IXG SERIES
IP Multi-Tenant Video Intercom

Aiphone IXG Portal Management Guide
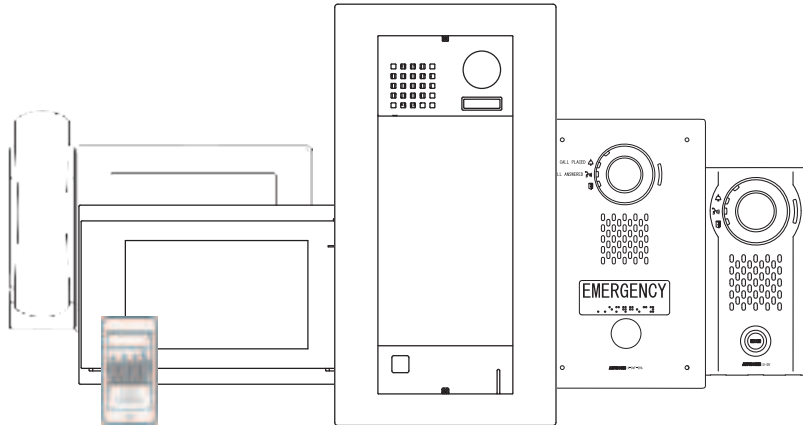
Table of Contents

04/24

Aiphone IXG Portal Guide

Introduction

This guide covers the Aiphone IXG Portal, which is used to set up and manage IXG Series accounts. The IXG Series account is responsible for activating and managing mobile apps, managing payments, and checking the status of mobile app gateways and sites.

Hand Icon

Look for the Hand Icon to indicate where to click to select or save a setting.
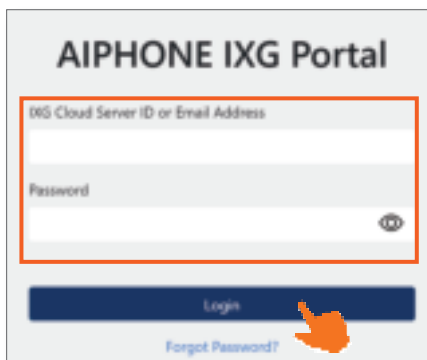
Getting Started

The Admin and Property Manager IDs (Cloud Server ID) referenced in this guide will need to be created through the IXG Support Tool software. The settings created in the IXG Support Tool software will also need to be uploaded to the cloud server prior to accessing the IXG Customer Portal. Please refer to the IXG Series Quick Start Guide for information on this process. https://www.aiphone.com/IXG-Series-QuickStartGuide

The Aiphone IXG Portal utilizes Paypal® for payment management. An active Paypal account or a credit card will be needed to complete the registration process when using the Advanced Payment Service method.

If a tax exemption will be required for the account, the Tax Exemption registration form will need to be completed. This form will require a valid Tax Exemption Certificate along with general company information for the account manager. Processing of the tax exemption registration form can take up to five business days.

Logging into the Aiphone IXG Portal

Browse to https://portal.ixg.aiphone-app.net. Enter the Cloud Server ID and password for the site's Mobile App Service plan, then click ⬚ **Login** ⬚.

Use the Forgot Password? link to recover the password for the Admin or Property Manager account. The form will require either the Cloud Server ID or email associated with this account. The password recovery form will be sent to the email that is currently linked to the site.

Account Information

To view or edit the current IXG Cloud Server Account Information, including contact information, or to request a tax exemption, click on the Cloud Server ID in the top right corner and select Account Information. If this is the first login for an Installer or Property Manager account, the portal will navigate automatically to this page.

Click [Edit] to update or change the fields for the Company Address, or to change the email linked to the account. On that page, click [Save] or the appropriate change buttons to apply any updates. To access the Tax Exemption request form, click [Request an Exemption]. This will open the form in a new browser window.


> **i** Click on [**Request an exemption**] to be taken to the Tax exemption registration form. A valid Tax Exemption Certificate will need to be provided in pdf form.
>
> **Please allow up to five business days for processing before proceeding.**

Select Site

To navigate back to the site list, click either the Aiphone logo in the corner or [Site List]. Select the site that is being set up or modified by clicking on the Site Name. This will bring up the Site Information page for that site.
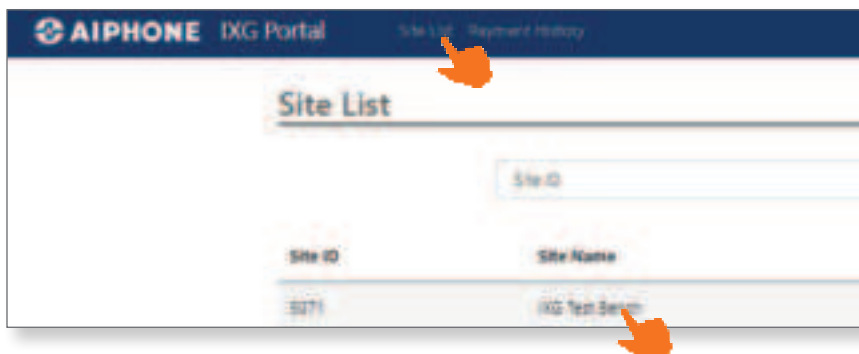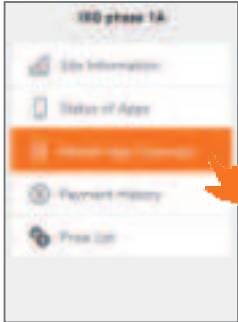
Activating and Managing an IXG Service Plan

The following sections cover the steps for activating IXG mobile account licenses and managing their payment plans.

Mobile App Summary

To view the current service plan and the service plan for the next billing period, select **Mobile App Summary** in the left-hand menu. To make changes to an existing IXG mobile account or set up a new IXG mobile account, click [Change Service] to navigate to the Service Plan page.

Service Plan

The Service Plan page displays the current number of tenants that are linked to a Mobile app service plan on the site. The mobile app service can be set up or updated by selecting either Advanced Payment Service (monthly, yearly, or life time licenses) or Reference Code Service, then click [**Next**].

ℹ️ If a Reference Code needs to be applied, it must be added **prior to** using Advanced Payment Service.

Activating and Managing an IXG Service Plan *(continued)*
Reference Code Service

The <u>Reference Code Service</u> allows the input of a reference code to activate a set number of mobile account licenses. These codes are typically obtained by purchasing the IXG-APP product, which provides a license for a designated number of units. Reference codes are always a lifetime license and take effect immediately. Input the reference code in the Reference Code box and click ☐ **Next** ☐ to review the Service Plan.

After inputting the reference code, the number of prepaid mobile app licenses will be displayed. Check the service plan and click ☐ **Next** ☐ to review and confirm the Service Summary.

Activating and Managing an IXG Service Plan *(continued)*

Advanced Payment Service

The Advanced Payment Service page is used to set up a mobile app service plan when IXG-APP or another licensing code was not purchased in advance. This is used for sites both with and without master stations. In the **Number of Mobile App Licenses** field, input the total number of units with mobile apps, both with and without master stations, based on the Unit Information table above. Choose either **Monthly**, **Yearly**, or **Life Time** for a Billing Cycle, then click on the calendar icon by Start Date to designate when the mobile app service plan will begin. Once all fields are filled in, click ⬚ Next ⬚ to review and confirm the Service Summary.

ℹ️ If only some app licenses need to be activated to start, the remaining licenses can be activated later using the Change Service process (page 7).	ℹ️ When Life Time is selected for the Billing Cycle, the Start Date field will be unavailable. The App Service will start as soon as the Advanced Payment Service process is complete.	ℹ️ The number of units with master stations is auto-detected and is based on settings configured in IXG Support Tool.

Review Your Service

The Review Your Service page displays a summary of the account that will be activated. Confirm that the information shown is correct, then click on the **Terms and Condition** link. Review the terms and conditions, then click on ⬚ Close ⬚ at the end. Check the box to the left of **Terms and Condition**, then click ⬚ Confirm ⬚ to proceed to the PayPal
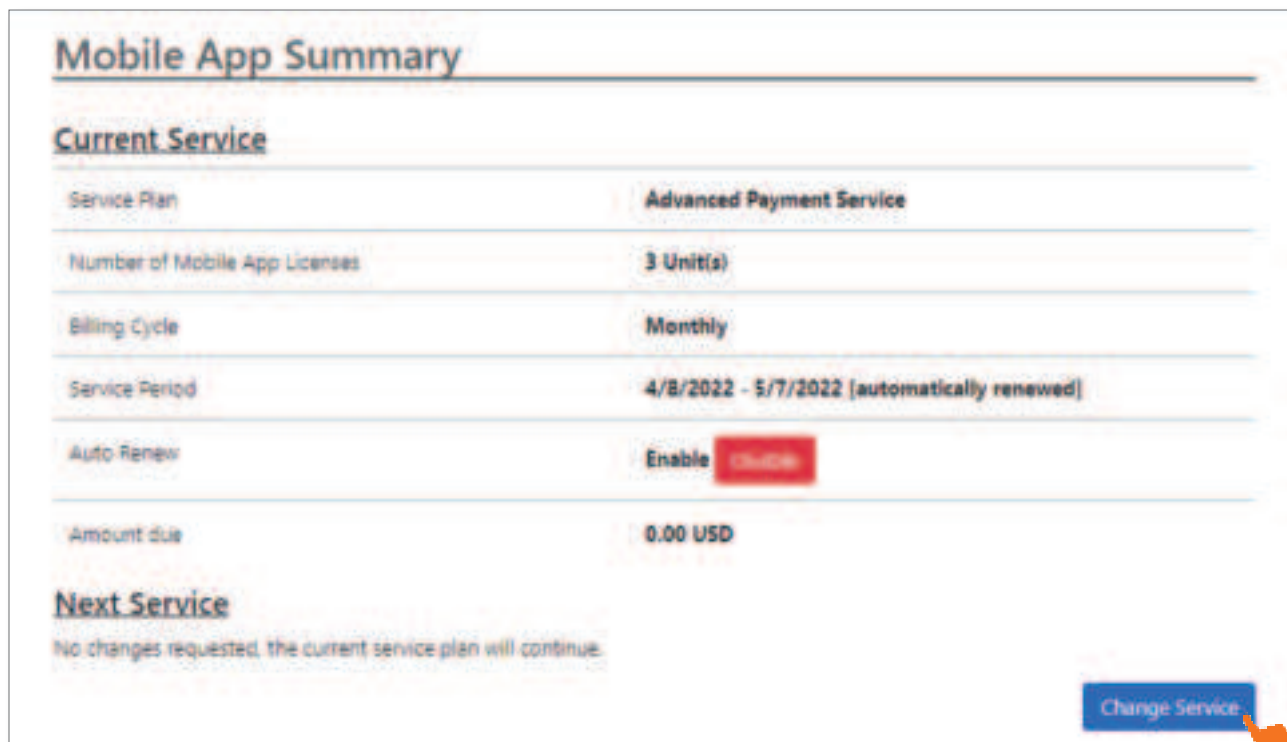
Activating and Managing an IXG Service Plan *(continued)*

Mobile App Summary - Changing the Service Plan

The current service plan for an active IXG site can be reviewed in the Mobile App Summary. Auto renew can be toggled by clicking [**Enable**] or [**Disable**]. Click [**Change Service**] to confirm any changes made.
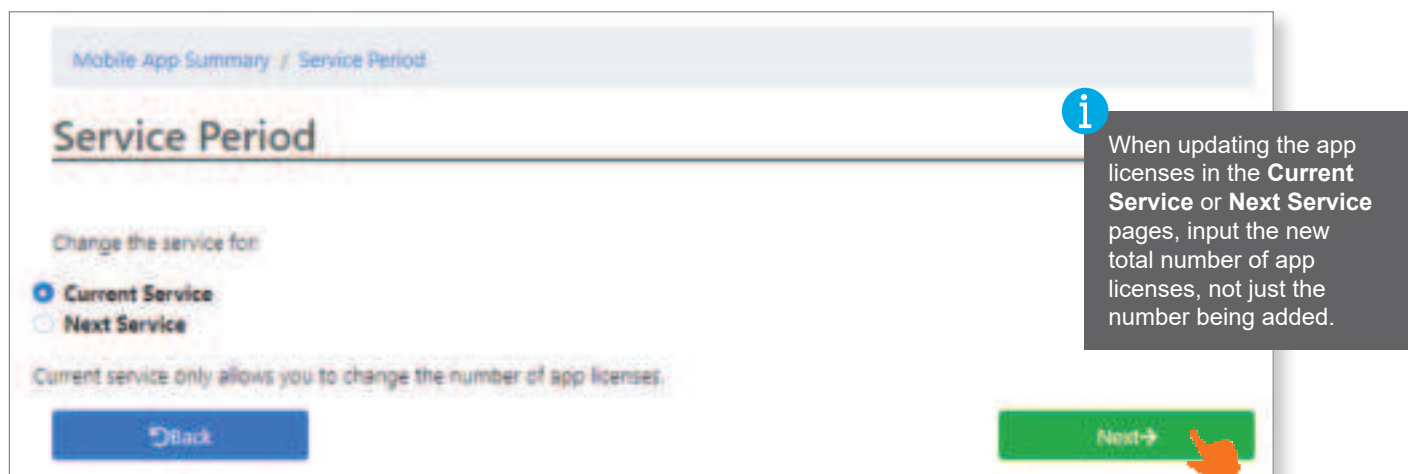

On the Service Period page, select [**Current Service**] to adjust the number of active Mobile App Licenses without changing the selected Billing Cycle or Reference Code. Select [**Next Service**] to change the upcoming Billing Cycle to be a **Monthly**, **Yearly,** or **Life Time** plan.

When updating the app licenses in the **Current Service** or **Next Service** pages, input the new total number of app licenses, not just the number being added.

General Site Management

This section covers the tools provided by the Aiphone IXG Portal to manage active sites. These include controls for viewing buildings and units that are part of the site, registering apps, and viewing payment history.

Site Information

The Site Information page displays general information of the site, including the site's address, the associated buildings that make up the site, and the MAC address for the site's IXGW-(T)GW gateway. To make changes to the Site Address fields, click [**Edit**]. To view a list of units within each building, click on the building under **Building Name** to open the Building Information page.

Building Information

The Building Information page lists the Unit Numbers and Unit Names associated with the selected building. Clicking on a **Unit Name** will open up the Unit Information page, where apps can be managed.

> ℹ The information provided here and on the following pages (Unit Information and Station Information) is provided to the cloud via the IXG Support Tool through the Upload Settings to IXG Cloud Server section.

General Site Management
Unit Information

The <u>Unit Information</u> page includes a QR code that can be used to remotely connect or disconnect one of the mobile apps linked to this unit. It also lists the number of mobile apps that are available for the unit, and how many of those apps are currently in use (Registered) or not in use (Not Registered). Clicking on a specific station listing will open up the <u>Station Information</u> page, which displays specific functions available to that station.

> **i** Scanning the QR code on this page with the IXG Mobile app allows a mobile device to connect to an unused mobile app listing, or to disconnect one that is already in use. This is useful if a mobile device is lost, or access to the IXG Support Tool is not possible.

Station Information

The <u>Station Information</u> page displays the address book of the selected mobile app. Also shown here is whether the app has access to the Door Release function for a specific door station.

> **i** If a station is missing from the list, needs to be removed, or door release access needs to be adjusted, changes will need to be made through the IXG Support Tool.

General Site Management

Status of Apps

The <u>Status of Apps</u> page displays the total number of units with registered mobile app accounts, and the total number of active apps in the system. A chart is also included for tracking the number of active app users over time.
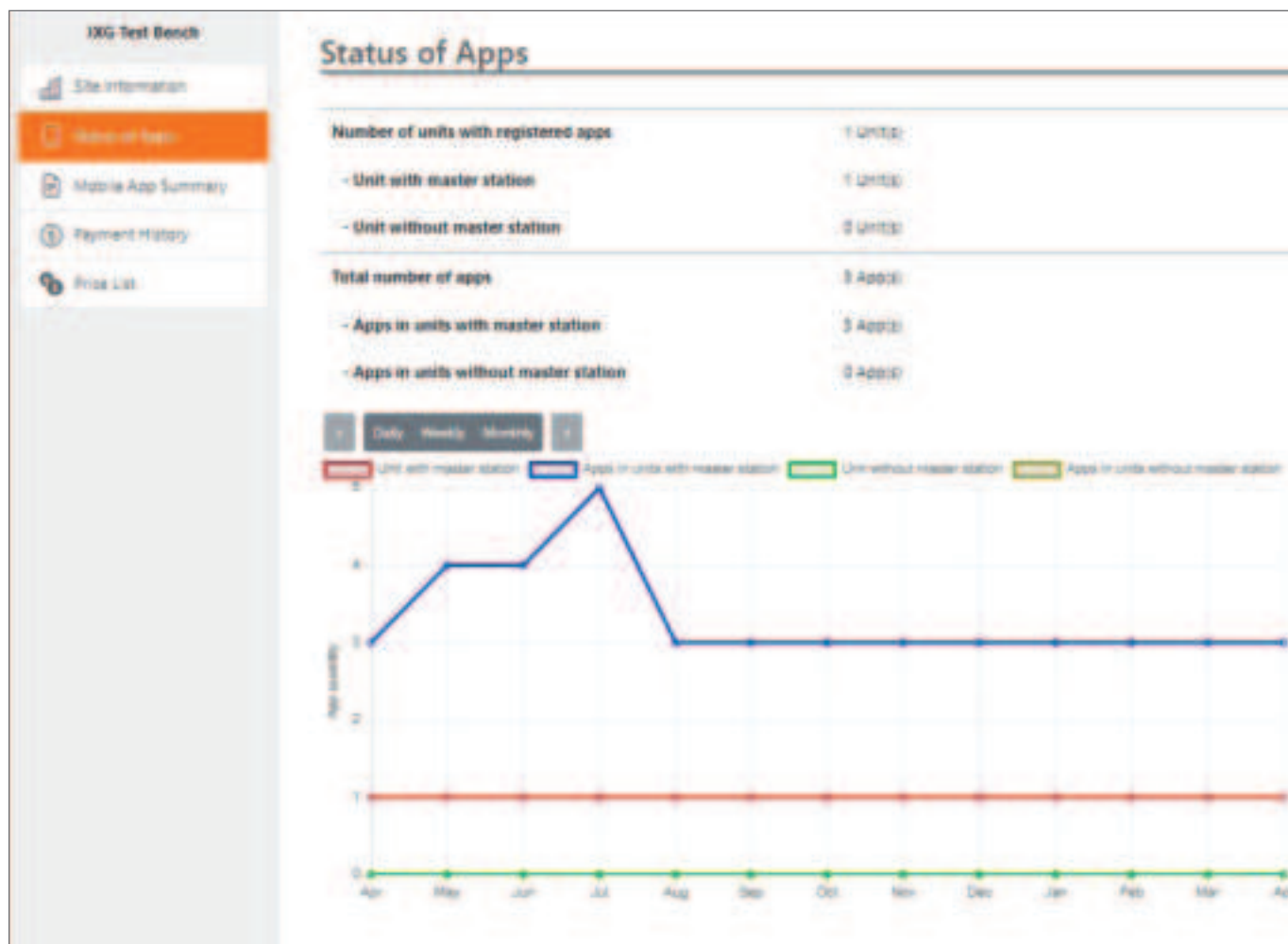
Payment History

The <u>Payment History</u> page displays all payments to date. Only payments made using PayPal, either through <u>Advanced Payment Service</u> or adding to a <u>Reference Code Service</u>, will be displayed on this page.

For additional information and assistance, please contact our IXG Account Support Team
aiphoneapp@aiphone.com | 206-489-4177