

AIPHONE IXG Series IXGW-TGW Gateway Replacing Instructions

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AIPHONE IXG Series IXGW-TGW Gateway Replacing

Introduction

This guide shows how to replace an existing IXGW-GW gateway with a new one. It is assumed that the system has already been programmed and is otherwise working, and that a copy of its existing programming is available. The steps are the same whether the new gateway is an IXGW-GW or an IXGW-TGW. There will be additional steps for an IXGW-TGW to activate its telephony and 4G LTE features. Refer to the documentation included with the IXGW-TGW for those additional settings.

Saving the Existing Gateway (optional)

As an optional first step, it is possible to reuse the existing gateway as part of a different site. To do so, it will need to be removed from the existing site. Navigate on the top menu to App Integration (C), Manual IXG Cloud Server and Gateway Sync. Select the existing gateway from the list and click Delete information from Gateway and IXG Cloud Server.

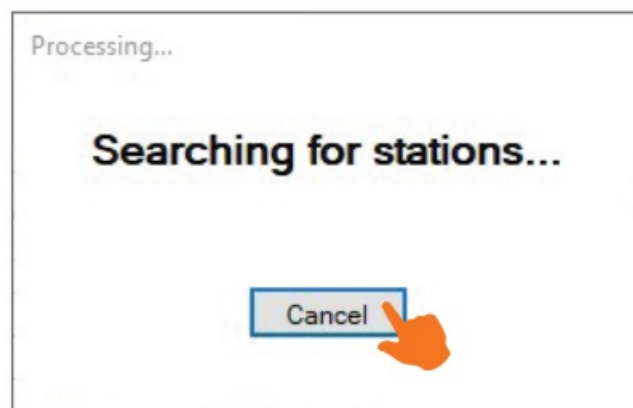
To ensure proper App functionality, the IXG Cloud Server and the Gateway settings must be synchronized.

| Select | Gateway Number | Station Type | Status |
|-------------------------------------|----------------|--------------|--------|
| <input checked="" type="checkbox"/> | 1 | IXGW-(T)GW | |

Sync Delete information from Gateway and IXG Cloud Server

Using Station Replacement

Station replacement is the preferred method, when possible, since it automates the process. Unplug the existing gateway from the switch, and plug in the new one. Give it a few minutes to boot up. Navigate to Connection(S), Station Replacement. A station search will begin automatically. After a few seconds, click Cancel to end the search.



Using Station Replacement (optional)

Select the gateway to be replaced from the first list on the page. Locate the new gateway from the second list. Click Apply . This will begin the station replacement process, which will take several minutes. Do not unplug the new gateway, since that will interrupt the process. When IXG Support Tool is done, a status message will appear showing either success or failure. If it was successful, skip to page 4. Otherwise, follow the steps in the next section.

1. Select the station to be replaced:

| Station List | | | | | | | |
|----------------------------------|-------------|-------------|--------------------|--------------|--------------|---------------|-------------------|
| Select | Building Nu | Unit Number | Station Name | Station Type | IP Address | Subnet Mask | MAC Address |
| <input type="radio"/> | 01 | 100 | Entrance Station1 | IXG-DM7(-*) | 192.168.1.20 | 255.255.255.0 | 00:0B:AA:41:05:85 |
| <input type="radio"/> | 01 | 200 | PC Master Station1 | IX-SOFT | 192.168.1.25 | 255.255.255.0 | |
| <input type="radio"/> | 01 | 300 | PC Master Station1 | IX-SOFT | 192.168.1.26 | 255.255.255.0 | |
| <input checked="" type="radio"/> | | | Gateway Adaptor1 | IXGW-(T)GW | 192.168.1.23 | 255.255.255.0 | 00:0B:AA:4C:01:77 |
| <input type="radio"/> | | | I/O Adaptor1 | IXW-MA | 192.168.1.27 | 255.255.255.0 | |

2. Select the replacement station:

☐ Enter Station ID and Station Password.

ID(Administrator)

Password(Administrator)

| Station List | | | | |
|----------------------------------|------------------|---------------|---------------|-------------------|
| Select | Station Type | IP Address | Subnet Mask | MAC Address |
| <input checked="" type="radio"/> | IXGW-(T)GW | 192.168.1.15 | 255.255.255.0 | 00:0B:AA:4C:80:0E |
| <input type="radio"/> | IXG-2C7(-*) | 192.168.1.160 | 255.255.255.0 | 00:0B:AA:3E:06:E6 |
| <input type="radio"/> | IX-DV,IX-DVF(-*) | 192.168.1.160 | 255.255.255.0 | 00:0B:AA:28:14:2A |
| <input type="radio"/> | IXG-DM7(-*) | 192.168.1.160 | 255.255.255.0 | 00:0B:AA:41:05:85 |

If multiple NICs are active on this PC, designate the NIC that IXG Support Tool will use in "IXG Support Tool Settings" in the File menu.

Search

Apply

Manually Removing and Replacing the Gateway

If station replacement failed, the steps that make up station replacement can be done one at a time. In IXG Support Tool, navigate to Connection(S), Association Settings on the top menu. A station search will begin; click Cancel to end it early.

Processing...


Searching for stations...

Cancel

Scroll to the Associated Stations List at the bottom of the page. Locate the existing gateway, select it by adding a check mark next to it under the Select column, and click Remove Association .


Station(s) that have been associated with a setting file are listed below.

| Associated Stations List | | | | | | | | |
|-------------------------------------|-------------|-------------|-------------------|--------------|--------------|---------------|-------------------|---------|
| Select | Building Nu | Unit Number | Station Name | Station Type | IP Address | Subnet Mask | MAC Address | Status |
| <input checked="" type="checkbox"/> | | | Gateway Adaptor1 | IXGW-(T)GW | 192.168.1.23 | 255.255.255.0 | 00:0B:AA:44:00:32 | Success |
| <input type="checkbox"/> | 01 | 200 | Tenant Station1 | IXG-2C7(-*) | 192.168.1.21 | 255.255.255.0 | 00:0B:AA:3E:06:E6 | Success |
| <input type="checkbox"/> | 01 | 300 | Tenant Station1 | IXG-2C7(-*) | 192.168.1.22 | 255.255.255.0 | 00:0B:AA:3E:07:D7 | Success |
| <input type="checkbox"/> | 01 | 100 | Entrance Station1 | IXG-DM7(-*) | 192.168.1.20 | 255.255.255.0 | 00:0B:AA:41:05:85 | Success |

Remove Association  Retry Association

Under Station List, click Station Search . This will initiate a broadcast, which should find the new IXGW-TGW. If it is new, it will not have a Station Name or Unit Number. If it has either of these, verify that the station had been removed from the prior system using the steps on page 1 of this guide.

If multiple NICs are active on this PC, designate the NIC that IXG Support Tool will use in "IXG Support Tool Settings" in the File menu.

Apply Station Search 

Scroll back up the page. Select the existing gateway programming under Station Settings List. Then, find the new IXGW-TGW under the Station List. Select it, then click Apply . The station will reboot as it has its new IP address assigned to it. Wait for the status light on the gateway to be a solid orange or green.

Association Settings

1. Select the setting file to be linked with the chosen station.

| Station Settings List | | | | | | | | |
|----------------------------------|-------------|-------------|-------------------|--------------|----------|--------------|---------------|------------|
| Select | Building Nu | Unit Number | Station Name | Station Type | Hostname | IP Address | Subnet Mask | Associated |
| <input type="radio"/> | 01 | 100 | Entrance Station1 | IXG-DM7(-*) | | 192.168.1.20 | 255.255.255.0 | Yes |
| <input type="radio"/> | 01 | 200 | Tenant Station1 | IXG-2C7(-*) | | 192.168.1.21 | 255.255.255.0 | Yes |
| <input type="radio"/> | 01 | 300 | Tenant Station1 | IXG-2C7(-*) | | 192.168.1.22 | 255.255.255.0 | Yes |
| <input checked="" type="radio"/> | | | Gateway Adaptor1 | IXGW-(T)GW | | 192.168.1.23 | 255.255.255.0 | - |

2. Select the station to associate with the setting file.

☐ Enter station MAC address: ☐ Enter Station ID and Station Password.


ID(Administrator)

Password(Administrator)

☒ Search and select station within local network:

| Station List | | | | | | | | |
|----------------------------------|-------------|-------------|-------------------|--------------|--------------|---------------|-------------------|------------|
| Select | Building Nu | Unit Number | Station Name | Station Type | IP Address | Subnet Mask | MAC Address | Associated |
| <input checked="" type="radio"/> | | | Gateway Adaptor1 | IXGW-(T)GW | 192.168.1.23 | 255.255.255.0 | 00:0B:AA:44:00:32 | - |
| <input type="radio"/> | | | Tenant Station1 | IXG-2C7(-*) | 192.168.1.22 | 255.255.255.0 | 00:0B:AA:3E:07:D7 | Yes |
| <input type="radio"/> | | | Tenant Station1 | IXG-2C7(-*) | 192.168.1.21 | 255.255.255.0 | 00:0B:AA:3E:06:E6 | Yes |
| <input type="radio"/> | | | Entrance Station1 | IXG-DM7(-*) | 192.168.1.20 | 255.255.255.0 | 00:0B:AA:41:05:85 | Yes |

If multiple NICs are active on this PC, designate the NIC that IXG Support Tool will use in "IXG Support Tool Settings" in the File menu.

Apply  Station Search

Pushing Settings to the Gateway and Cloud

Navigate to Connection(S), Upload Settings. Select all stations in the system and click Settings . This will push the updated settings to the stations.

Setting File Upload

Select the station(s) to upload the Setting File(s):

| Select | Building Nu | Unit Number | Station Name | Station Type | Status |
|-------------------------------------|-------------|-------------|-------------------|--------------|--------|
| <input checked="" type="checkbox"/> | 01 | 100 | Entrance Station1 | IXG-DM7(-*) | - |
| <input checked="" type="checkbox"/> | 01 | 200 | Tenant Station1 | IXG-2C7(-*) | - |
| <input checked="" type="checkbox"/> | 01 | 300 | Tenant Station1 | IXG-2C7(-*) | - |
| <input checked="" type="checkbox"/> | | | Gateway Adaptor1 | IXGW-(T)GW | - |

Select Station by Type:

Select file type to be uploaded:

Navigate to App Integration(C), Upload Settings to IXG Cloud Server. Sign in with the account's credentials and follow the prompts to push the settings to the IXG Cloud Server.

IXG Cloud Server Administrator Login

IXG Cloud Server ID or Email Address

Password

[*Forgot password?](#)

Navigate to App Integration(C), Manual IXG Cloud Server and Gateway Sync. Select the Gateway and click Sync .

To ensure proper App functionality, the IXG Cloud Server and the Gateway settings must be synchronized.

| Select | Gateway Number | Station Type | Status |
|-------------------------------------|----------------|--------------|--------|
| <input checked="" type="checkbox"/> | 1 | IXGW-(T)GW | |



The status light on the IXGW-(T)GW needs to be solid green for this last step to work.

CONTACT

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 IXGW-TGW Gateway Replacing [pdf] Instructions IXGW-GW, IXGW-TGW, IXG Series IXGW-TGW Gateway Replacing, IXG Series, IXG Series Gateway Replacing, IXGW-TGW Gateway Replacing, Gateway Replacing, Gateway</p> |
|---|--|

References

- [User Manual](#)

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

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