

IXG-DM7-HID Two-way Video

Introduction

This application note covers the updating process needed to enable two-way video communications between the IXG-DM7-HID door station and master stations with a built-in camera. Compatible master stations include the IX-MV7-B, IX-MV7-HB, IX-MV7-HW-JP, IX-MV7-W, and IXG-MK.

Support Tool

Before proceeding to the steps below, the IXG Series system must be fully programmed and functional using IXG Support Tool 2.301 or later. Configurations for the system will also need to be loaded and active.

It is recommended that the programming PC be connected to the the same switch as the IXG-DM7-HID for the updating process. Depending on the network security, the PC and IXG-DM7-HID may need to be connected to a separate unmanaged network. Once completed, the stations may be removed from this environment and deployed where needed.

Download the [IXG-DM7-HID Two-Way Video firmware](#) (version 2.91) and extract the .bin file to your PC.

Top Menu



This menu is located at the top of Support Tool, featuring quick access to support and integration settings. Use Alt+() to quickly access the menu options.

Side Menu



This accordion-style menu is where most station settings are located. Click + or - to expand or minimize a category.

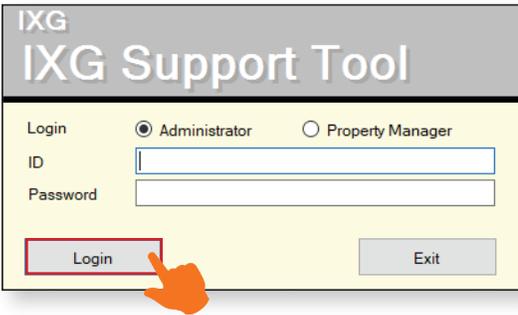
Hand Icon



Look for the hand icon to indicate where to click to select, change, or save a setting.

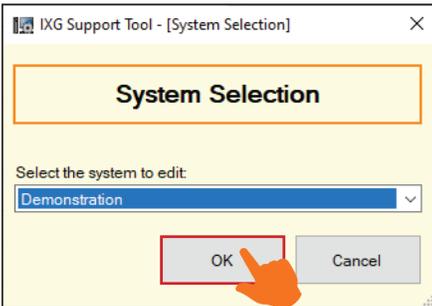
IXG Support Tool

Start up the IXG Support Tool Administrator Login using the ID and password (default admin), then click **Login**.



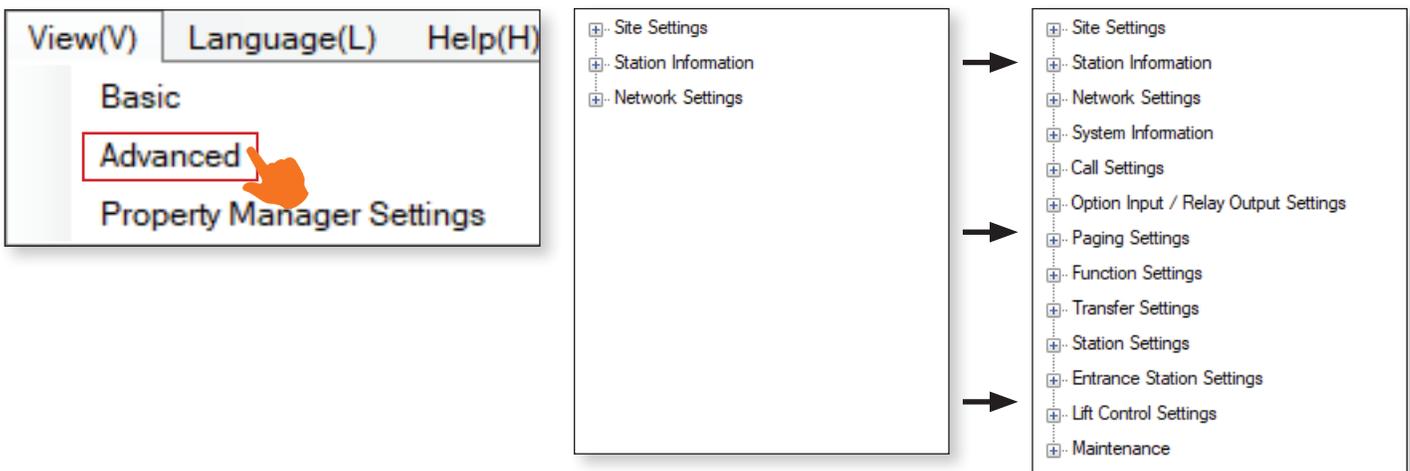
File - Select System

If needed, click on **File(F)** in the top menu and choose **Select Existing System**. Select the system that will be updated from the drop-down list and press **OK**.



View - Advanced

Click on **View(V)** in the top menu and select **Advanced** to switch to the advanced view side menu.

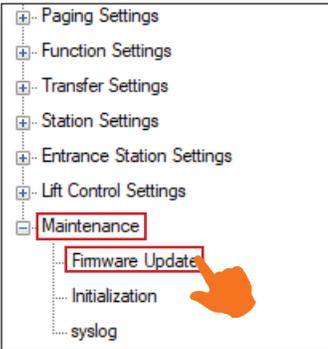


Update IXG-DM7-HID Firmware

The IXG-DM7-HID will first need to be updated to the [IXG-DM7-HID Two-way video firmware](#). Once downloaded, extract the firmware file to the PC.

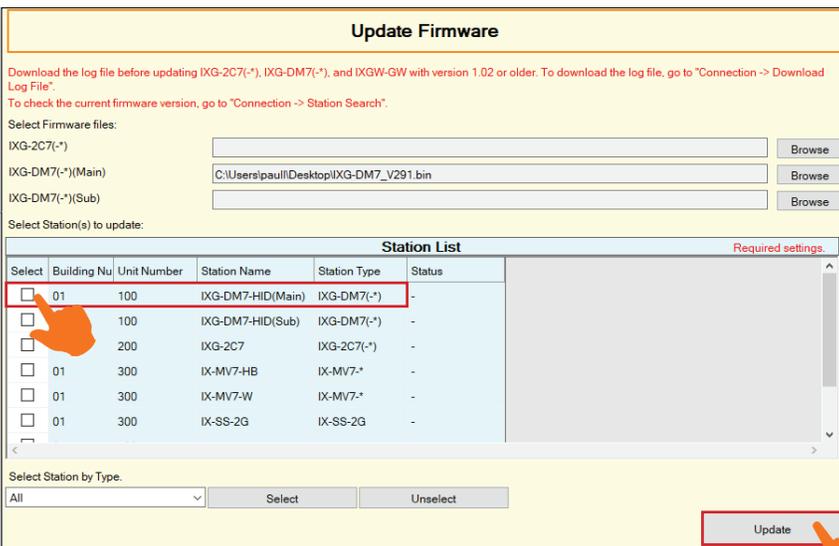
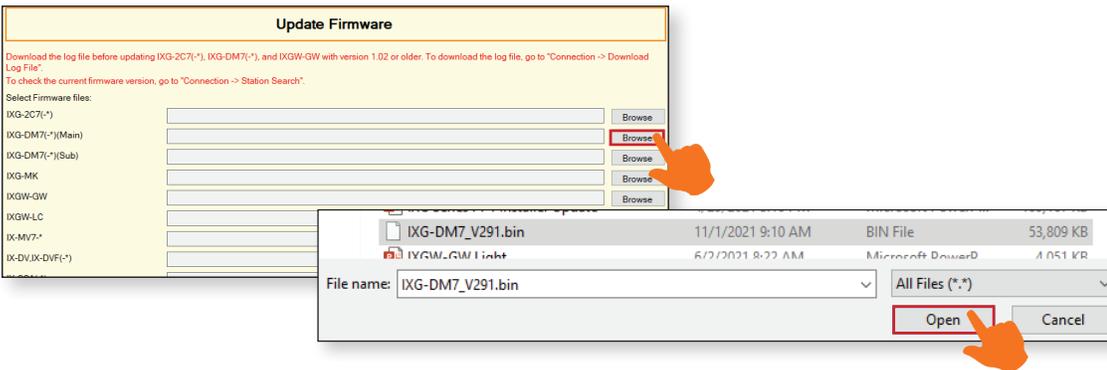
Maintenance - Firmware Update

Expand **Maintenance** in the side menu, then select **Firmware Update**.



Update Firmware

Click on the **Browse** button for the IXG-DM7(-*)(Main) row and select the IXG-DM7 Two-way video file, then click **Open**. Once the firmware is selected, check the (Main) option for any IXG-DM7(-*) stations that will need the update, and press the **Update** button to begin the firmware update process.



i The firmware update process can take up to 10 minutes. Disconnecting the IXG-DM7-HID during this time may cause the station to malfunction.

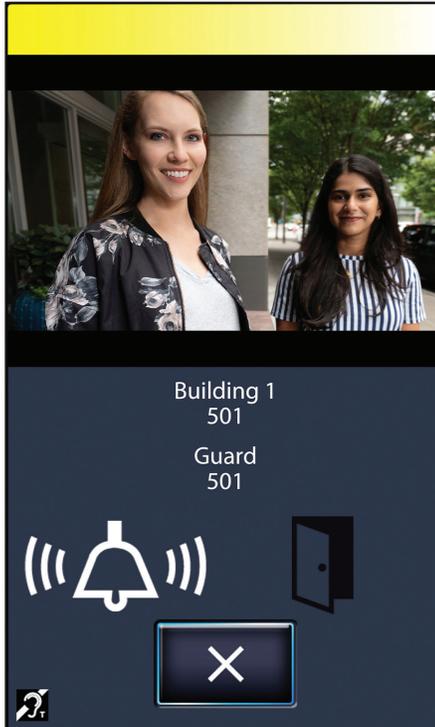
The IXG-DM7-HID will reboot once the firmware update is complete.

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

IXG-DM7-HID Two-way Video Operations

When the firmware update is complete, the IXG-DM7-HID door station will reboot. Once rebooted, the two-way video functionality will automatically activate when the door station calls to a compatible master station.

Call Placed



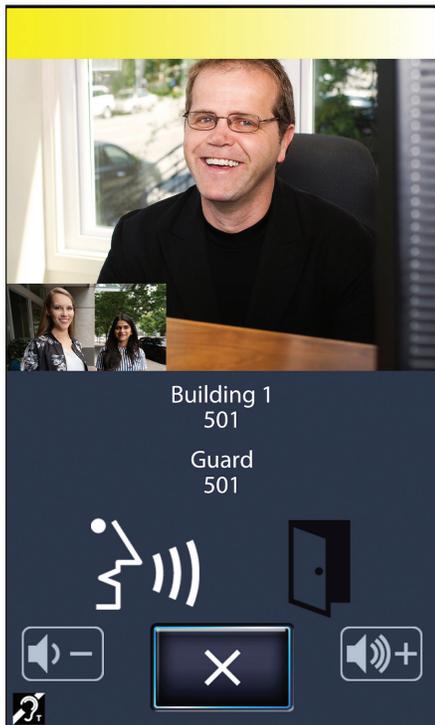
IXG-DM7 Operation

During the initial call, video from the IXG-DM7-HID camera will be displayed on the screen

The destination of the call will be listed below the image.

Press the **X** button at any time to end the call.

Call Answered



IXG-MK/IX-MV7 Operation

Once the call is answered, video from the master station will be displayed on the screen. Video from the IXG-DM7-HID will also be displayed as picture-in-picture.

The Bell icon will change to a Talk icon when the call is answered. The Door icon will light up when door release is activated.

Press the **+** or **-** buttons to adjust the speaker volume during the conversation.