

# IXG Series Property Manager Guide

## 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

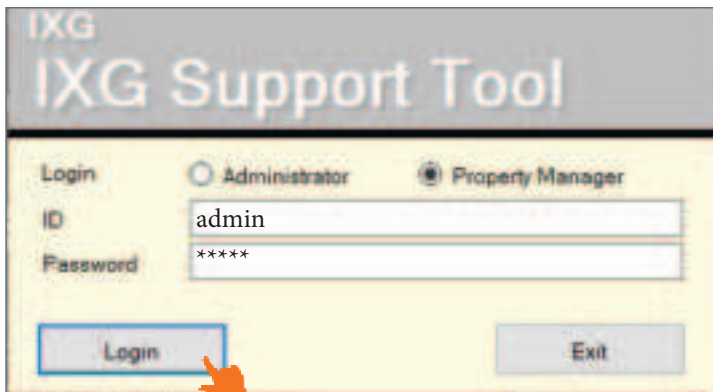


Look for the Hand Icon to indicate where to click on a screen.

## Logging In

### First Time Login

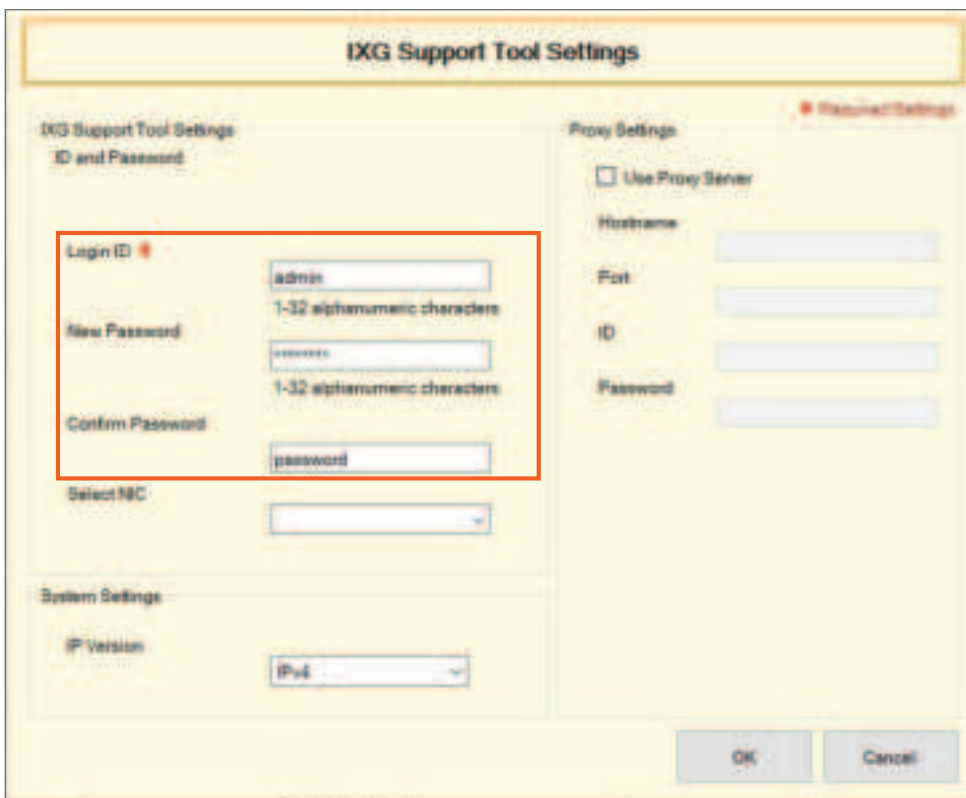
When opening IXG Support Tool, select the Property Manager radio button, enter the ID and password, and click **Login**. If this is the first time that the Property Manager account is being accessed, the default credentials will be admin/admin, and there will be a prompt to choose a new password.



The image shows the 'IXG Support Tool' login window. It has a title bar with 'IXG' and 'IXG Support Tool'. Below the title bar, there are two radio buttons: 'Administrator' and 'Property Manager'. The 'Property Manager' radio button is selected. Below the radio buttons, there are two text input fields: 'ID' and 'Password'. The 'ID' field contains the text 'admin' and the 'Password' field contains the text '\*\*\*\*\*'. At the bottom of the window, there are two buttons: 'Login' and 'Exit'. An orange arrow points to 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.



The image shows the 'IXG Support Tool Settings' window. It has a title bar with 'IXG Support Tool Settings'. Below the title bar, there are two tabs: 'IXG Support Tool Settings' and 'Proxy Settings'. The 'IXG Support Tool Settings' tab is selected. Below the tabs, there are three sections: 'Login ID and Password', 'System Settings', and 'Proxy Settings'. The 'Login ID and Password' section is highlighted with a red box. It contains four text input fields: 'Login ID' (containing 'admin'), 'New Password' (containing '1-32 alphanumeric characters'), 'Confirm Password' (containing '1-32 alphanumeric characters'), and 'Select NIC' (containing 'password'). The 'System Settings' section contains one text input field: 'IP Version' (containing 'IPv4'). The 'Proxy Settings' section contains one checkbox: 'Use Proxy Server' (unchecked). At the bottom of the window, there are two buttons: 'OK' and 'Cancel'.



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

8

# Move-in Settings (continued)

## 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 Number	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 Station 1

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 Num	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 No	Unit Number	Unit Name	Select	Station Num	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

IXG Property Manager

Password

.....

Forgot Password?

Login

Cancel

i

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.

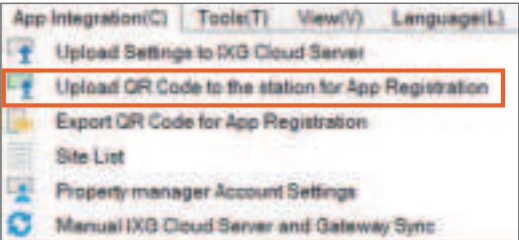
Move-out Status				
User Settings Initialized	Apps Deactivated	QR Code Uploaded	Phone Settings Initialized	Resident
No Registered Apps	-	No Registered Apps	No Registered Apps	-
No Registered Apps	-	No Registered Apps	No Registered Apps	-
No Registered Apps	-	No Registered Apps	No Registered Apps	-

# Mobile App Registration

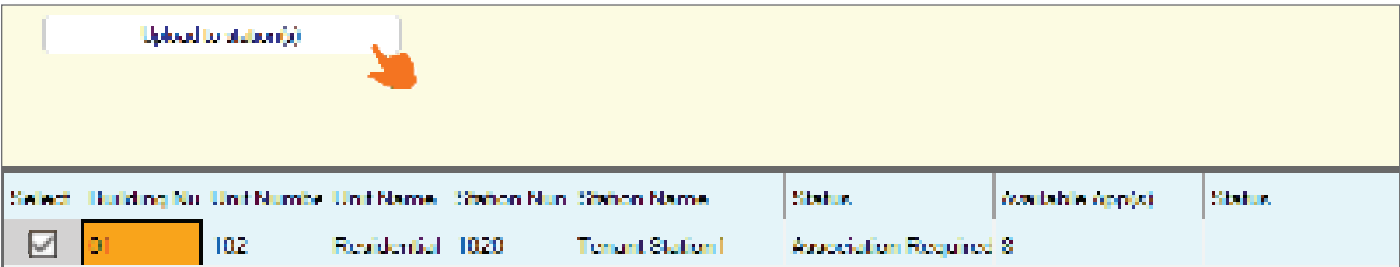
To register a Mobile App to a Unit, a unique QR code is generated to be scanned by the IXG Mobile App. That QR code can be sent directly to an IXG-2C7 and displayed on its screen, or exported as a PDF file to be scanned.

## 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.

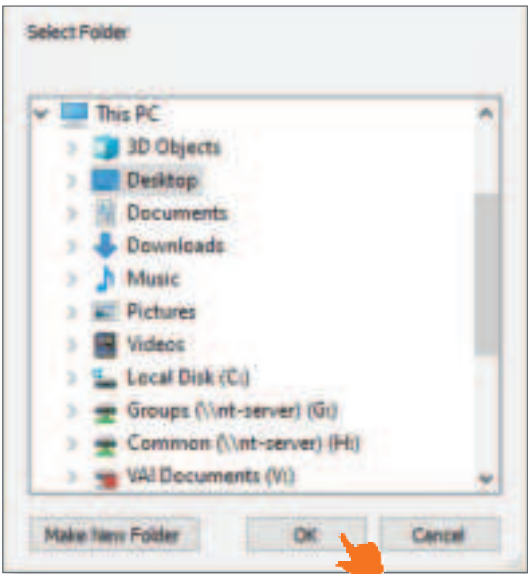
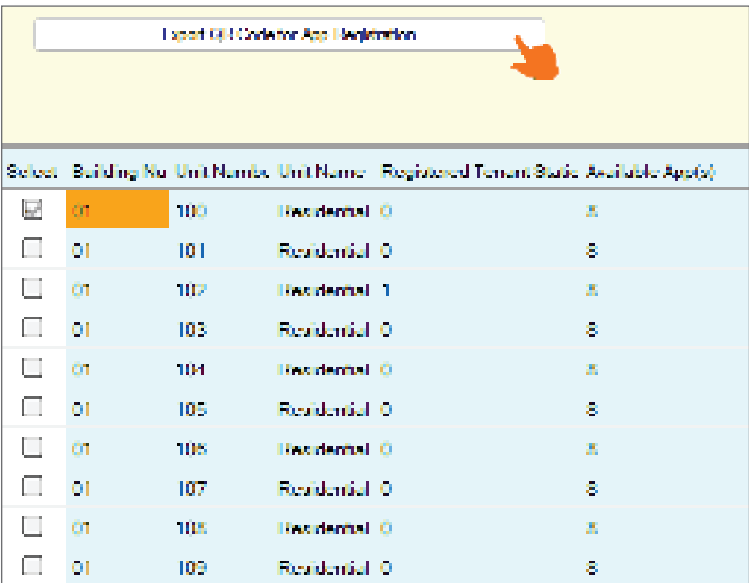


Login with the IXG CloudServer Property Manager ID and Password. Select the desired unit or units and click **Upload to Stations**. The QR code will be sent to the IXG-2C7.



## 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.

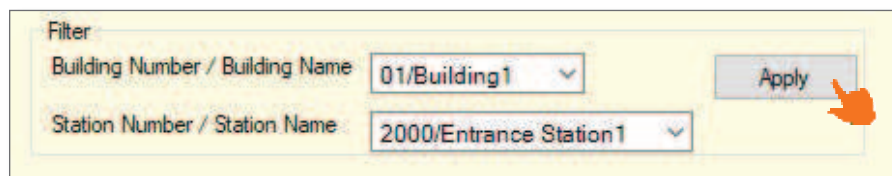


## Entrance Panel Settings

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 No	Unit Number	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	Apartment 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 No	Unit Number	Station Name	Entrance Station Settings					
			Welcome Screen					
			Welcome Screen Wall	Image:				
				Display	File name			Delete
01	200	Entrance Station1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	US-FLAO_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 No.	Unit Number	Unit Type	Select	New Settings			
				Unit/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 No.	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 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	<input type="text" value="1234"/>
Relay Output 2	<input type="text" value="2345"/>



## Telephone Entry Settings *(continued)*

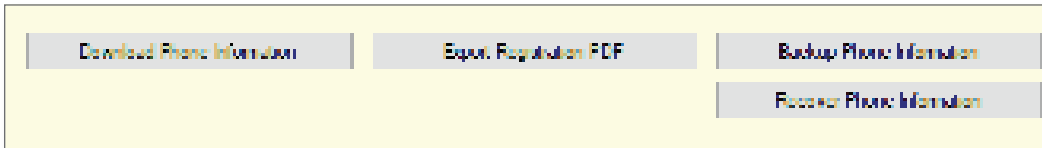
Once phone numbers have been registered to the IXGW-TGW, information can be downloaded to IXG Support Tool or exported by using the buttons along the top of the screen.

**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.

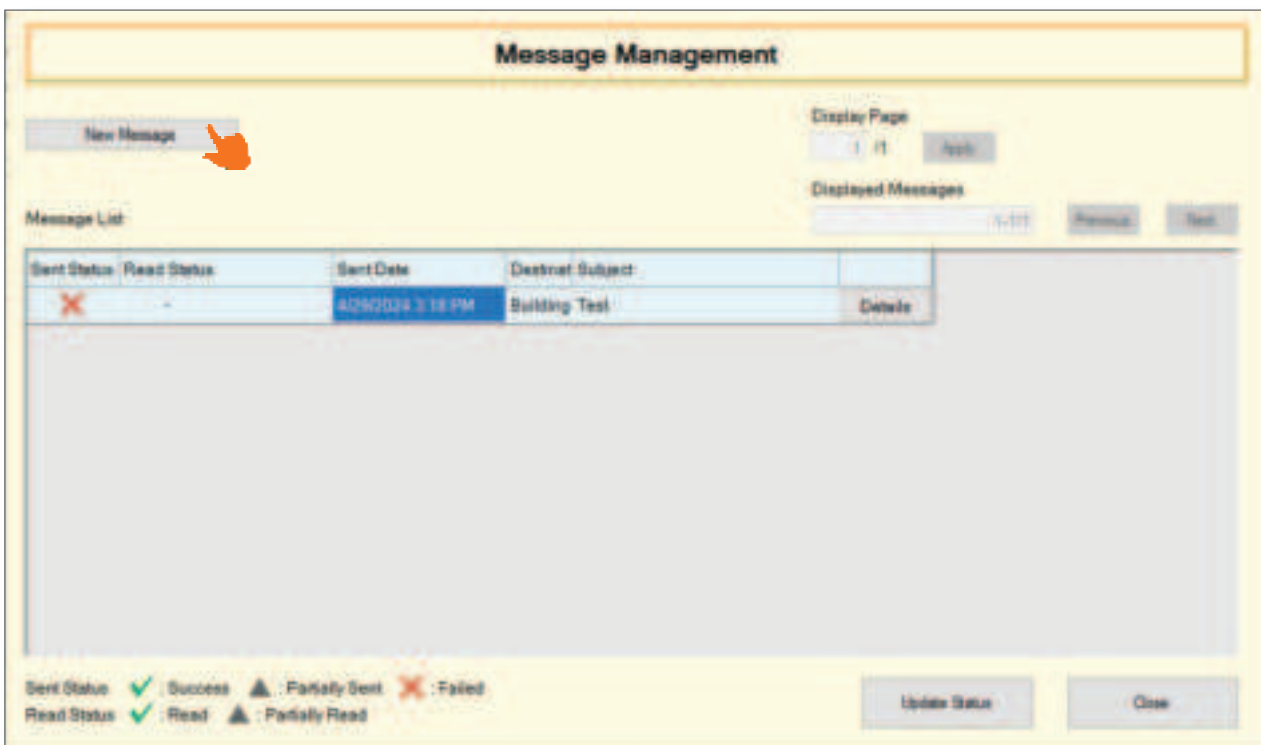


## Message Management

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.

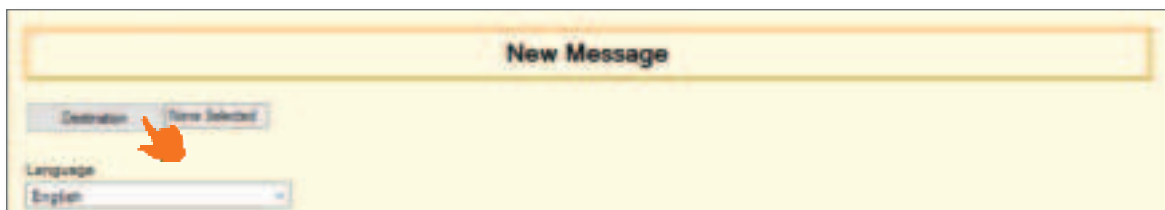
Navigate to **Tools**, Message Management. The screen will show any existing messages, as well as their statuses. The **Message List** will show if the messages were sent or read by recipients.

To create a new message, click **New Message**.

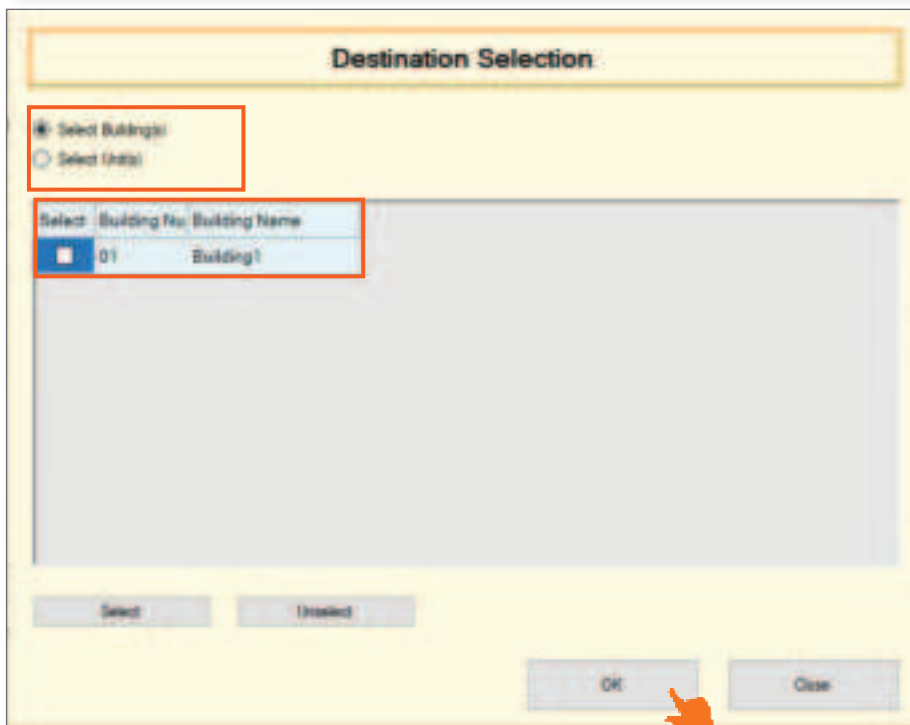


## Message Management *(continued)*

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**.



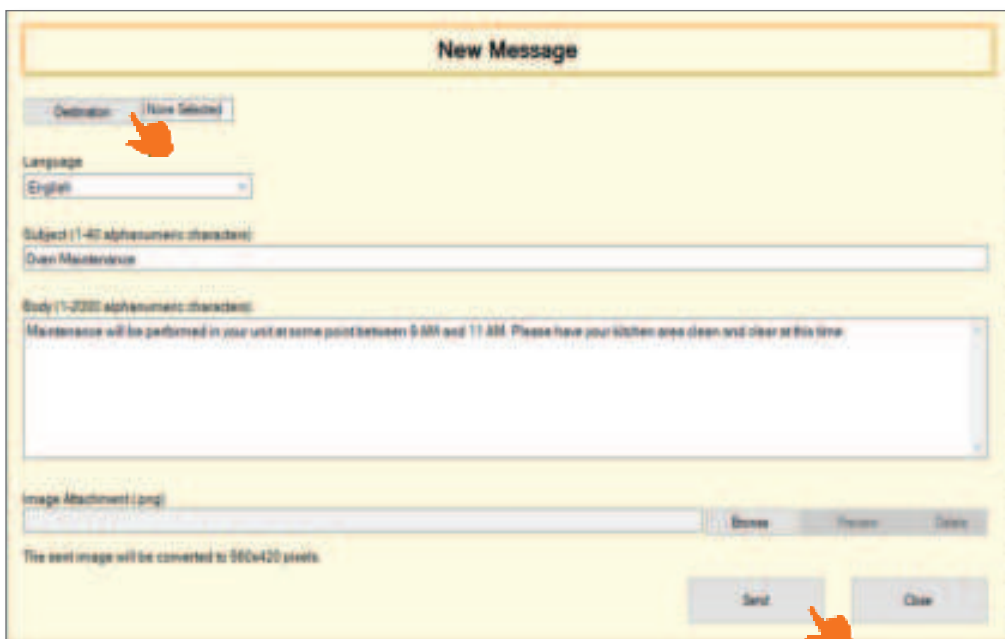
The 'New Message' dialog box has a title bar 'New Message'. Below it are two buttons: 'Destination' and 'None Selected'. An orange arrow points to the 'Destination' button. Below these buttons is a 'Language' dropdown menu with 'English' selected.



The 'Destination Selection' dialog box has a title bar 'Destination Selection'. It contains two radio buttons: 'Select Building(s)' (selected) and 'Select Unit(s)'. Below them is a table with columns 'Select', 'Building No.', and 'Building Name'. The first row has a checked checkbox, '01', and 'Building1'. Below the table are 'Select' and 'Unselect' buttons. At the bottom right are 'OK' and 'Close' buttons. An orange arrow points to the 'OK' button.

Select	Building No.	Building Name
<input checked="" type="checkbox"/>	01	Building1

Give the message a Subject and Body. Images can also be attached to the message. Images will be converted to 520x420 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 'New Message' dialog box has a title bar 'New Message'. It contains a 'Destination' button with 'None Selected' next to it. An orange arrow points to the 'Destination' button. Below it is a 'Language' dropdown menu with 'English' selected. Below the language dropdown is a 'Subject (1-40 alphanumeric characters)' text field with 'Over Maintenance' entered. Below the subject field is a 'Body (1-2000 alphanumeric characters)' text area with '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.' entered. Below the body field is an 'Image Attachment (.png)' section with a 'Browse' button, a 'Preview' button, and a 'Delete' button. Below the image attachment section is a note: 'The sent image will be converted to 560x420 pixels.' At the bottom right are 'Send' and 'Close' buttons. An orange arrow points to the 'Send' button.

## Message Management *(continued)*

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




Display Page  
1 of 1  
Apply



Displayed Messages  
1 of 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  
Read Status

 : Success  
 : Partially Sent  
 : Failed

 : Read  
 : Partially Read




Update Status



Close

Message Details





Sent Date: 5/3/2024 8:33 AM  
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 8 AM and 11 AM. Please have your kitchen area clean and clear at this time.  
Image Attachment ( .png )  
Preview

Sent Status  
Read Status

 : Success  
 : Partially Sent  
 : Failed

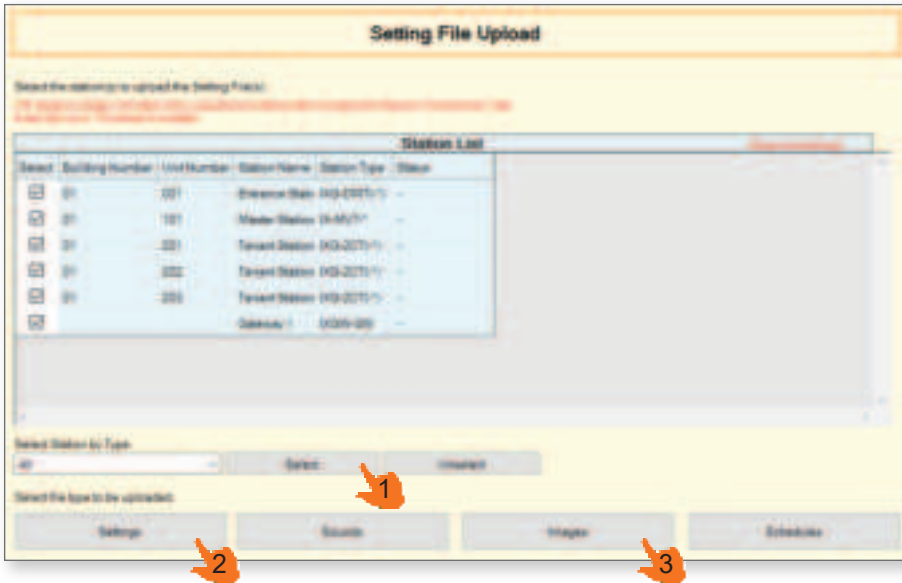
 : Read  
 : Partially Read

Update Status

Building No	Unit Number	Unit Name	Sent Status	Read Status	Status	Resend
01	301	Apartment 101	 Details	-		Resend
01	302	Apartment 102	 Details	-		Resend
01	303	Apartment 201	 Details	-		Resend
01	304	Apartment 202	 Details	-		Resend

## 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 folder as a system backup. This will help with moving the configuration to a new PC and Support Tool, and is strongly recommended.



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

## 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.