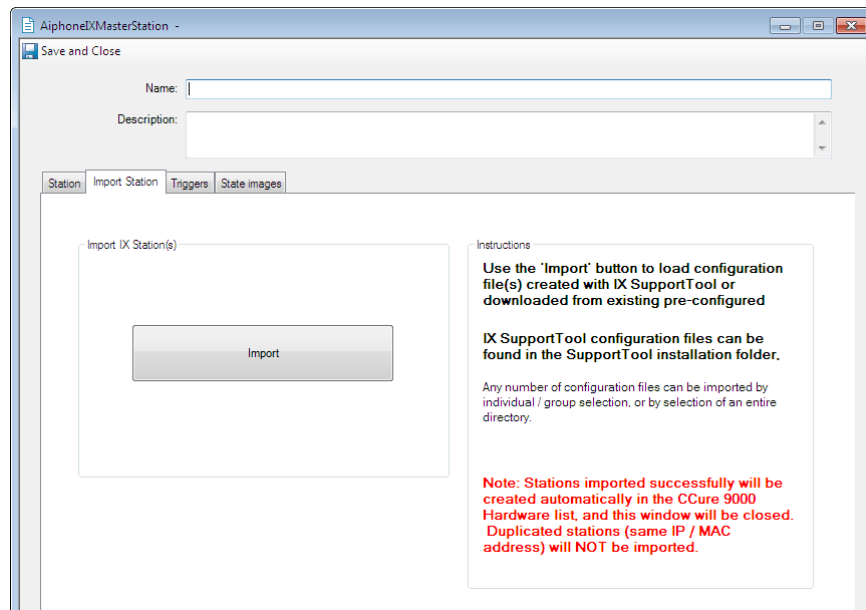
1. Enter the Name and Description for the station within CCure 9000 above.
2. At a minimum, Station Name, Station Number, Device IP Address and Device Mac Address.

Note: This should match the device configuration!

To save new configuration or changes, click 'Save and Close' above.

Aiphone IX Intercom Import Station Tab

The Aiphone IX Intercom **Import Station** tab allows you to configure one (or multiple) IX Station(s) automatically from the **IX Support Tool** configuration files. After a station has been imported successfully, the Directory and File Name fields will be populated with the location of the source configuration file. For further information on the Import function, see **Creating Aiphone Intercom Objects by Importing Config File(s)**, above.



Aiphone IX Intercom Triggers Tab

The CCure 9000 use **Triggers**, configured procedures for activating security actions. A Trigger automatically executes a specified **Action** when a particular predefined condition occurs. When a Trigger is defined, the Actions available depend on the property selected. The state of the Aiphone IX Station is used as the basis of the trigger. When the state transitions, it triggers the associated event. These states include:

- Offline
- Online
- CommFail
- EndCommunication
- ContactChange
- ContactChangeOutput1Open
- ContactChangeOutput1Closed
- ContactChangeOutput2Open
- ContactChangeOutput2Closed
- DoorReleaseIndication
- EndBroadcast
- EndTransfer
- Initializing
- NormalCall
- PriorityCall
- UrgentCall
- NormalBroadcast
- UrgentBroadcast
- NormalCommunicating
- PriorityCommunicating
- UrgentCommunicating
- EndOutgoingCall
- BeginIncomingCall
- EndIncomingCall
- BeginMonitoring
- EndMonitoring
- BeginMonitored
- EndMonitored

To Configure Triggers for the Aiphone IX Station

1. Navigate to the **Triggers** tab of the IX Station to be configured.

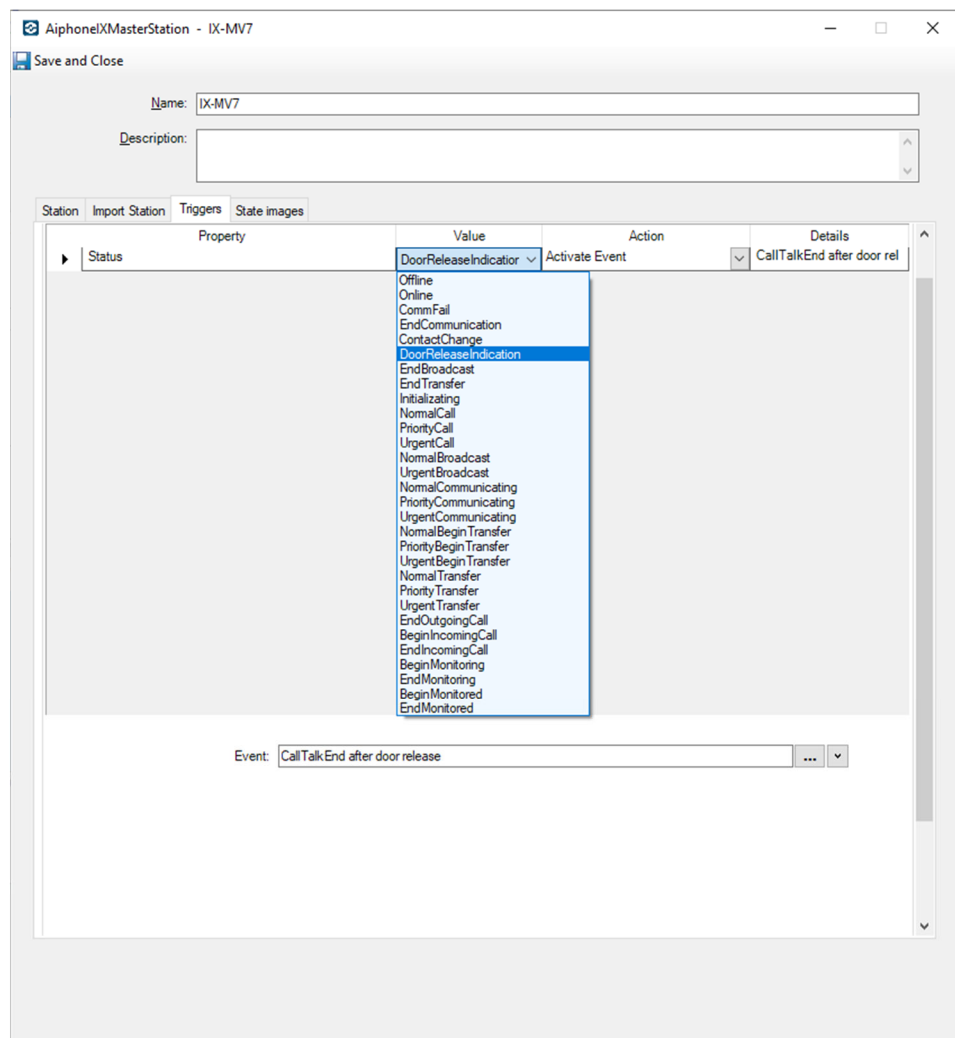
2. Click  in the **Triggers** tab to create a new trigger.

a. Click within the **Property** column to display .

When you select this button, the **Property** browser opens presenting properties that are available for the IX Station.


b. Click a **Property** to select it and add it to the column.

c. Click the **Value** column to show a list of possible values in a drop-down list. Select the **Value** for the **Property** from the drop-down list of values shown.




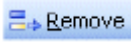

- d. Click within the **Action** column to display a drop-down list of valid actions. Click the **Action** that you want to include as a parameter for the trigger to add it to the column.

When a **Trigger** is added, an **Action** must be configured in the Action column. This is the Action that will occur when the object's selected **Property** receives the selected **Value**. Once you select the Action, the lower pane in the **Triggers** box will show a corresponding entry field, or group of entry fields, specific to the selected Action.

- e. Click  to select entries for the field that is displayed. Once the field (or group of fields) is completed, the **Details** column will show information about how the Action has been configured.

*For more information on configuring Groups and Events, see the **CCure 9000 Software Configuration Guide**.*


To Remove a Trigger

1. Select the row using the  button and click **Remove** .
2. Click **Save and Close** .
- or-
3. Navigate to the **Status** tab.

Aiphone IX Intercom State Images Tab

The **State Images** provides a means to change the default images used to indicate Aiphone Intercom Station states. The status of the Aiphone Intercom Station is identified by the state as displayed in the Monitoring Station and Map icon displayed in **Application Layouts**.

To Change an Image

1. Double-click the existing image.
2. Locate the replacement image and select it to add it to the image listing.
3. To restore the default image, right-click the new image and select **Restore Default**.
4. Click **Save and Close** .

Configuring Aiphone Commands

Within C-Cure's Event system, there is an Aiphone Action type that can be used – **AIPHONE Command** – which allow C-Cure to command the intercom to do something automatically. The Commands are as follows:

Command	Description	Target stations
CallTalkEnd	End highest priority communication or call.	All except IX-MV
Talk	Answer call or page.	IX-Series 2 only
CallUP	Place call. Recommended to use after SetURI.	All stations
GetStatus	Get current status of the station.	All stations
SetURI	Temporarily change call destination.	All stations
SetURIUndo	Undo temporary change to call destination. Recommended to use after CallUP.	All stations
MonitoringStart	Start Monitor intercom function. Specify destination using Parameters.	IX-Series 2 only
MonitoringEnd	End Monitor intercom function.	IX-Series 2 only
GetContact	Get current input and output Make or Break status of the station.	All stations
SetContact	Change input and output status of the station.	All stations
PagingStart	Start Paging intercom function. Specify destination using Parameters.	IX-Series 2 only
PagingEnd	End Paging intercom function.	IX-Series 2 only

The Command needs a target Station (select from the drop down) and sometimes additional parameters can be set. The Help text area and the Test feedback area will help explain what options are available, and if additional support is needed please contact Aiphone Technical Support (see the last page).

Aiphone Command action example

Event - CallTalkEnd after door release

Save and Close Save and New Create Copy

Name: CallTalkEnd after door release

Description:

☒ Enabled
☐ Maintenance Mode

General Acknowledgement Overdue Messages Action Assess Configuration Predefined Log Messages Groups User Def

Add Remove

Action	Details	Resettable
AIPHONE Command	CallTalkEnd Command	<input type="checkbox"/>

Command: CallTalkEnd Station: IX-MV7

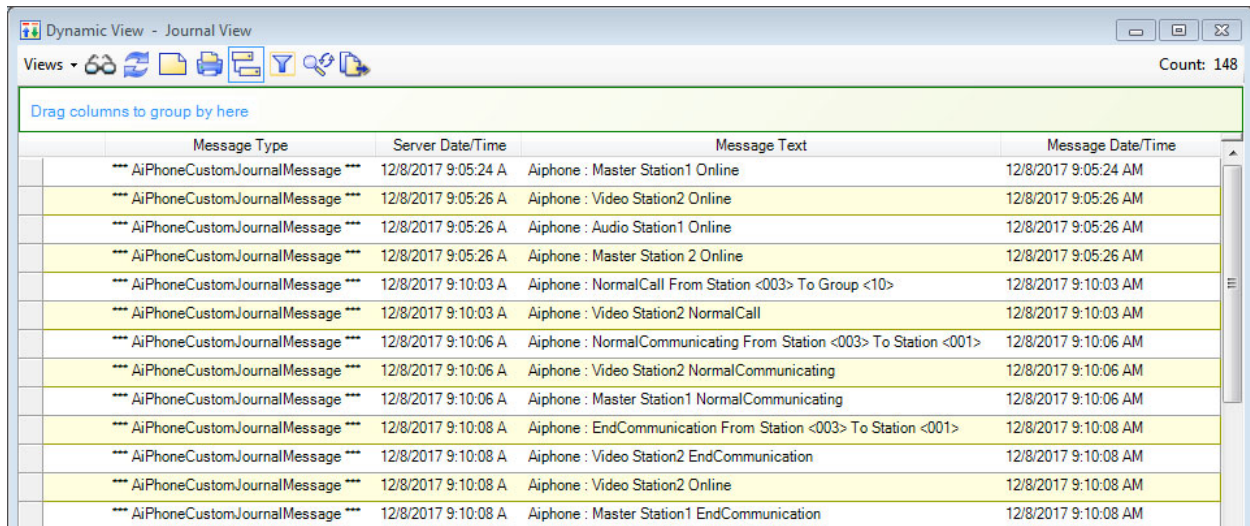
Parameters:

Help: End the active call or communication.
Parameters: none

Test

Journal and Monitoring Station Activity Messages

The CCure 9000 tracks state changes in the Aiphone IX Stations with a journal entry. Each IX Station state change or event will trigger entries in the **Dynamic Journal View**. For more information about using the journal, see "*Event and Activity History in the Journal*" in the **CCURE 9000 System Maintenance Guide**.



The screenshot shows a software window titled "Dynamic View - Journal View". It contains a table with four columns: "Message Type", "Server Date/Time", "Message Text", and "Message Date/Time". The table lists 14 journal entries, all of which are of type "AiPhoneCustomJournalMessage". The entries record various station activities such as "Online", "NormalCall", "NormalCommunicating", and "EndCommunication" for different stations (e.g., Master Station1, Video Station2, Audio Station1). The timestamps range from 12/8/2017 9:05:24 AM to 9:10:08 AM. A toolbar at the top includes icons for viewing, printing, and filtering, and a "Count: 148" indicator is shown in the top right corner.

Message Type	Server Date/Time	Message Text	Message Date/Time
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:05:24 A	Aiphone : Master Station1 Online	12/8/2017 9:05:24 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:05:26 A	Aiphone : Video Station2 Online	12/8/2017 9:05:26 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:05:26 A	Aiphone : Audio Station1 Online	12/8/2017 9:05:26 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:05:26 A	Aiphone : Master Station 2 Online	12/8/2017 9:05:26 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:10:03 A	Aiphone : NormalCall From Station <003> To Group <10>	12/8/2017 9:10:03 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:10:03 A	Aiphone : Video Station2 NormalCall	12/8/2017 9:10:03 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:10:06 A	Aiphone : NormalCommunicating From Station <003> To Station <001>	12/8/2017 9:10:06 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:10:06 A	Aiphone : Video Station2 NormalCommunicating	12/8/2017 9:10:06 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:10:06 A	Aiphone : Master Station1 NormalCommunicating	12/8/2017 9:10:06 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:10:08 A	Aiphone : EndCommunication From Station <003> To Station <001>	12/8/2017 9:10:08 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:10:08 A	Aiphone : Video Station2 EndCommunication	12/8/2017 9:10:08 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:10:08 A	Aiphone : Video Station2 Online	12/8/2017 9:10:08 AM
*** AiPhoneCustomJournalMessage ***	12/8/2017 9:10:08 A	Aiphone : Master Station1 EndCommunication	12/8/2017 9:10:08 AM

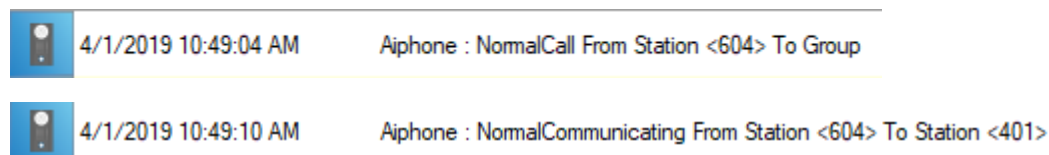
Aiphone Activity Viewer Log Messages

There is one log message type – **AiphoneCustomJournalMessage** – which all states and events from the Aiphone IX Integration utilize. These messages may indicate a functional **state** which the Aiphone IX station is currently in (e.g., Online, Normal Communicating, etc.), or a specific **event** occurring at a moment in time (e.g., Door Release Indication, End Communication, etc.). Using these Journal Messages, it is possible to reconstruct any basic intercom activity trail.



A message indicating an **event** of an IX station or stations, for example, may indicate in the journal:

"Aiphone : NormalCall From Station <XXX> To Group / To Station <YYY>"

And would appear in the Activity Viewer as follows:



The screenshot shows two entries in the Activity Viewer. Each entry consists of a small icon of a mobile phone, a timestamp, and a message text. The first entry is dated 4/1/2019 10:49:04 AM and the message is "Aiphone : NormalCall From Station <604> To Group". The second entry is dated 4/1/2019 10:49:10 AM and the message is "Aiphone : NormalCommunicating From Station <604> To Station <401>".



	4/1/2019 10:49:04 AM	Aiphone : NormalCall From Station <604> To Group
	4/1/2019 10:49:10 AM	Aiphone : NormalCommunicating From Station <604> To Station <401>

Note that in the example, <XXX> is replaced with <604> as the Source of the event, and <YYY> is replaced with <401> (a station).

A message reporting the **state** of an IX station, for example, may indicate in the journal:

“Aiphone : <XXX> <YYY>”

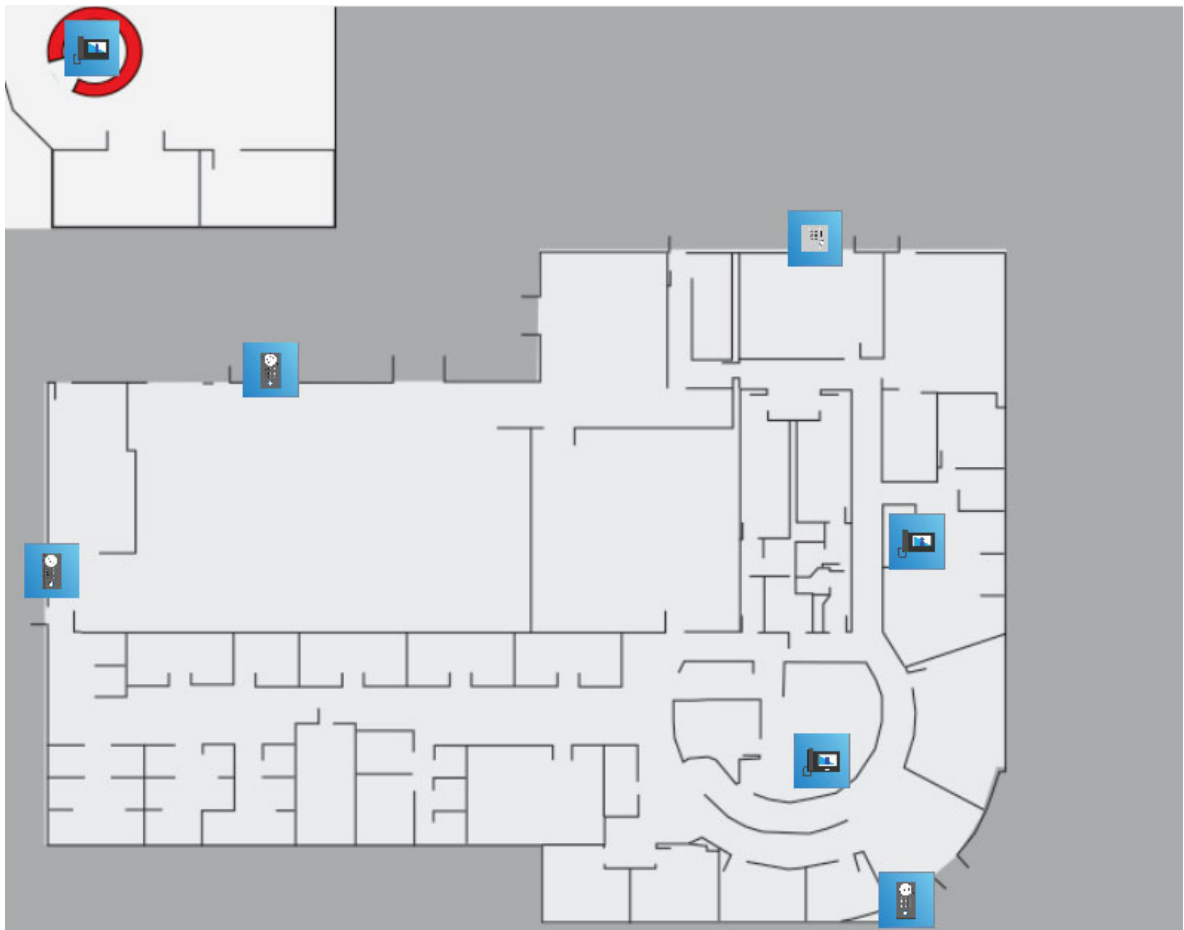
And would appear in the Activity Viewer as follows:

	4/1/2019 10:49:23 AM	Aiphone : IX-DA Shipping Entrance Online
	4/1/2019 10:49:16 AM	Aiphone : IX-MV7 DoorReleaseIndication

Note that in the example, <XXX> is replaced with the name for which the state is indicated, and <YYY> with the actual **state** which that station is indicating.

Aiphone IX Intercom and CCure 9000 Map Display

The CCure 9000 can display the current states of the Aiphone IX Stations with the pre-configured icon(s). This is done by creating a **Map Data View** within the CCure 9000 **Administration Workstation** and adding the desired map image and associated devices to be represented. This process is detailed in the **CCure 9000 Data Views Guide**, Chapter 4 - Maps. These map(s) can then be added to individual Application Layouts for use in the Monitoring Station client.



Aiphone IX Intercom Popup View

The user can control an Aiphone IX Intercom using Popup View. The dialog box options with several buttons and a text box to enter a Station Number (or Numbers) to dial or a Group Number when Paging from an IX-MV7. The button functions are as follows:

All station types

- Call and Normal Call: Place a Normal priority* call to the station or group of stations entered in the Dial text box.
- Priority Call: Place a Priority call to the station or group of stations entered in the Dial text box.
- Urgent Call: Place an Urgent call to the station or group of stations entered in the Dial text box.
- Unlock: If configured, this button will be enabled, and when clicked will trigger Relay 1 on the station. (On Master station dialogs, this button unlocks the Dialed station, not the station represented by the dialog.)
- Hangup: End the current top priority function the intercom is doing. In some cases, this will return the station to Standby unless there are multiple queued actions waiting to be resolved. (This button is hidden for the IX-MV.)
- Feedback text area: This area gives helpful feedback after a command is issued.

IX-MV7 only

- Monitor: Place a Monitor call to the station entered in the Dial text box. Monitor has lowest priority. (Please note, C-Cure has a Monitor function that is different from this intercom audio and video Monitoring of a station.)
- Page: Place a Normal priority* page to the group of stations entered in the Dial text box.
- Urgent Page: Place an Urgent priority page to the group of stations entered in the Dial text box.

IX-MV7 and IX-RS

- Answer: Uses the Talk function to answer an incoming call and go into two-way communication. (Note: this button is not normally needed for Audio and Video stations because they are typically configured to automatically answer incoming calls.)

*Note on priorities: A higher priority might be useful when trying to interrupt what the station is doing and force it to do what the user wants.

Aiphone IX-MV7 Master Station example Popup View

Aiphone IX-DA Video Station example Popup View

Aiphone IX Intercom Activity Example

The following is an example of a sequence of events which may be created by a typical Aiphone IX Intercom which is integrated with CCure 9000. In this case, a visitor triggering a call in from an IX Door Station to an IX Master Station. The flow of the activity is indicated in the table below, along with troubleshooting suggestions for each step if they do not properly occur.

Preconditions

This activity example assumes the following preconditions:

- The CCure 9000 system includes the Aiphone IX Series Integration driver has been installed.
- The Aiphone IX Stations have been configured properly within the CCure 9000 Administration Workstation.
- A 3rd Party NVR / VMS supporting live video from local CCTV camera (or IX Door Station camera) is configured within the CCure 9000 system.
- Both the IX Master Station and the IX Door Station devices are in the “Online” (standby) state.
- An event has been configured within the CCure 9000 Administration Workstation that should trigger when the IX Door Station initiates the call.

Call Situation

A call is placed from the IX Door Station to its default calling group (including the target IX Master station) by pressing the push-button located on the front of the Door Station. An operator answers the call on the control desk master, then after a brief conversation, terminates the call.

Results

The CCure 9000 Map displays the call state changes of each station throughout the course of the dialog and a popup video window displays the video feed at the IX Door Station location.

- The call is logged to the Journal
- The video popup window reveals the visitor’s identity with live video feed
- The icons on the map display the call states
- The Activity Viewer in the Monitoring Station lists the call states and events.

Step	Description	Troubleshooting
1	A visitor presses the IX Door Station call button. The Aiphone IX system routes the call to a specific group of master stations (pre-programmed within the IX System).	<ul style="list-style-type: none"> ▪ If the master station does not ring or answer, verify proper configuration of the IX system within the IX Support Tool. ▪ Verify the IX Door Station has the IX Master Station assigned within its calling group.
2	<p>CCure 9000 recognizes the SIF events which are sent by the source station (IX Door Station), indicating action has been performed. It then logs the Normal Call event and state change of the IX Door Station to the Activity Viewer and Journal, and changes the IX Door Station status to "Normal Call" on the Map.</p> <p>The state change of the IX Door Station causes the trigger of an event to display live video on the monitoring station.</p>	<ul style="list-style-type: none"> ▪ Activity Viewer is required to view the Event data and State indication. ▪ Map View is required to see the icon for the IX Door Station state indication ▪ Monitoring station required to see live video feed. ▪ If video feed is not triggered, ensure that the 3rd Party VMS is configured to display the associated video, and the activity has been assigned as a Trigger to the IX Door Station's Normal Call state.
3	<p>The system recognizes the state change(s) throughout the call dialog as the IX Master Station communicates with the IX Door Station.</p> <p>Call states are indicated through the Activity Viewer and Journal, as well as being reflected on the Map View.</p>	<ul style="list-style-type: none"> ▪ Activity Viewer is required to view the Event data and State indication. ▪ Map View is required to see the icon for the IX Door Station state indication
4	<p>After the conversation with the caller concludes, the operator terminates the call by hanging up.</p> <p>Call states are indicated through the Activity Viewer and Journal, as well as being reflected on the Map View.</p>	<ul style="list-style-type: none"> ▪ Activity Viewer is required to view the Event data and State indication. ▪ Map View is required to see the icon for the IX Door Station state indication
5	<p>Call status of both the IX Master Station and the IX Door Station are returned to "Online" (standby).</p> <p>Call states are indicated through the Activity Viewer and Journal, as well as being reflected on the Map View.</p>	<ul style="list-style-type: none"> ▪ Activity Viewer is required to view the Event data and State indication. ▪ Map View is required to see the icon for the IX Door Station state indication

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