

AIPHONE IXG Series IP Video Intercom System



AIPHONE IXG Series IP Video Intercom System User Guide

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AIPHONE IXG Series IP Video Intercom System



Specifications:

- Product Name: IXG Series Property Manager
- Version: 5.0.1.0 or higher
- Functionality: Property manager view for system configuration and management

Product Usage Instructions:

Logging In:

1. Open IXG Support Tool and select the Property Manager radio button.
2. Enter the default ID and password (admin/admin) for first-time login.
3. Upon first login, choose a new password as prompted.

Configuring Property Manager Credentials:

1. To change Property Manager credentials, go to File > IXG Support Tool Settings.
2. Make the desired changes and click OK to confirm.
3. For multiple Property Manager accounts, create them in Administrator view under File > Account Management.

Move-in Settings:

1. Navigate to Site Settings > Units/Stations to add or change information for new tenants.
2. Change Unit Name and optionally add First Name and Last Name.
3. Adjust the Number of available Mobile Apps per unit (default is 0) by selecting a number up to 8 from the dropdown menu.
4. Click Save to apply the configurations.

Configuring the Guard Button:

1. For IXG-DM7-HID(A) entrance stations and IXG-2C7 tenant stations, configure the guard button by going to Call Settings > Guard Button.
2. Click on Select Station and choose guard units from the list.
3. Click OK to confirm the selection.

FAQ

- **Q: Can I change the default credentials for Property Manager login?**
 - A: Yes, you can change the credentials under File > IXG Support Tool Settings.
- **Q: How many mobile apps can I assign to each unit?**
 - A: You can assign up to 8 mobile apps per unit by configuring the Number of available Mobile Apps in Site Settings > Units/Stations.

Introduction

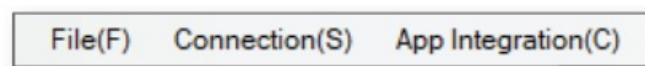
This guide covers common settings used in Property Manager view in IXG Support Tool version 5.0.1.0 or higher. This mode allows users to make lower level changes to the system, such as changing the names assigned to residential units, moving out tenants, and other administrative tasks. In order to use IXG Support Tool as a Property Manager, the system will first need to be fully programmed and operational. See the instructions here: <https://www.aiphone.com/IXG-Series-QuickStartGuide>

[QuickStartGuide](https://www.aiphone.com/IXG-Series-QuickStartGuide)

Full instructions for Property Manager view are available here: <https://www.aiphone.com/property-manager-full>

Support Tool Notes

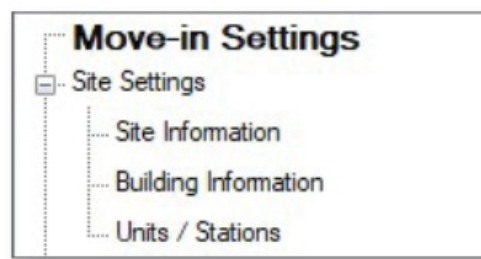
Top Menu



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. In these instructions, the top level is shown in *Italics*, with the second level Underlined.

Example: Site Settings, Site Information

Side Menu



This accordion-style menu is where most station settings are located. Click **+** or **-** to expand or minimize a category. In these instructions, the top level is shown in **Bold**, with the second level Underlined. Example: Site Settings, Site Information.

Save Button



The Save button is used to save configured settings within Support Tool. Clicking the Save button does not push setting changes to stations. The process of uploading settings to stations is covered later in this guide. This may be labeled as Update in some editions of IXG Support Tool.

Hand Icon

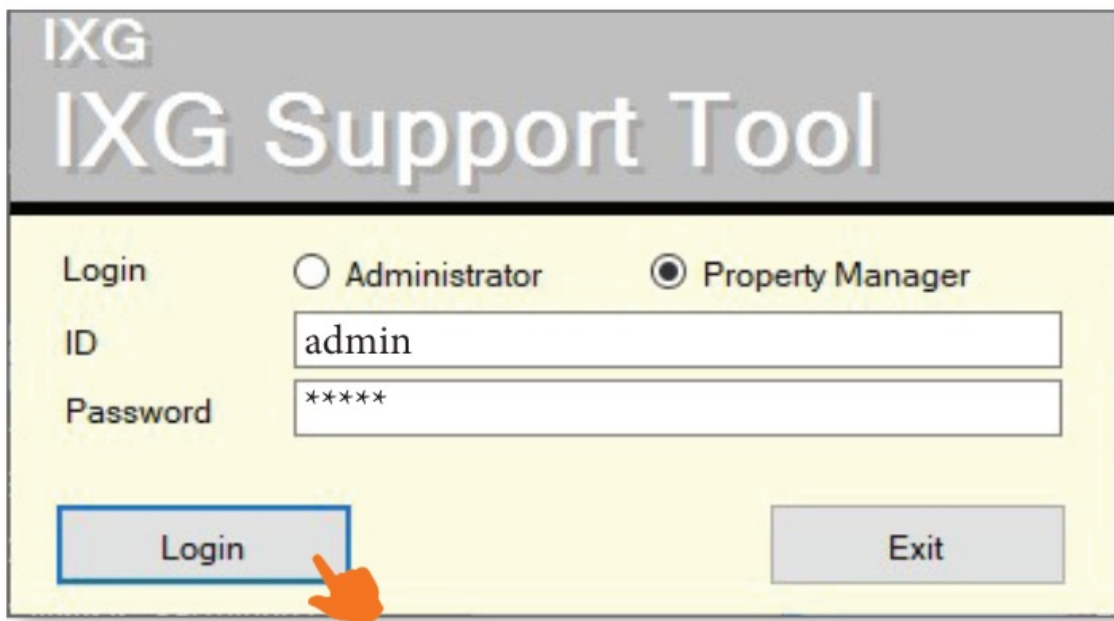


Look for the Hand Icon to indicate where to click on a screen.

Logging In

First Time Login

When opening IXG Support Tool, select the Property Manager radio button, enter the ID and password, and click **Login**. If this is the first time that the Property Manager account is being accessed, the default credentials will be admin/admin, and there will be a prompt to choose a new password

The image shows the login screen of the IXG Support Tool. At the top, there is a grey header with the text "IXG" in small letters and "IXG Support Tool" in large, bold, white letters. Below the header, the background is light yellow. On the left, the word "Login" is written. To its right are two radio buttons: "Administrator" (unselected) and "Property Manager" (selected). Below these are two text input fields. The first field is labeled "ID" and contains the text "admin". The second field is labeled "Password" and contains six asterisks "*****". At the bottom, there are two buttons: "Login" on the left and "Exit" on the right. An orange hand icon is pointing at the "Login" button.

Configuring Property Manager Credentials in IXG Support Tool

If desired, these Property Manager credentials can be changed again under File, IXG Support Tool Settings. Click **OK** to confirm.

IXG Support Tool Settings

IXG Support Tool Settings

ID and Password

Login ID ◆
1-32 alphanumeric characters

New Password
1-32 alphanumeric characters

Confirm Password

Select NIC

Proxy Settings ◆ Required Settings

☐ Use Proxy Server

Hostname

Port

ID

Password

System Settings

IP Version

i If more than one Property Manager account is needed, these can be created in the Administrator view under File, [Account Management](#).

Move-in Settings

This section covers adding and changing information for new tenants

Site Settings

Navigate to Site Settings, Units/Stations. Use this page to change the Unit Name and, if desired, add a First Name and Last Name.

				Unit Name	First Name	Last Name
01	100	Guard	Select	Concierge		
01	200	Entrance	Select	Front Door		
01	301	Residential	Select	Apartment 101	John	Doe
01	302	Residential	Select	Apartment 102	Richard	Roe
01	303	Residential	Select	Apartment 201	Jane	Doe
01	304	Residential	Select	Apartment 202	John	Smith

To configure how many apps are available to the units, scroll right to the Number of available Mobile Apps column. The default is 0; click the cell to open a drop-down menu to set any number up to 8 per unit. Once everything is configured, click **Save**

Number of available Mobile Apps	
	0
	8
	8
	8
	8
	0

Configuring the Guard Button

IXG-DM7-HID(A) entrance stations and IXG-2C7 tenant stations can have a guard button configured, which allows the stations to call a guard unit and the station and apps within it. Navigate to Call Settings, Guard Button. Under Select Station, click Select to bring up a list of guard units.

Building Nu	Unit Numbe	Unit Name	Select Station	Button Number1
				Station Number
01	200	Front Door	Select	
01	301	Apartment 101	Select	

Select the desired guard stations and click OK

Select Station

Select Station(s) called by Guard Button.

Select	Building Number	Unit Number	Station Name
<input checked="" type="checkbox"/>	01	100	Guard Station1

OK
Cancel

The mobile apps from one guard unit can also be selected by scrolling all the way to the right to the Mobile Apps and Phone column. Follow the same procedure to select the mobile apps from one unit for the guard button. Click Save to confirm the settings.

Mobile Apps and	Mobile Apps and Phone		
	Buildin	Unit Numl	Unit Name
Select			
Select			

Select Station

Select a Unit called by Guard Button.

Select	Building Number	Unit Number	Unit Name
<input checked="" type="checkbox"/>	01	100	Concierge

OK
Cancel

Move-out Settings

Resident Move-out settings are used when a tenant is moving out. These steps will default all settings on the IXG-2C7 stations in the unit, and disconnects all apps and phone numbers associated with the unit.

Resident Move-out

Navigate to Move-out Settings, Move-out. Select the unit to be moved out and click Move-out . The language, ringtone, volume, brightness, and history settings for stations in the unit will be erased. This will also disable any mobile apps registered to the unit, and will generate a new registration QR code.

Move-out

Move-out Settings					
Move-out					
Building Number	Unit Number	Unit Name	Select	Station Number	Station Name
01	100	Concierge	<input type="checkbox"/>		
01	301	Apartment 101	<input type="checkbox"/>	3010	Tenant Station1
01	302	Apartment 102	<input checked="" type="checkbox"/>	3020	Tenant Station1

Login with the IXG Cloud Server Property Manager ID and Password. Some pop-ups will appear asking to confirm the information that will be reset. Click OK on these screens to proceed

IXG Cloud Server Login

IXG Cloud Server ID

Password

[*Forgot password?](#)

Login

Cancel



If the credentials are not known, the administrator can view it in the IXG Support Tool's advanced view under **App Integration**, [Site List/Property Manager Account Settings](#).

Confirm that the status was successful under Move-out Status, which will list the steps that were completed. Note that not all settings will apply to all unit types.

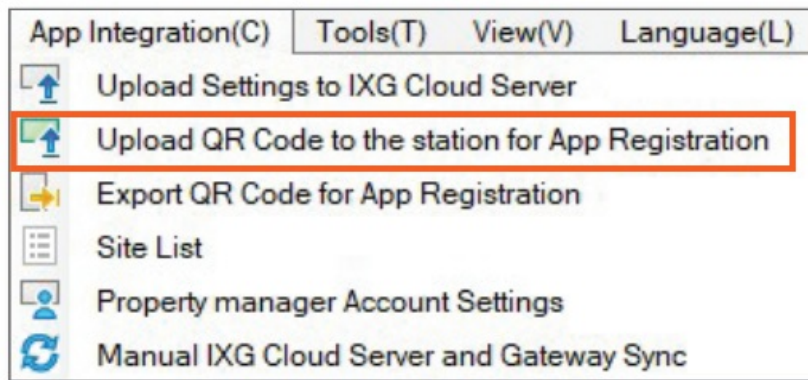
Move-out Status				
User Settings Initialized	Apps Deactivated	QR Code Uploaded	Phone Settings Initialized	Resident
No Registered Apps	-	No Registered Apps	No Registered Apps	-
No Registered Apps	-	No Registered Apps	No Registered Apps	-
No Registered Apps	-	No Registered Apps	No Registered Apps	-

Mobile App Registration

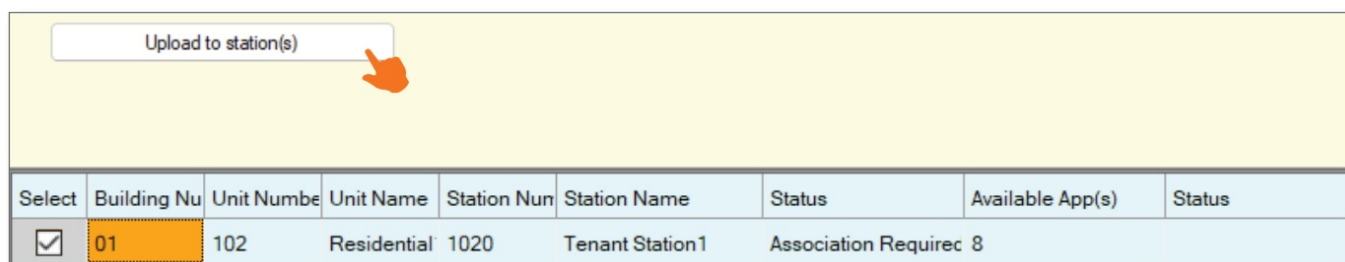
To register a Mobile App to a Unit, a unique QR code is generated to be scanned by the IXG Mobile App. That QR code can be sent directly to an IXG-2C7 and displayed on its screen, or exported as a PDF file to be scanned.

Upload QR Code to an IXG-2C7

Navigate to App Integration(C) on the top menu and select Upload QR Code to the station for App Registration.

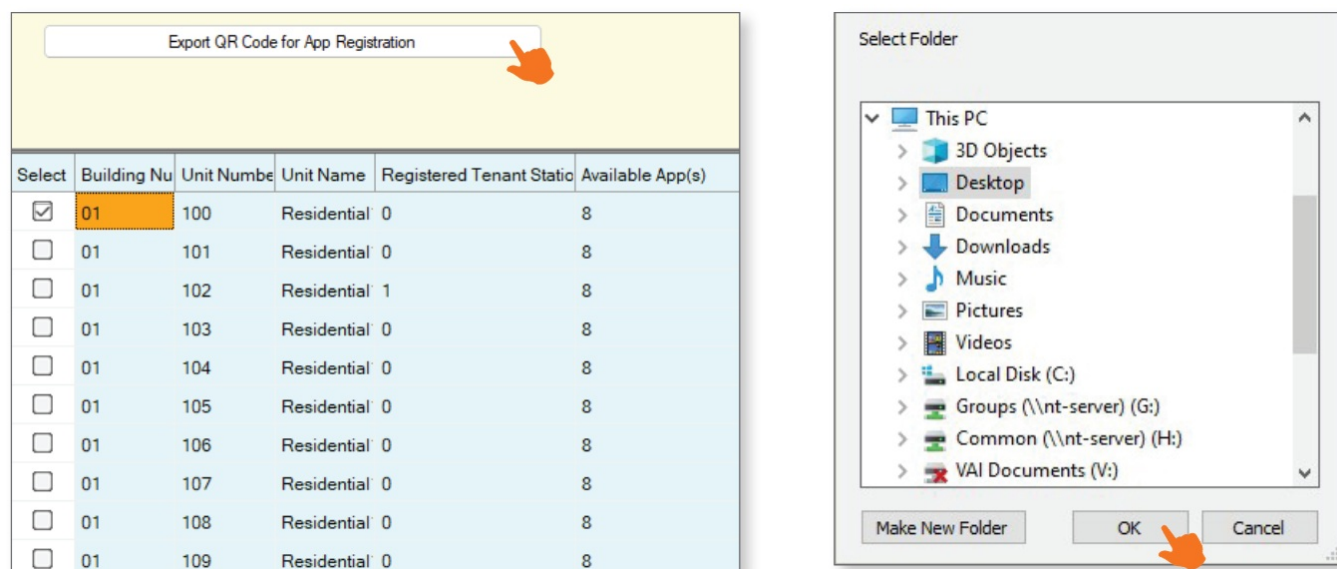


Login with the IXG CloudServer Property Manager ID and Password. Select the desired unit or units and click Upload to Stations . The QR code will be sent to the IXG-2C7.



Export QR Code as a PDF

Navigate to App Integration(C) on the top menu and select Export QR Code for App Registration. Login with the IXG CloudServer Property Manager ID and Password. Select the desired unit or units and click Export QR Code for App Registration . Follow the prompts to save the QR code as a PDF, which can be emailed to allow for app registration.



Entrance Panel Settings

This covers common settings that property managers can adjust for IXG-DM7-HID(A) entrance stations


Access Code Settings

Navigate to Entrance Station Settings, Access Code. Use the filter at the top of the screen to select the building and entrance station, then click Apply .

Filter

Building Number / Building Name
01/Building1

Station Number / Station Name
2000/Entrance Station1

Apply


Enter a code for each unit that needs it under Access Code, then click Save

Building Nu	Unit Numbe	Unit Name	Entrance Station Settings		
			Access Code	Access Code	
				with Touch Panel	
				Relay Output 1	Relay Output 2
01	100	Concierge	2345	A2345	
01	301	Apartment 101	3456	A3456	
01	302	Aparement 102	4567	A4567	
01	303	Apartment 201	6789	A6789	

Welcome Screen

Navigate to Entrance Station Settings, Welcome Screen. Click Browse to select an image to upload to the Entrance Station. The image format must be .PNG, with a resolution of 480 x 800 pixels. Click the checkbox beneath Display to confirm the file selected, then click Save .

Building Nu	Unit Numbe	Station Name	Entrance Station Settings					
			Welcome Screen					
			Welcome Screen Wallp	Image				
				Display	File name			Delete
01	200	Entrance Station1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	US-FLAG_480x800	Browse	Preview	<input type="checkbox"/>

Gateway Settings

These settings only apply to sites using an IXGW-TGW gateway adaptor for telephone services. If those features are not being used, these settings can be skipped. For more detailed instructions, see the SIM Card Activation and Telephone Registration Guide.

Enabling Phone Calls for Units

Navigate to Site Settings, Units/Stations. For each unit that will have a phone number, set Phone Registration to Enable. Once all settings are configured, click Save

Building Nu	Unit Numbe	Unit Type		Site Settings			
				Units / Stations			
				Unit Name	First Name	Last Name	Phone Registration
01	100	Guard	Select	Guard100			Disable
01	200	Entrance	Select	Entrance200			
01	301	Residential	Select	John Doe			Enable
01	302	Residential	Select	Richard Roe			Enable
01	303	Residential	Select	Jane Doe			Enable
01	304	Residential	Select	John Smith			Enable

Telephone Entry Settings

There are two ways to register phone numbers with the system. End users can call the IXGW-TGW's phone number and register directly. Instructions for this process are included on the last page of this document. Phone numbers can also be set directly in IXG Support Tool. Navigate to Gateway Settings, Telephone Entry Settings. IXG Support Tool will display a pop-up while it downloads the current telephone information from the gateway. For each unit, type in a Registered Phone Number

Select	Building Nu	Unit Number	Unit Name	Registered Phone Number
<input type="checkbox"/>	01	100	Guard100	
<input type="checkbox"/>	01	301	John Doe	*****1234
<input type="checkbox"/>	01	302	Richard Roe	*****2345
<input type="checkbox"/>	01	303	Jane Doe	*****3456
<input type="checkbox"/>	01	304	John Smith	*****4567



Only one phone number can be set for each unit.

A Phone Entry Code can also be set, allowing users who receive a phone call to unlock the door by using the number pad on the their phone. Separate codes can be set for each relay output on the entrance station, and codes can be between 1 and 20 digits long. Once all settings are configured, click Save

Phone Entry Codes

Relay Output 1

Relay Output 2

Once phone numbers have been registered to the IXGW-TGW, information can be downloaded to IXG Support Tool or exported by using the buttons along the top of the screen.

- Download Phone Information will import all registered phone numbers on the IXGW-TGW into IXG Support Tool.
- Export Registration PDF will create a PDF listing the methods used to register each phone number.
- Backup Phone Information will create a backup of the currently registered phone numbers.
- Recover Phone Information allows the registered phone numbers to be restored from a backup.

Download Phone Information

Export Registration PDF

Backup Phone Information

Recover Phone Information

Message Management

- IXG Support Tool can be used to send messages to units featuring IXG-2C7 tenant stations. The system will keep track of who the messages were sent to, and which messages have been received and read.
- Navigate to Tools, Message Management. The screen will show any existing messages, as well as their statuses. The
- Message List will show if the messages were sent or read by recipients. To create a new message, click New Message

Message Management

New Message

Display Page
1 / 1
Apply

Displayed Messages
1-1/1
Previous
Next

Message List

Sent Status	Read Status	Sent Date	Destinat	Subject	
✖	-	4/29/2024 3:18 PM	Building	Test	Details

Sent Status
✔ : Success
▲ : Partially Sent
✖ : Failed

Read Status
✔ : Read
▲ : Partially Read

Update Status
Close

Click **Destination** to choose where the message will be sent. The destination can be entire buildings, or individual units. Choose the destination and click **OK**

New Message

Destination
None Selected

Language
English

Destination Selection

☒ Select Building(s)

☐ Select Unit(s)

Select	Building Nu	Building Name
<input type="checkbox"/>	01	Building1

Select

Unselect

OK

Close

Give the message a Subject and Body. Images can also be attached to the message. Images will be converted to 520×420 pixels. Click **Browse** to navigate to where the desired images is stored. Once everything is configured, click Send to send the message to the recipients.

New Message

Destination

None Selected

Language

English

Subject (1-40 alphanumeric characters)

Oven Maintenance

Body (1-2000 alphanumeric characters)

Maintenance will be performed in your unit at some point between 9 AM and 11 AM. Please have your kitchen area clean and clear at this time.

Image Attachment (.png)

Browse

Preview

Delete

The sent image will be converted to 560x420 pixels.

Send

Close

The overall status of the message will display, showing if the message was successfully sent, and if it has been read yet. Click **Details** to view a breakdown of which units have and haven't received or read the message, and to have the option to manage or resend the message. Click **Update Status** to refresh the send and read statuses. Click **Close** to leave this menu

Message Management

New Message

1

/ 1

Apply

Displayed Messages

1-2/2

Previous

Next

Message List

Sent Status	Read Status	Sent Date	Destinat	Subject	
✗	-	4/30/2024 1:56 PM	Building	Maintenance	Details
✗	-	4/29/2024 3:18 PM	Building	Test	Details

Sent Status

✔ : Success
▲ : Partially Sent
✗ : Failed

Read Status

✔ : Read
▲ : Partially Read

Update Status

Close

Message Details

Sent Date: 5/3/2024 8:38 AM
 Language: English

Subject (1-40 alphanumeric characters)

Body (1-2000 alphanumeric characters)

Image Attachment (.png)
 Preview

Sent Status ✔ : Success ▲ : Partially Sent ✖ : Failed
 Read Status ✔ : Read ▲ : Partially Read Update Status

Building Nu	Unit Number	Unit Name	Sent Status	Read Status	Status	Resend
01	301	Apartment 101	✖	-		Resend
01	302	Apartment 102	✖	-		Resend
01	303	Apartment 201	✖	-		Resend
01	304	Apartment 202	✖	-		Resend

Upload Settings

Once all settings are configured, they will need to be applied to the stations. Navigate to Connection(S), Upload Settings.

Setting File Upload

Select the station(s) to upload the Setting File(s):
The Gateway Adaptor will restart when uploading the settings after changing the Maximum Simultaneous Calls. It may take up to 10 minutes to complete.

Station List						Required settings.
Select	Building Number	Unit Number	Station Name	Station Type	Status	
<input checked="" type="checkbox"/>	01	001	Entrance Static	IXG-DM7(-*)	-	
<input checked="" type="checkbox"/>	01	101	Master Station	IX-MV7-*	-	
<input checked="" type="checkbox"/>	01	201	Tenant Station	IXG-2C7(-*)	-	
<input checked="" type="checkbox"/>	01	202	Tenant Station	IXG-2C7(-*)	-	
<input checked="" type="checkbox"/>	01	203	Tenant Station	IXG-2C7(-*)	-	
<input checked="" type="checkbox"/>			Gateway 1	IXGW-GW	-	

Select Station by Type.
All Select Unselect

Select file type to be uploaded.

Settings

Sounds

Images

Schedules

Select each station by placing a check mark next to it, or click Select to select all stations at once. Click Settings to upload settings to the stations. If Images were configured in previous steps, also click Images .

Exporting System Configurations

Once the upload is complete, navigate to File, Export System Configuration. Click Export and follow the prompts there to back up the system. Keep the exported folder as a system backup. This will help with moving the configuration to a new PC and Support Tool, and is strongly recommended.



How to Register Your Phone Number with the IXG Series System

These instructions are for tenants and other end users to help them register their phone number to receive calls from IXG Series intercoms. Before you begin, make sure that the system administrator or manager has provided you with the phone number to call, your unit number, and a password to enter. If you run into any problems, make sure that the IXG Series hardware's programming is up to date.


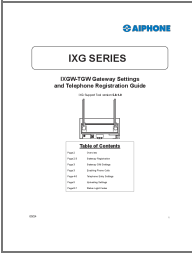
This will need to be done by whoever manages the system.

1. Call the provided phone number.
2. Follow the prompts to select a language. For English, press 1.
3. Enter the unit number, followed by a #. Example: 201#
4. Enter the six digit password, followed by a #. Example: 246123#
5. If prompted to change the password, choose a new six digit password, followed by a #. Enter it again when prompted.
Example: 345789#, 345789#. A message will play saying that the password has been changed.
6. Press 1 to return to the main menu.
7. Press 1 to register the phone number, then 1 again to finish the process. You may hang up at this point.

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

- Aiphone Corporation |
- www.aiphone.com
- [800-692-0200](tel:800-692-0200)

Documents / Resources

	<p>AIPHONE IXG Series IP Video Intercom System [pdf] User Guide</p> <p>IXG Series IP Video Intercom System, IXG Series, IP Video Intercom System, Video Intercom System, Intercom System, System</p>
	<p>AIPHONE IXG Series IP Video Intercom System [pdf] User Guide</p> <p>IXG Series IP Video Intercom System, IXG Series, IP Video Intercom System, Video Intercom System, Intercom System, System</p>

References

- aiphone.com/IXG-SupportTool
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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