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AIPHONE IXG Series IP Video Intercom System User Guide

Contents

AIPHONE

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

Full instructions for Property Manager view are available here: **https://www.aiphone.com/property-manager-full**
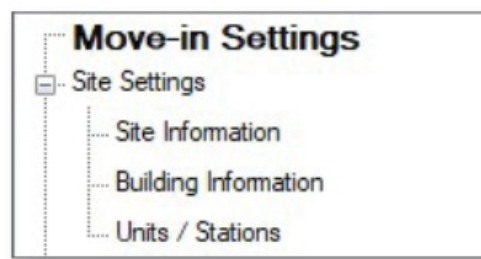
Support Tool Notes

Top Menu
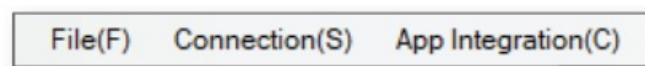
This menu is located at the top of Support Tool, featuring quick access to support and integration settings. Use Alt+() to quickly access the menu options. In these instructions, the top level is shown in Italics, with the second level Underlined.
Example: Site Settings, Site Information

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.
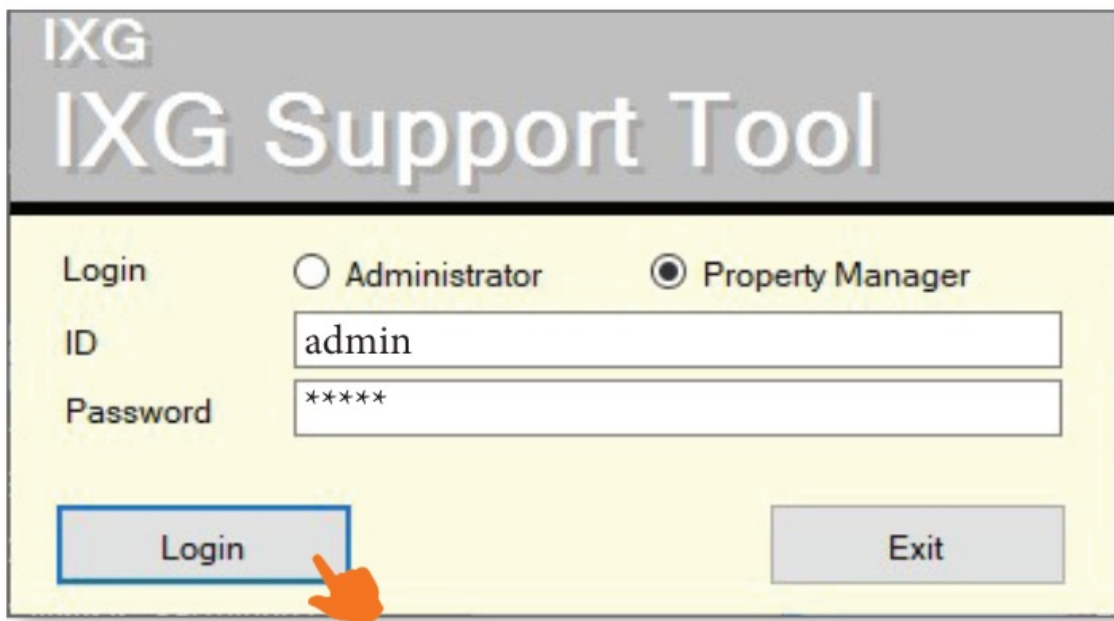
Hand Icon

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

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.

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

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.

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.

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

ⓘ 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.
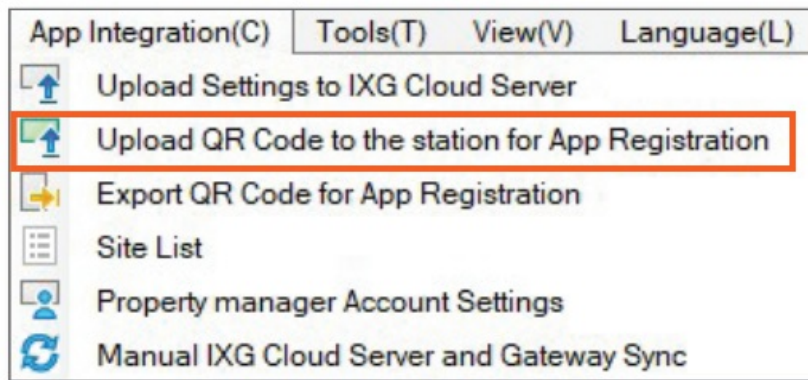

Login with the IXG CloudServer Property Manager ID and Password. Select the desired unit or units and click Upload to Stations . The QR code will be sent to the IXG-2C7.
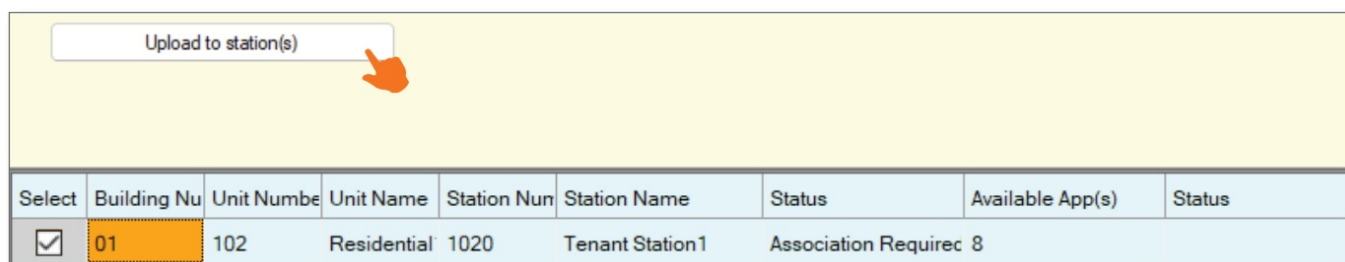
Export QR Code as a PDF

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.
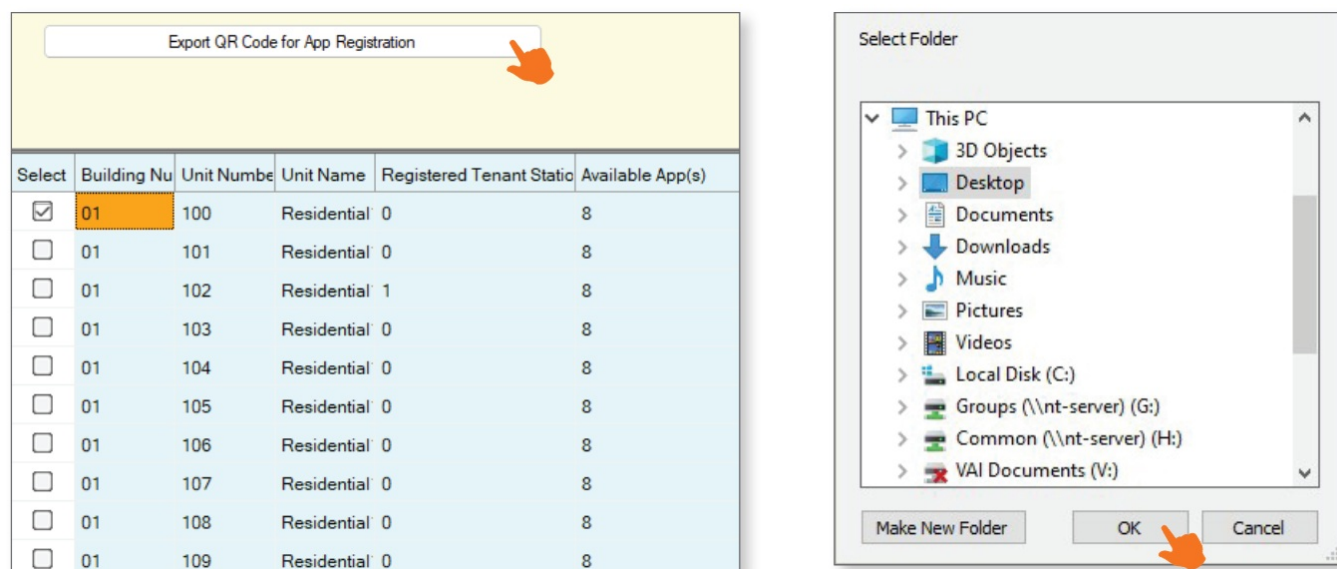
Entrance Panel Settings

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 .

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	
				with Touch Panel	
			Access Code	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					
				Image				
			Welcome Screen Wallp	Display	File name			Delete
01	200	Entrance Station1	☑	☑	US-FLAG_480x800	Browse	Preview	☐

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
☐	01	100	Guard100	
☐	01	301	John Doe	******1234
☐	01	302	Richard Roe	******2345
☐	01	303	Jane Doe	******3456
☐	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   1234
Relay Output 2   2345

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.

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

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**

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.

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

Upload Settings

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

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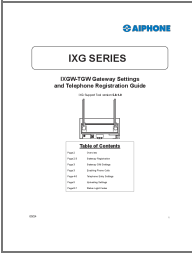This will need to be done by whoever manages the system.

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**

Documents / Resources

[**AIPHONE IXG Series IP Video Intercom System**](#) [pdf] User Guide
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IXG Series IP Video Intercom System, IXG Series, IP Video Intercom System, Video Intercom System, Intercom System, System

References

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