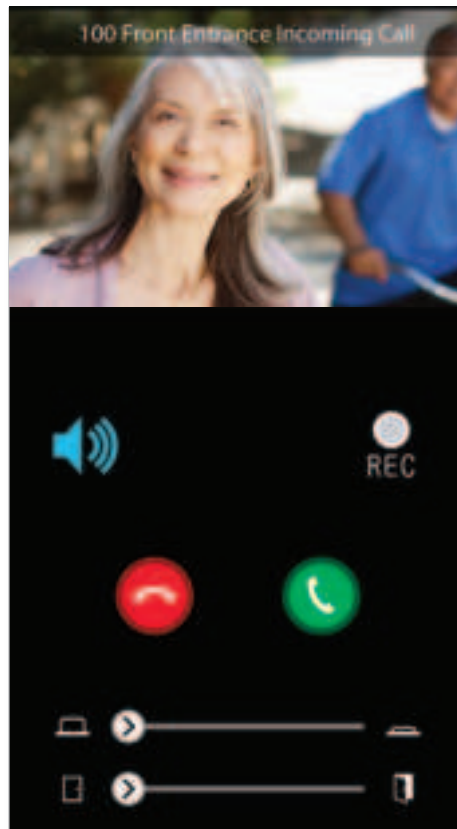


# IXG SERIES

## IXG Mobile App Operation Manual



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## Introduction

This guide explains how to operate the Intercom App® Aiphone IXG, (hereafter referred to as “the IXG App” or “the app”) for the IX|IXG Series. These instructions are intended for end users, and assume that the system is programmed and operational.

For programming instructions, see the IXG Series Quick Start programming guide, which is available at this link:  
<https://www.aiphone.com/IXG-Series-QuickStartGuide>

## App Registration

The IXG app is available for Apple® iOS and Google Android™ devices, listed as Intercom App® Aiphone IXG. It can be downloaded from their respective app stores.

Apple® App Store®: <https://apps.apple.com/us/app/aiphone-ixg/id1444561862>

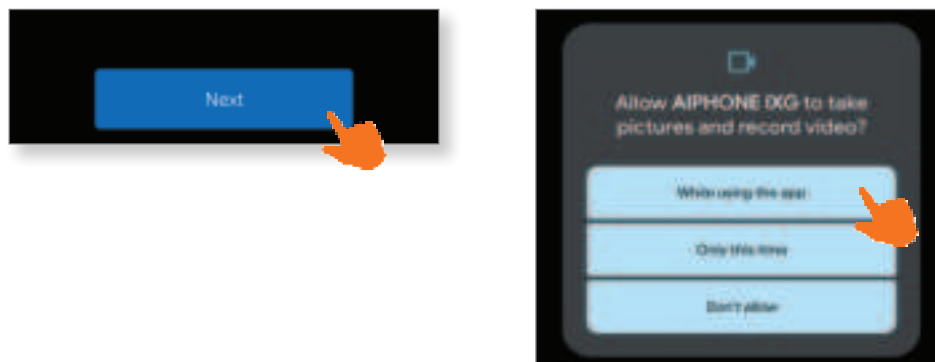
Google Play™ Store: [https://play.google.com/store/apps/details?id=jp.co.aiphone.ixgsystem&hl=en\\_US](https://play.google.com/store/apps/details?id=jp.co.aiphone.ixgsystem&hl=en_US)

Registration requires a QR code generated by the system. This will be provided by the property manager or whoever else administers the IXG Series equipment. This can either be sent as a PDF, or displayed on the screen of an IXG-2C7 tenant station.

Open the IXG app, which will be listed as Aiphone IXG on the phone. Select the language and tap **OK**. On the next screen, tap **Agree** to accept the software license agreement.

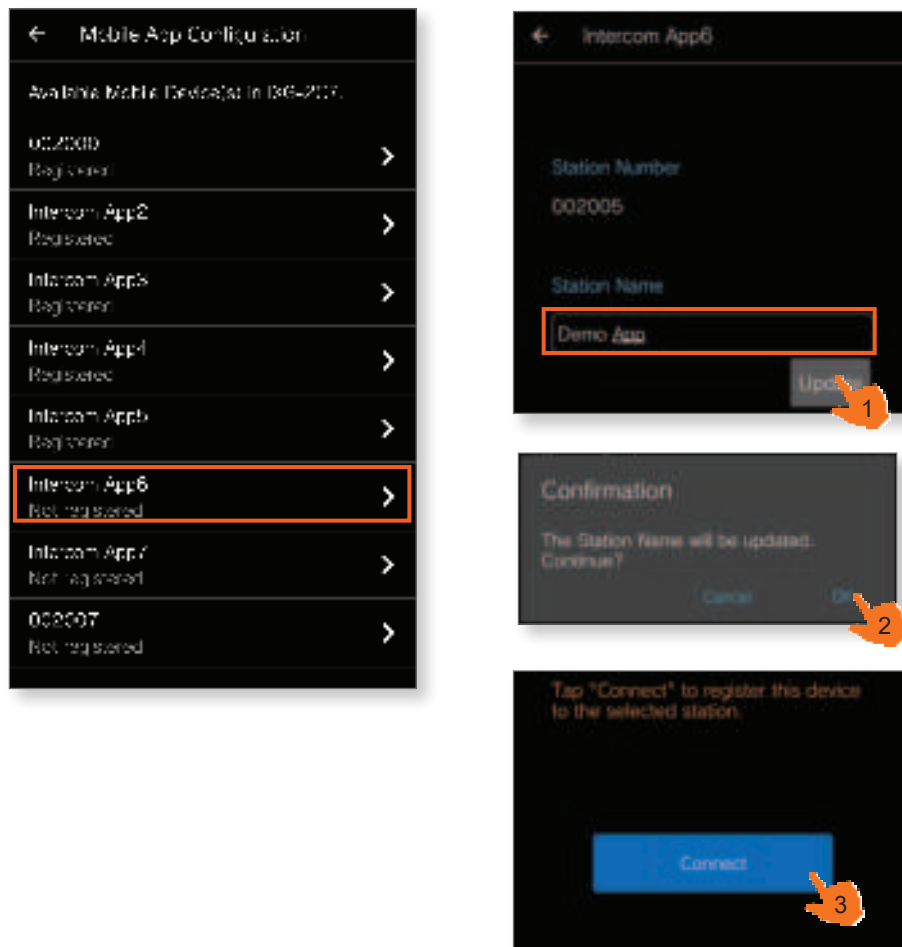


Tap **Next** to scan the QR code. The app will ask for permission to use the camera. Tap **While using the app**, which will then launch the camera and scan the QR code.

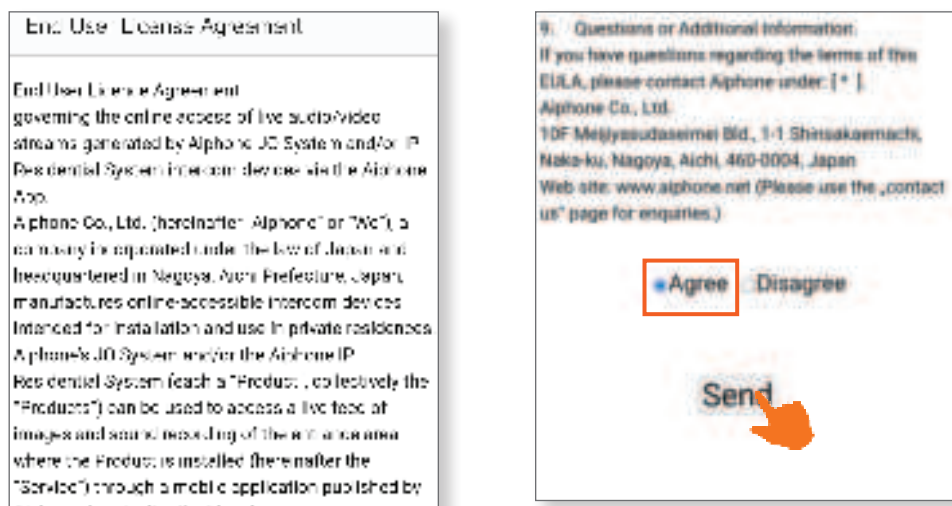


## App Registration (continued)

The list of apps in the unit will be displayed, including those that are already registered. Select one that is labeled as **Not registered**. On the next page, fill out a **Station Name**, which will be how the registered phone is listed in other apps and stations' address books. Tap **Update** to assign the name, then **OK** to accept it. Tap **Connect** to leave this page.

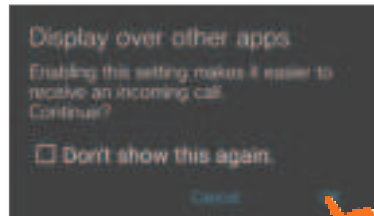
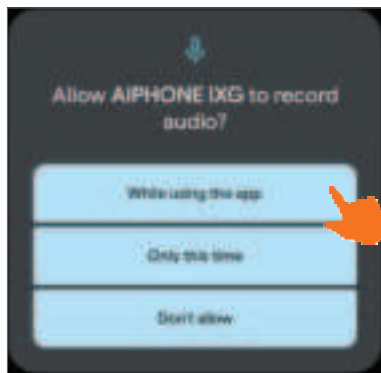


An **End User License Agreement** screen will appear. Scroll to the bottom of the page and select Agree, then tap **Send**.

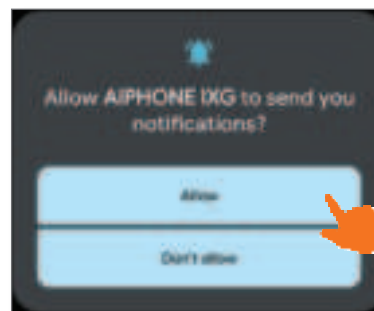


## App Registration (*continued*)

This will complete the registration steps. The app will then ask for permissions to access the microphone, send notifications, and access other functions. All of these should be accepted so that the app will function properly.

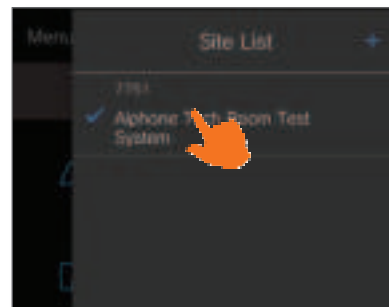
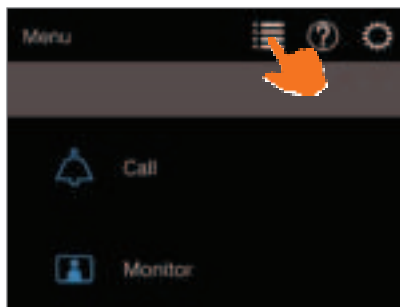


The permissions requested and how they are accepted will vary based on the phone's operating system.



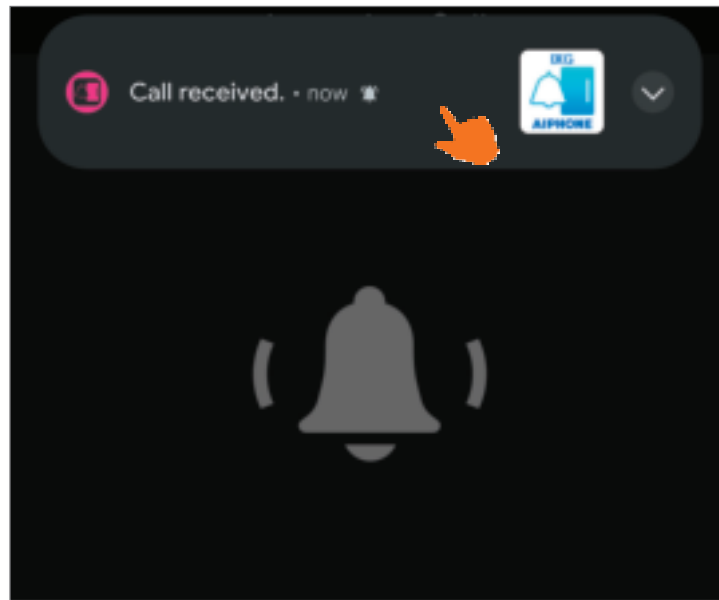
## Switching Sites

If the IXG App has been registered to multiple sites, tap the hamburger menu on the main screen to view available sites, then tap on the name of the site to switch over.

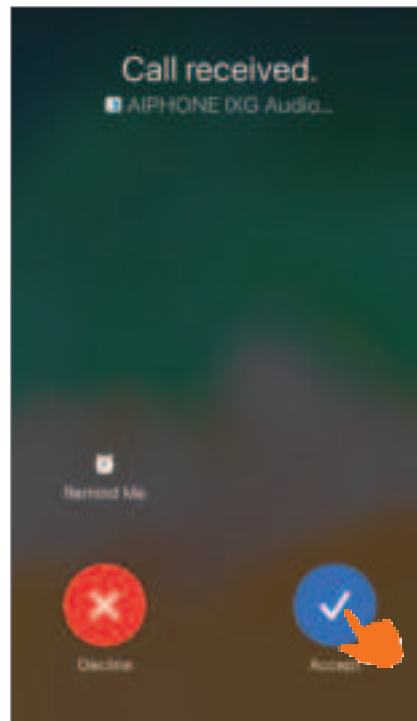


## Answering Calls

When another station or app calls in, the screen will vary depending on if the phone is operating on iOS or Android. On Android, tap the pop-up notification.

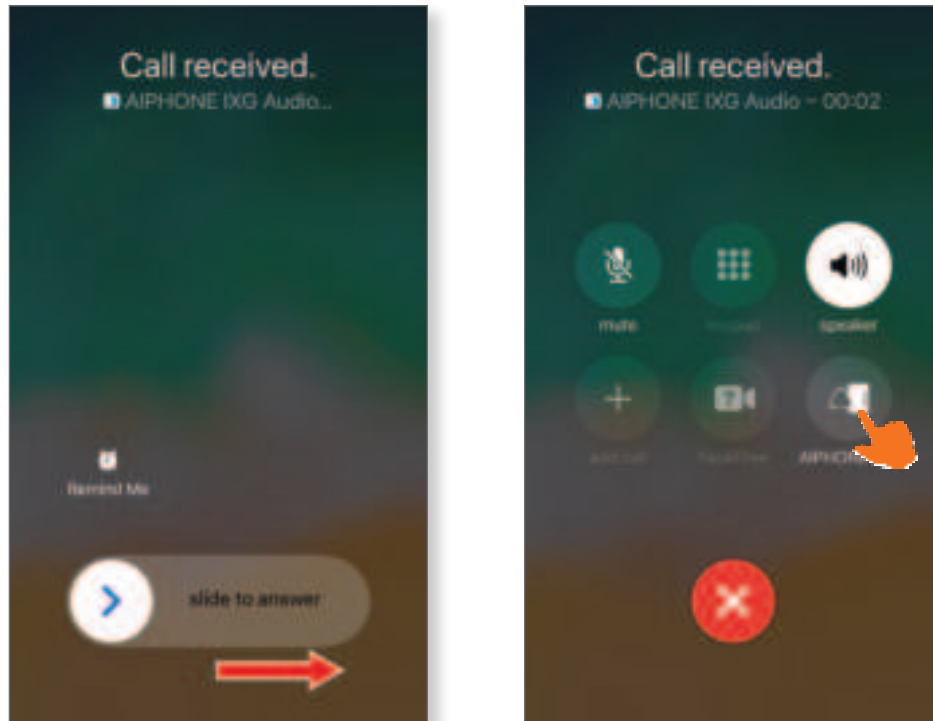


On iOS, the call from the IXG Series equipment will show up like a standard phone call. Tap **Accept**.

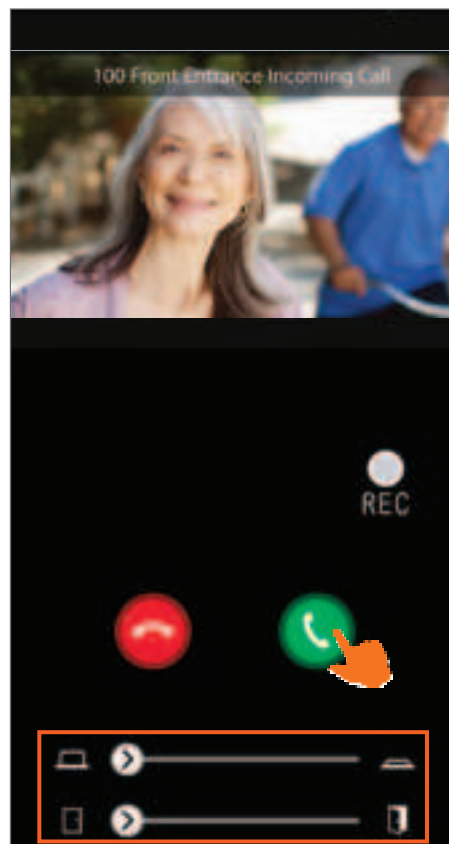


## Answering Calls (*continued*)

If the screen is locked, swipe to unlock the screen and answer the call, then tap **Aiphone IXG**.



The app will fully open at this point. If a station with a camera placed the call, an image of the caller will be displayed. To reject the call without answering, tap the red symbol. To answer the call, tap the green symbol.



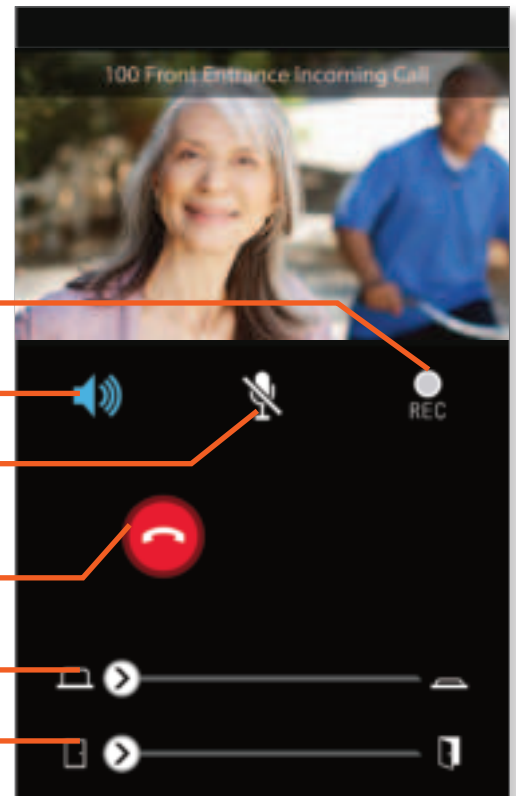
## Call Operations

### Function Buttons and Sliders

#### Incoming Call



#### Ongoing Communication



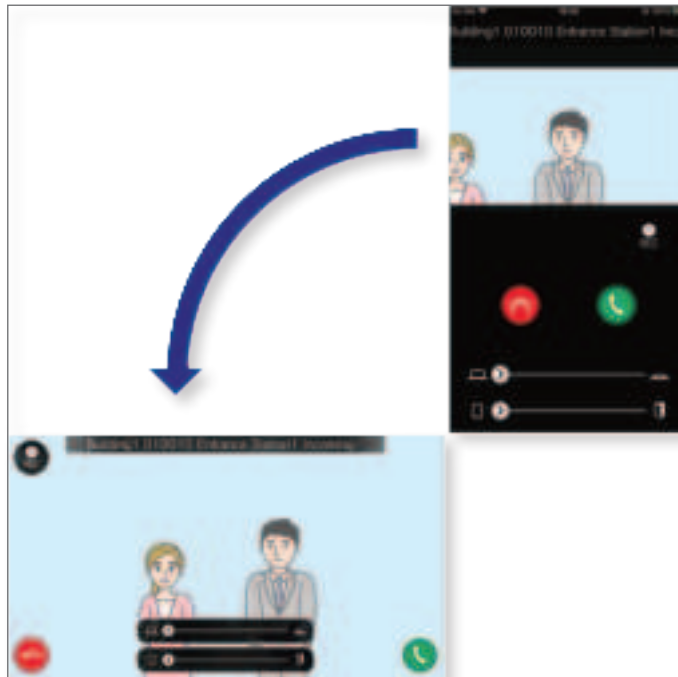
- 1
- 2
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- 4
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- 7

Button	Description	Notes
1	Record Video and Audio	Begin recording the call. Turns into a square button that ends recording. If the calling station does not have a camera, then only audio is recorded.
2	Speakerphone	Toggle the speakerphone feature on or off. Speakerphone is on by default when communication begins.
3	Mute	Mutes audio going from the app to the communicating station. The app user can still hear audio from the communicating station.
4	Answer the Call	Acknowledge the call and begin two-way communication. Only appears during an incoming call.
5	Cancel communication	Can be used during an incoming call, communication, or monitoring.
6	Activate External Device	Swipe from left to right to activate. Can be used to activate a secondary door or other device. Not visible unless enabled in system programming, and not available on all station models.
7	Primary Door Release	Swipe from left to right to activate. Triggers the door release output on the communicating station.

## Call Operations *(continued)*

### Viewing Options

While communicating with a station with a camera, there are some options to change the size and appearance of the video. To switch to landscape view, turn the phone sideways. To switch back to the default mode, hold the phone vertical again.



In either landscape or vertical view, the app supports pinch to zoom to focus on a smaller section of the image, and to zoom out again. While zoomed in, a single finger can be used instead to adjust the zoomed in section vertically and horizontally. These operations are supported while a call is incoming, during the call, while monitoring, or while viewing recorded video.

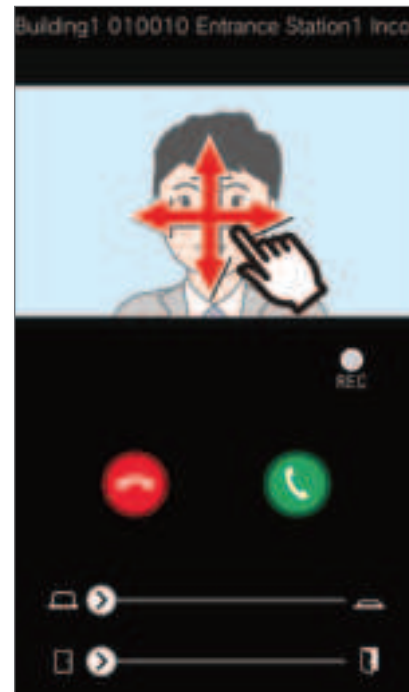
#### Zoom In



#### Zoom Out



#### Adjust View While Zoomed In

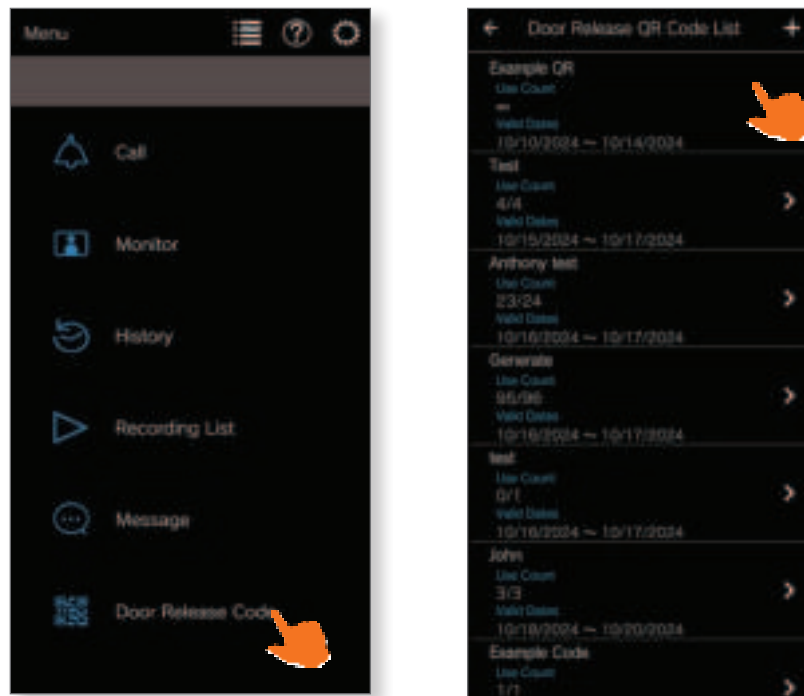




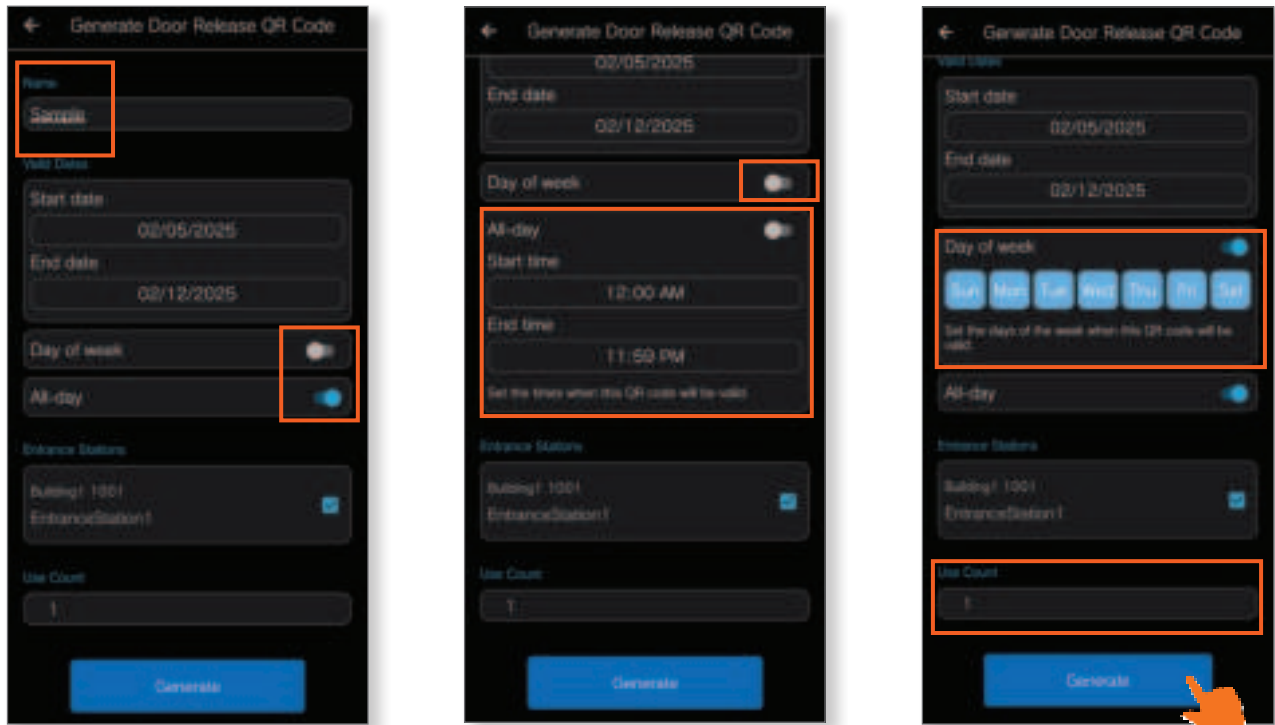
## Issuing Door Release Codes

IXG App users can send QR codes to others by text or email. These codes can be presented to the camera on an IXG-DM7-HID or IXG-DM7-HIDA entrance station to unlock the door. The recipients of the code are not required to install the IXG App.

To get started, tap **Door Release Code** on the main menu. This will present the list of existing QR codes. To issue a new code, tap **+**

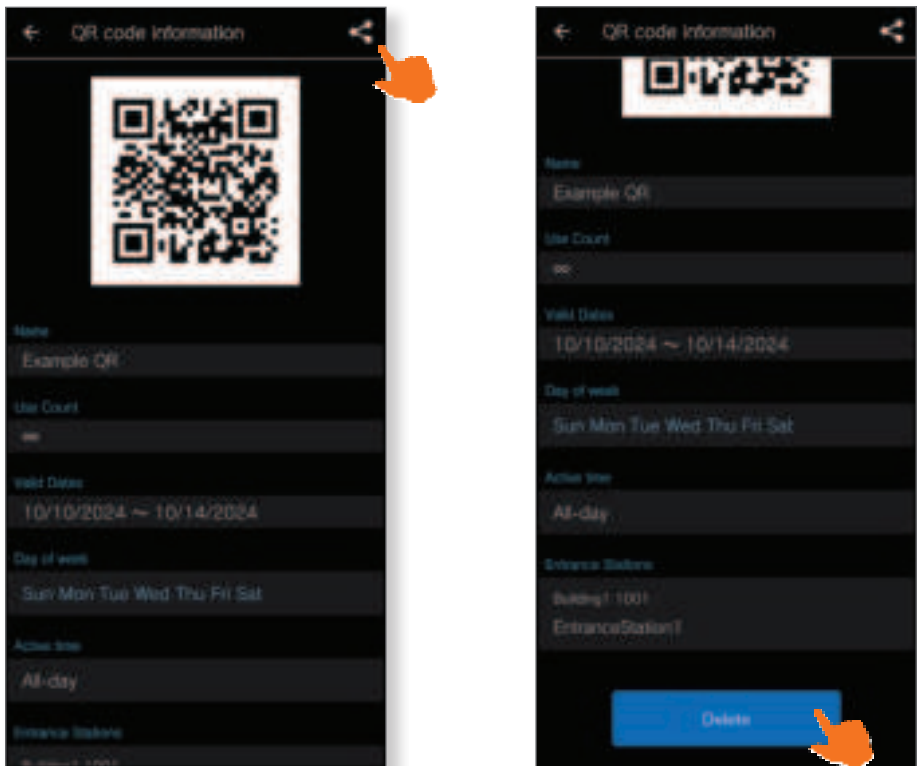


The code will need a **Name**, as well as a start and end date set using the drop-down menus under **Valid Dates**. By default, the code will work all day during the set time and on every day of the week during the time frame. These can be adjusted by selecting the toggle next to **Day of the week** or **All-day**. The code also needs to be assigned to one or more entrance stations, and a **Use Count** must be set using the drop-down menu, which sets how many times the code will work. Once everything is set, tap **Generate**.



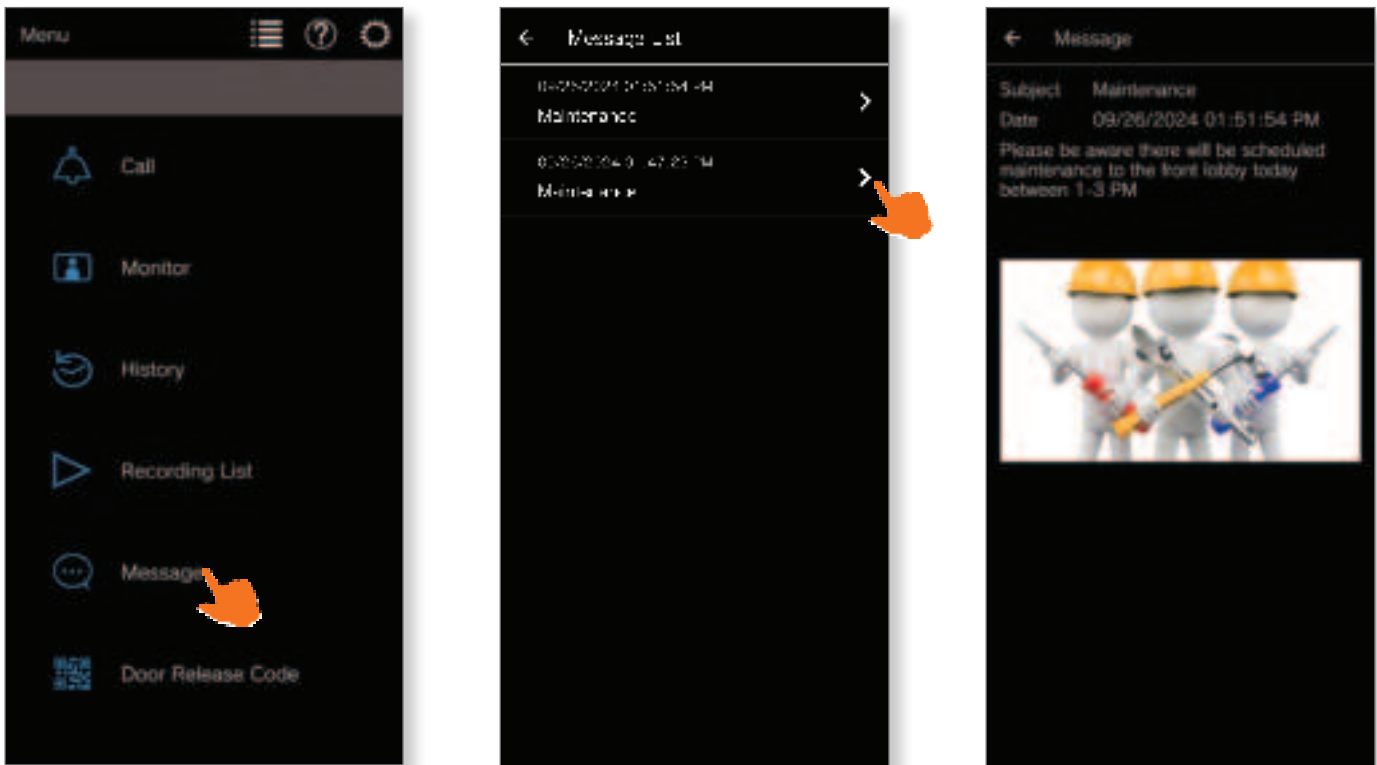
## Issuing Door Release Codes (continued)

From the main **Door Release QR Code** page view, select any of the existing codes from the list. The QR code can be used from IXG App itself, or tap the share symbol in the top right of the app to distribute it through email, text, or another app installed on the phone. If the code is no longer needed, tap **Delete** to remove it from the list.



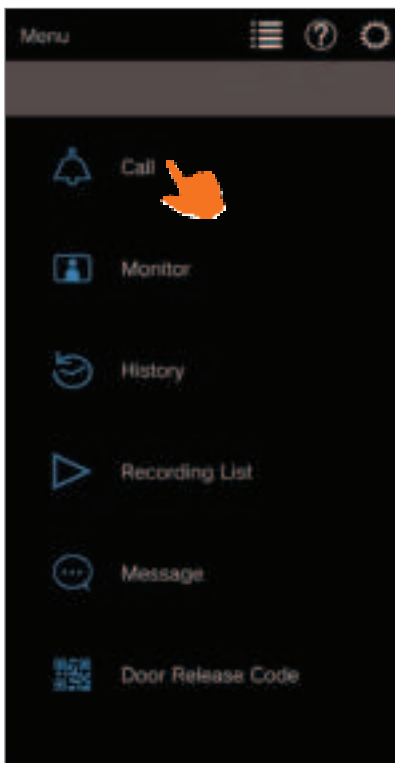
## Viewing Messages

To view messages sent from the system, tap **Message**. This will present a **Message List**. Tap the individual message to view it.



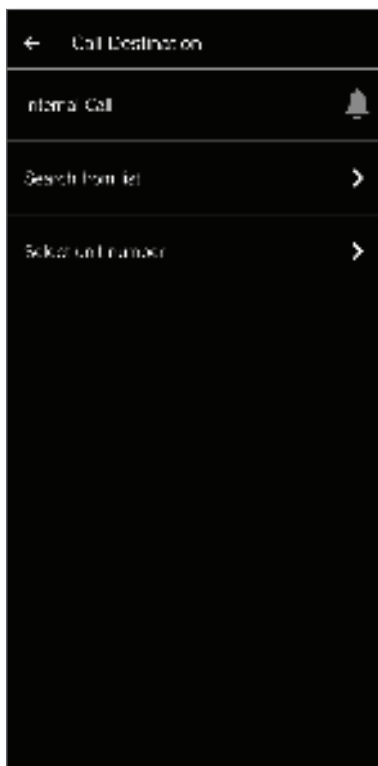
## Placing a Call

IXG Apps can place calls to other stations and apps in their own unit, or to other units in their address books. From the home screen, tap **Call**.

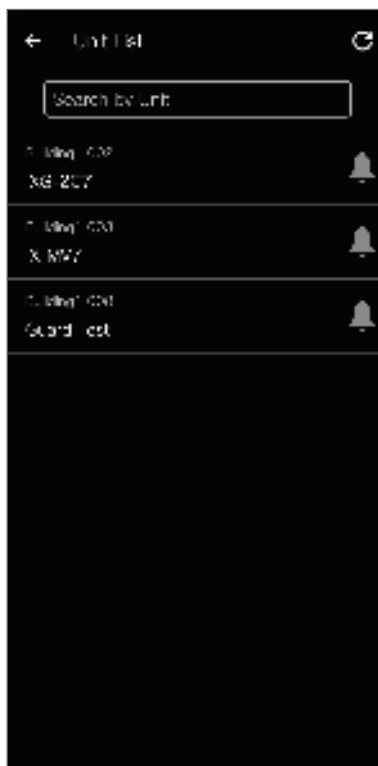


The options are **Internal Call**, which immediately places a call within the app's unit, **Search from list**, which presents all units in the app's address book, and **Select unit number**, which presents drop-down menus which can be used to select the building and unit. Once a destination is set, tap **Call**.

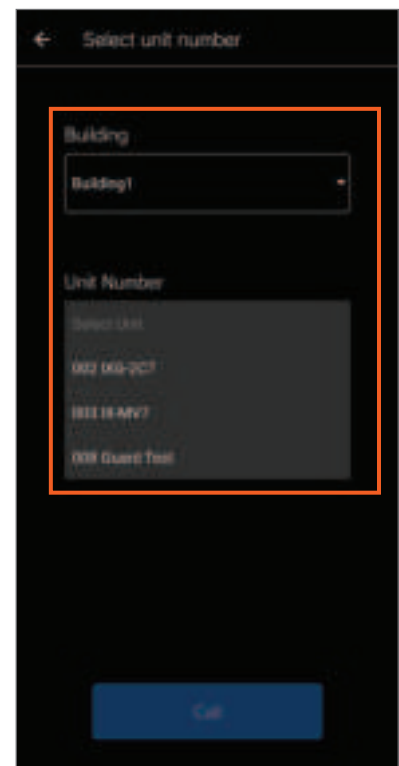
### Call Destination



### Unit List

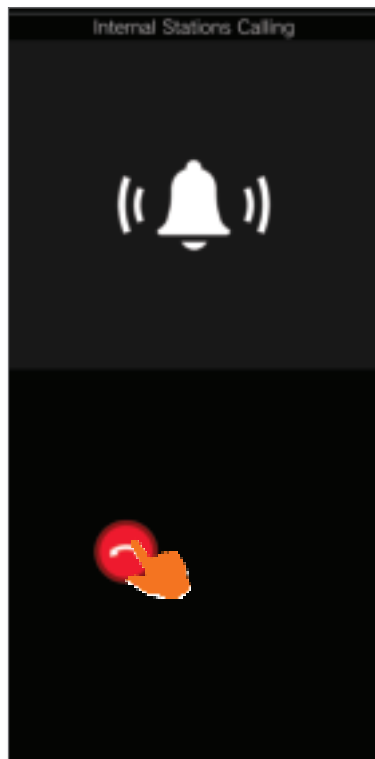


### Select Unit Number



## Placing a Call (continued)

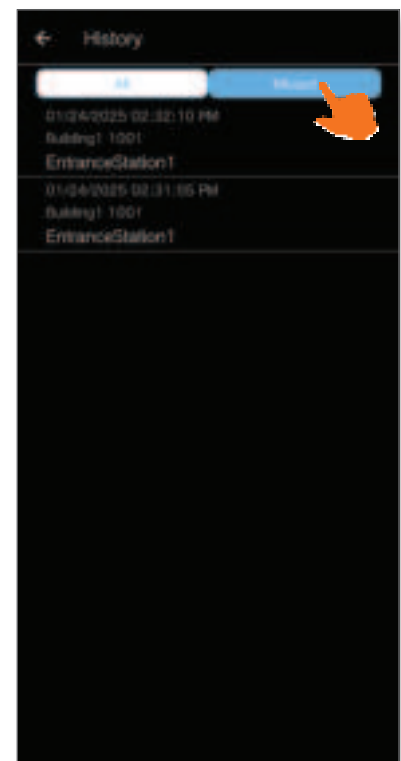
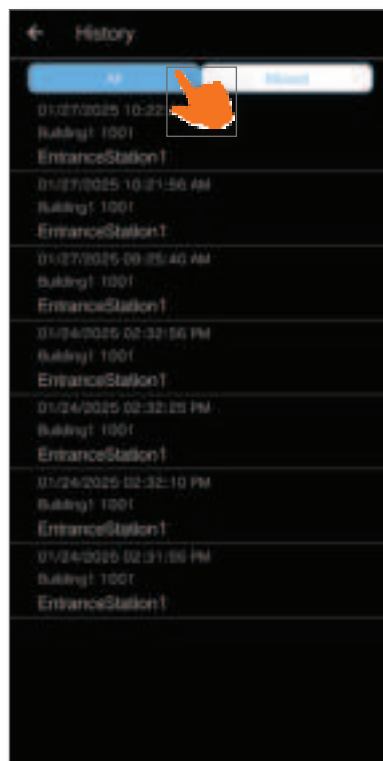
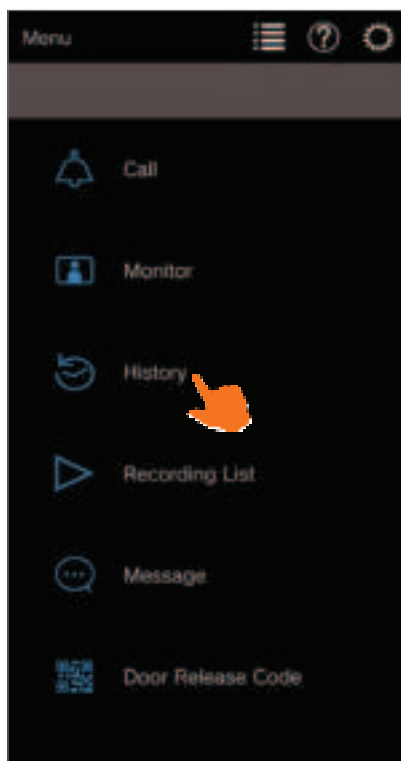
To cancel the call before it is answered, tap the red button. Once the call has been answered, the operations will be the same as the Answering Calls section starting on page 3 of this guide.



Door and entrance stations cannot be called. To view their video and communicate with them, see the section on page 13 for monitoring stations.

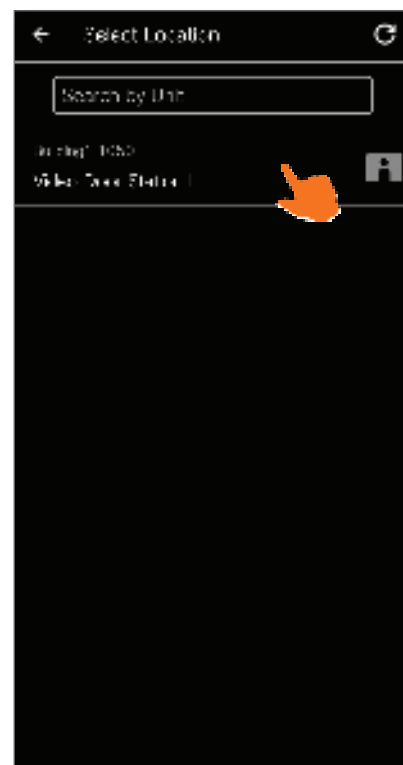
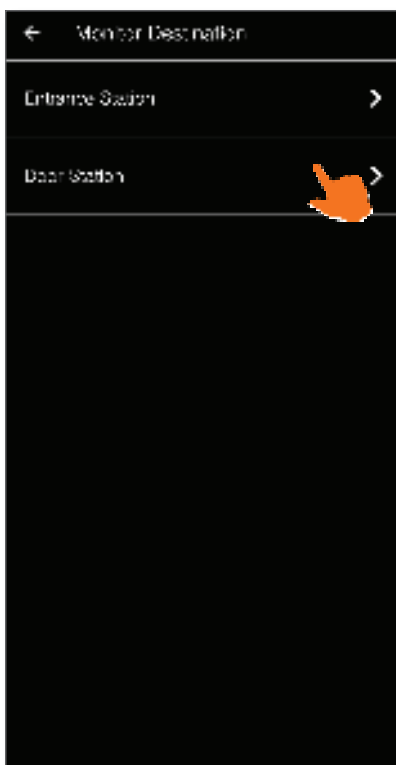
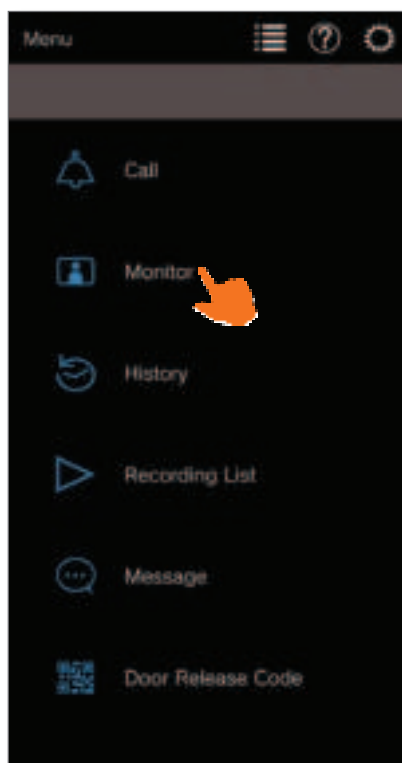
## Viewing Call History

To view the app's call history, tap **History**. The screen can either display all calls received from IXG Series stations, or filtered to only show missed calls.

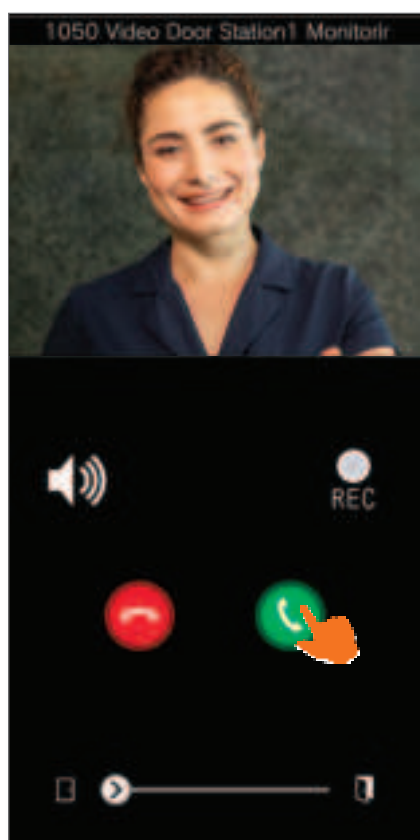


## Monitoring a Station

The IXG App can be used to monitor entrance and door stations, which allows the user to listen to audio and view video from the station without being heard. From the home screen, tap **Monitor**. Choose whether to monitor an entrance or a door station, then select the desired station from the list. Most apartment and multi-tenant complexes will have entrance stations.

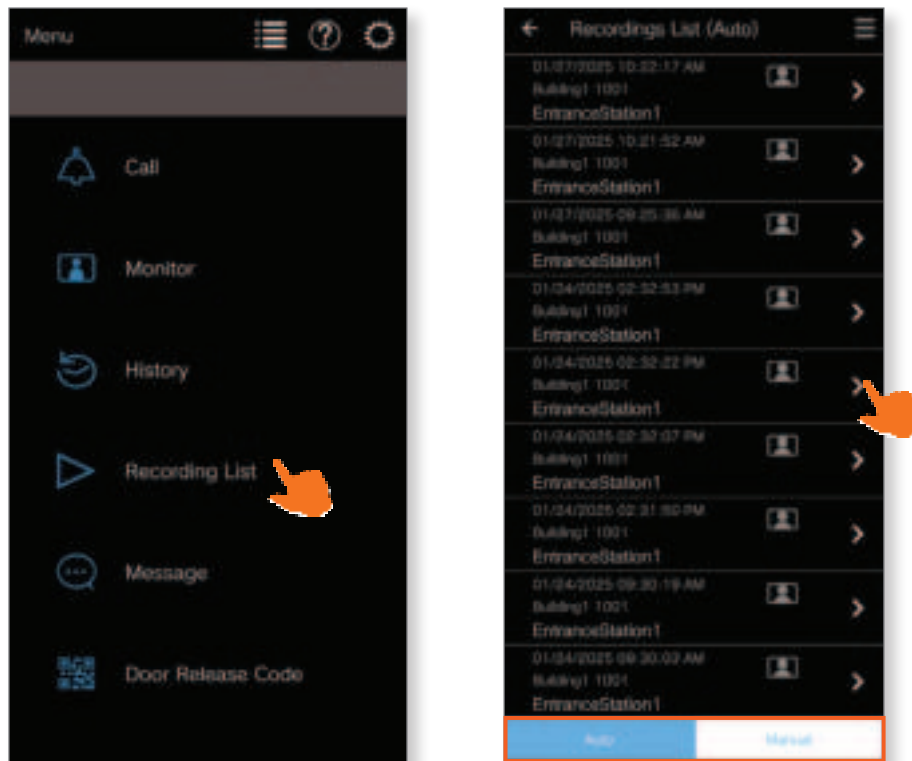


The functions will mostly be the same as the call operations shown on pages 7 and 8 of this guide. The difference is that the green button can be tapped to switch from one-way monitoring to a live, two-way call.

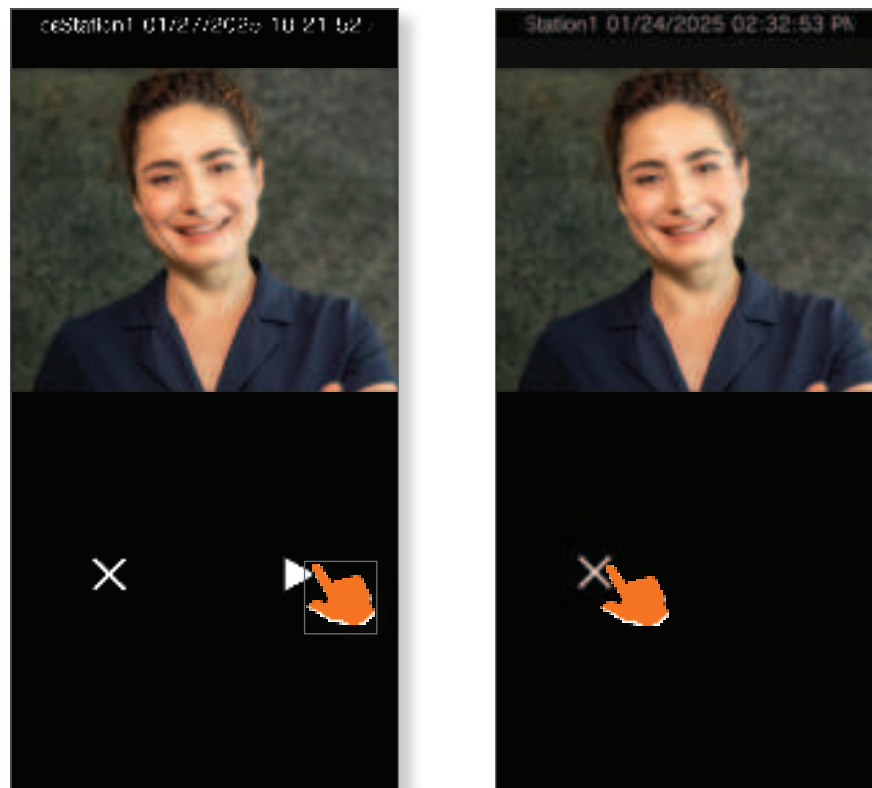


## Viewing Recordings

The IXG App records can access a recording of each call it receives. To view the recordings, tap **Recording List**. The list of recordings can be filtered to either show all recordings, or only those made manually during the call. Tap on a recording to play it.

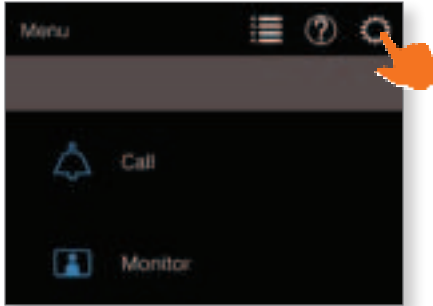


To play the recording, tap the play symbol. The end the playback and exit back to the Recordings List, tap **X**.



## Other Settings

To access other settings, tap the gear symbol in the top right corner.



Setting	Description	Options
Language	Set the display language on the app. Chooses the phone's display language by default.	Various languages
Door Release	Sets whether or not to display the door release slider. The <b>Enable</b> setting displays the slider.	Enable (default setting) Disable
Do Not Disturb	Sets whether to receive incoming calls. Selecting <b>Enable</b> will prevent the calls.	Enable Disable (default setting)
Ringtone	Select a ringtone to play during incoming calls. This ringtone may or may not be overwritten by the phone's operating system and settings.	Choose between 6 different ringtones
Automatic Recording	Sets whether calls are automatically recorded.	Enable (default setting) Disable
Format	Sets how time and date are displayed in the app.	Various 12 and 24 hour options
Privacy Policy	Sets whether to agree to the app's privacy policy. If it is set to <b>Disagree</b> , all settings will be deleted and the app will stop working.	Agree Disagree
About	Displays the app's Station Number, Station Name, Building Number, Building Name, Unit Number, Unit Name, and app version.	N/A
License Agreement	Displays the license agreement.	N/A
Copyright	Displays the app's copyright information.	N/A
Help	Provides links to an alternate operation manual, the Aiphone home page, and an FAQ.	N/A
Mobile App Configuration	Change the app's station name or confirm the app's connection status.	N/A

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