

IX|IXG Series Programming

IXG Support Tool version 6.0.0.3



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This abbreviated programming manual is focused on configuring a basic IX|IXG Series system using the IXG Support Tool. A complete set of instructions (IXG Support Tool Setting Manual) can be found at www.aiphone.com/ixg-support-tool-manual.

Overview

Using This Document

This guide shows how to configure a single tenant IX|IXG Series system using the IXG Support Tool. If the site contains an IXG-MD7-HID(A) entrance station, use the Multi-Tenant Quick Start Guide instead.



It can be found here: www.aiphone.com/IX-IXG-Multitenant-QSG

Best Practices

Downloading Software and Updates

It is recommended to install the latest version of IXG Support Tool and download the newest station firmware updates before going on site.

IXG Support Tool: www.aiphone.com/IXG-SupportTool

Firmware updates: www.aiphone.com/kbtopic/firmware-ix-ixg

Network Settings

IX|IXG Series stations are network devices that will reside on the client's network. The network security guide details which ports and protocols the stations use. This should be submitted to the site's network administrator prior to deployment.

Network Security Guide: www.aiphone.com/ix-ixg-network-security-summary



Each station requires an IP address and subnet mask, and any IXGW-(T)GW gateway adaptors require a default gateway and a DNS server. This can either be assigned statically or by DHCP reservation. Be sure to contact the site's network administrator to receive a list of IP addresses to assign the stations, or an allowed range of addresses.

Configuring Stations Before Deployment

IX|IXG Series stations can be configured before being deployed to the site. It is recommended to connect the stations and programming PC to a single unmanaged PoE switch. The stations will retain their programming for weeks without power, allowing the system to be configured off-site before installation.

i Set the IP address of the programming PC to the same range that the stations will use.

Navigation

Update

Update

The **Update** button saves configured settings in IXG Support Tool, but does not upload settings to the stations. This may be labeled **Save** in some versions of IXG Support Tool.



Hand Icon

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

Creating a New System

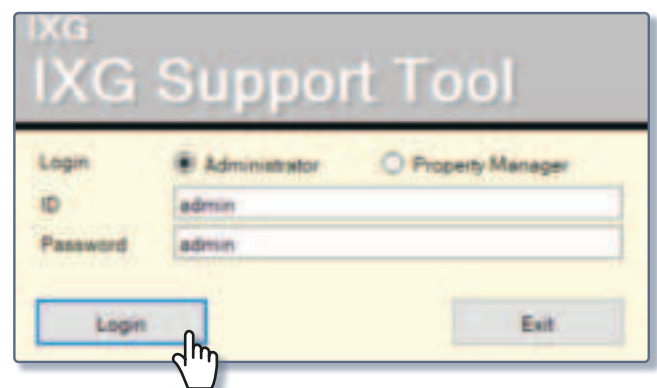
Getting Started

Open IXG Support Tool. Stay in Administrator view. Enter the credentials; if this is the first time that IXG Support Tool has been launched, enter **admin** as the ID and password. Click **Login**.

If **admin** was entered, a prompt will appear to change the password. Enter a new password on both lines and click **OK**.

If this is the first time launching Support Tool, the Create a New System screen will automatically appear. Otherwise, navigate to **File(F)**, Create New System on the top menu.

Fill in all information marked with a red diamond. Most of these settings can be changed later under **Site Settings**, Site Information on the side menu, **except** for Country/Region. Click **Finish** to continue.



i All IDs and passwords should be recorded and saved.

Create a new system.

Site Name ♦
Sample Single Tenant

System Type ♦
☒ Single Building ☐ Multi-Building

Number of Buildings ♦
1 Building *1~99

System ID ♦
aiphone
1-20 alphanumeric characters

i If the wrong country or region is selected, a new configuration file will need to be created and all settings will be lost.

i Multi-Building settings are only recommended for large sites where the stations and units in each building do not need to call one another.

Finish

Unit Types

Stations in an IX|IXG Series system are divided into units, which are groups of stations that serve a particular purpose. Examples of units would be an apartment, an office, or a collection of door stations on the exterior of a building. The models and quantities of stations that a unit can house will depend on the type of unit. Up to 9,999 units can be created in a single configuration.

i The IXGW-TGW and IXW-MAA are not included in units. They will be added in a later step.

Commercial Unit

Function: Represents an office or business.

- Eight total IX-MV7-*, IX-SOFT, or IX-RS-* answering stations
- One registered VoIP extension or number¹
- Eight IXG mobile apps
- Two door stations
- One registered phone number²



Guard Unit

Function: Represents a security desk or room.

- Eight total IXG-MK or IX-RS-* answering stations
- One registered VoIP extension or number¹
- Eight IXG mobile apps
- Two door stations
- One registered phone number²



Outside Area Unit

Function: Represents a group of door or emergency stations in the same area. Can call any station in

- Ten door stations

Residential Unit

Function: Represents an apartment or other residence.

- Eight total IXG-2C7 or IX-RS-* Answering Stations
- Eight IXG mobile apps
- Two door stations
- One registered phone number²



Entrance Station Unit

Function: Represents entrances for a multi-tenant building.

- Ten IXG-DM7-HID(A) entrance stations

Inside Area Unit

Function: Can contain any model of answering station, but no apps.

- Eight total IX-MV7-*, IXG-MK, IX-SOFT, or IX-RS-* answering stations
- Two door stations



- i** 1. Uses one answering station slot. Requires that stations are registered to a compatible SIP based phone system. See the integration page on Aiphone.com for more information on specific SIP providers.
2. Requires an IXGW-TGW mobile app gateway with an active SIM plan.

Advanced View

Select **View(V)**, *Advanced* from the top menu.



Adding Units



To begin adding units, navigate to **Site Settings**, Units / Stations on the side menu.

Set the capacity of the units under Display Settings. By default, each

unit is set to have one Answering Station (labeled master station) and one Entrance/Door Station. Use the drop-down menus to select the number of stations and click **Apply**.

i The Display Settings are applied to all units. Select quantities that reflect the largest unit.

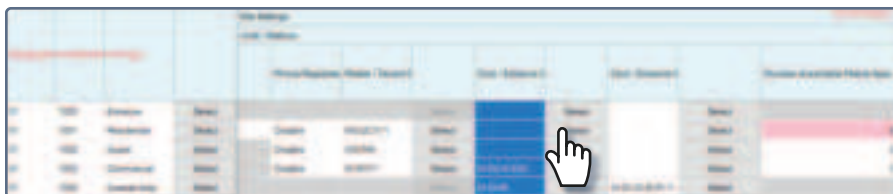


Select the Building Number the unit will belong to, set a Unit Number, and click **Select** to choose a Unit Type.

i When adding multiple of the same Unit Type, select a completed Unit Number field and press the Enter key twice. This will auto-populate the next field. Continue pressing Enter to add more units.

Building Number	Unit Number	Unit Type	Unit Name
1000	Entrance	Select	Main Entrance
1001	Residential	Select	Apartment 101
1002	Commercial	Select	Main Office
1003	Outside Area	Select	Outside Court

Once all units have been added, enter a Unit Name for each. A First Name and Last Name can be optionally added to Residential units.



Click **Select** to set the stations for each unit, including the maximum number of mobile apps each unit will require.

i It is best practice to place door stations in an Outside Area unit instead of the same unit as answering stations.

Click **Update** at any time to save the current settings.



Adding an IXW-MAA

If the site will include an IXW-MAA IP relay adaptor, navigate to **Site Settings**, I/O Adaptor Registration on the side menu.

Check the box under Enable for each IXW-MAA to be added. A station name can optionally be set under Station Name.

Click **Update** to save settings.

I/O Adaptor Number	Enable	Station Name
1	☒	I/O Adaptor1
2	☒	I/O Adaptor2

Adding an IXGW-TGW

If the site will include an IXGW-TGW gateway adaptor, navigate to **Gateway Settings**, Gateway Registration on the side menu.

Check the box under Enable for each gateway to be added. A station name can optionally be set under Station Name.

Click **Update** to save settings.

Station Type	Enable	Station Name
IXGW-TGW	☒	Gateway Adaptor1

Network Settings

IP Address

Navigate to **Network Settings**, IP Address on the side menu.

IP addresses can be added in two ways. Each station can have its IP address set individually in the fields below. Also set a subnet mask. Use the tab, enter, or arrow keys to navigate between the cells.

Building No.	Unit Number	Station Name	Network Settings								
			IP Address								
			Hostname	IP Version	Static / DHCP	IPv4 Address					
						IP Address	Subnet Mask				
01	1001	Tenant Station1		IPv4	Static	192.168.1.10	10	255	255	255	0
01	1002	Guard Station1		IPv4	Static	192.168.1.11	11	255	255	255	0

Alternatively, to set all stations at once, click **Batch IP Address Configuration** near the top of the screen. Set a starting IP address and subnet mask, and select all stations to be configured. Click **OK**.

Enter starting IP address (IPv4 or IPv6) and subnet mask.

IPv4 Address

192.168.1.25

Subnet Mask

255.255.255.0

Select	Building No.	Unit Number	Station Name
☒	01	1000	Entrance Station1
☒	01	1001	Tenant Station1
☒	01	1002	Guard Station1
☒	01	1003	Master Station1

OK

Cancel

If the site has an IXGW-TGW, fill in the default gateway IP address under Default Gateway, a Primary DNS Server, and, optionally, a Secondary DNS Server. These can also be added for other types stations, if required.

Once everything is configured, click **Update**.

NTP

Navigate to **Network Settings**, NTP on the side menu. It is recommended to Enable and configure NTP settings for each station when possible. Doing so will require the stations have a DNS and a default gateway be configured.

For systems with the IXGW-(T)GW Gateway Adaptor, it will have NTP enabled and an Aiphone NTP server address set by default. It is recommended to change this. Click **Update**.

Unit Number	Station Name	NTP	Primary Server	
			Address	IP#
1000	Entrance Station1	Disable	24	
1001	Tenant Station1	Disable	24	
1002	Guest Station1	Disable	24	
1003	Master Station1	Disable	24	
1004	Video Door Station1	Disable	24	
Gateway Adaptor1		Enable	24	http://aiphone.com:8080/aiphone-ntp.html

Custom Station Numbers & Names

To assign names to individual stations and apps, navigate to **Station Information**, Identification on the side menu. Enter the desired station number and names for the stations. Click **Update**.

Unit Number	Station Type	Identification	
		Station No.	Station Name
1000	(IXG-DM7-*)	10000	Front Entrance

Association Settings

Station Settings List and Station List

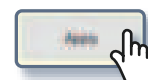
To assign these network settings to the stations, navigate to **Connection(S)**, Association Settings on the top menu. A station search will begin immediately; click **Cancel** after a few seconds to end it.

The Station Settings List represents the settings configured in IXG Support Tool, while the Station List shows the result of the station search. Select a station from the Station Settings List and a matching station from the Station List. Click **Apply**.

Station Settings List							
Select	Building No.	Unit Number	Station Name	Station Type	Hostname	IP Address	Subnet Mask
☐	01	1000	Entrance Station1	(IXG-DM7-*)		192.168.1.6	255.255.255.0

Station List							
Select	Building No.	Unit Number	Station Name	Station Type	IP Address	Subnet Mask	MAC Address
☐			Master Station1	(K-AM/7-*)	192.168.1.12	255.255.255.0	00:0E:AA:2F:45:6C
☐			Guest Station1	(IXG-AM)	192.168.1.11	255.255.255.0	00:0E:AA:42:00:47
☐			Gateway Adaptor1	(IXGW-T)GW	192.168.1.30	255.255.255.0	00:0E:AA:4C:02:88
☐			Video Door Station1	(K-EA/DV-EM)	192.168.1.18	255.255.255.0	00:0E:AA:2A:04:97
☐			Video Door Station2	(K-DV/K-DVF-*)	192.168.1.18	255.255.255.0	00:0E:AA:27:08:67
☐			Tenant Station1	(IXG-DCT-*)	192.168.1.10	255.255.255.0	00:0E:AA:38:27:CB
☐			IG Adaptor1	(IXG-MA)	192.168.1.18	255.255.255.0	00:0E:AA:2E:03:58
☐			Entrance Station1	(IXG-DM7-*)	192.168.1.6	255.255.255.0	00:0E:AA:61:0a:FF

This will assign the Station Name and IP Address to the station. The station will reboot, which will take several minutes.



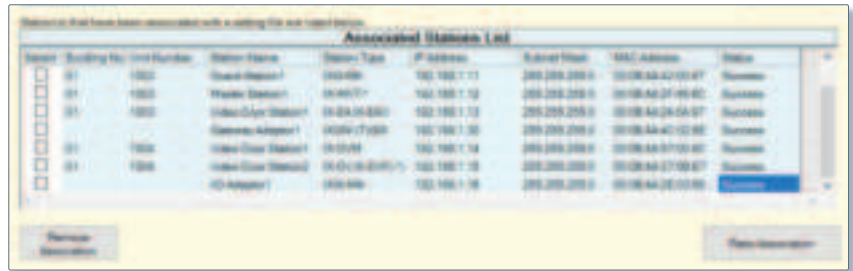
If the Station Search fails to find any stations, go to **File**, **IXG Support Tool Settings** on the top menu. Find the **Select NIC** drop-down and choose the correct network connection, then click **OK**. Return to **Association Settings** and click **Station Search** to try again.



Associated Station List

Scroll down to confirm the stations were successfully associated. The IP and MAC addresses of the stations will be listed.

If the wrong station information was associated to a station, select that station on this list and click **Remove Association**. Once removed, scroll up and associate the correct station.



Station Address Books

To set which stations can interact and communicate with each other, navigate to **System Information**, **Station List** on the side menu. This will display a table where answering stations and mobile apps are listed on the left in rows, and all stations are listed in columns. Scroll right to view more stations.



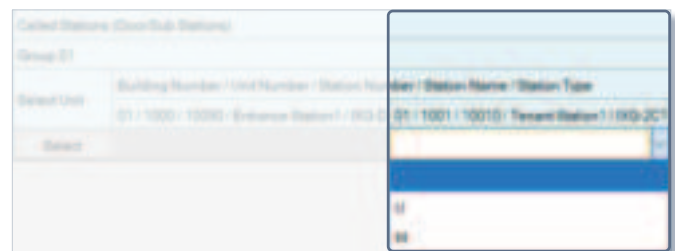
If there is a check mark where a station or a mobile app intersects with another in the table, that station is included in the answering station's address book. Click the cell and use the drop-down menu to add or remove the check mark.

Click **Update** to save settings.

Call Settings

To configure which stations a door station calls, navigate to **Call Settings**, **Called Stations** (**Door / Sub Stations**) on the side menu. The door stations will be displayed to the left, and stations they are able to call will be displayed as columns.

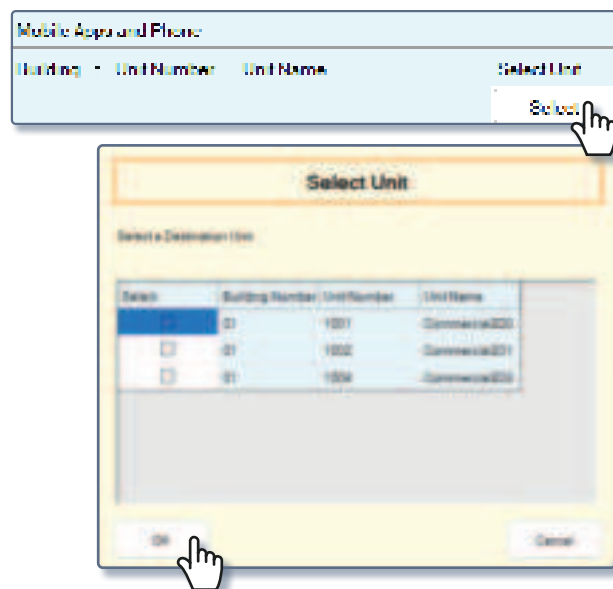
If the cell is empty where two stations intersect, the door station will not call the other station. Click the cell and use the drop-down menu to set the cell to **U**.



To set the door station to call a unit's mobile apps, scroll to the right and click **Select**. Choose a unit's apps from the list and click **OK**.

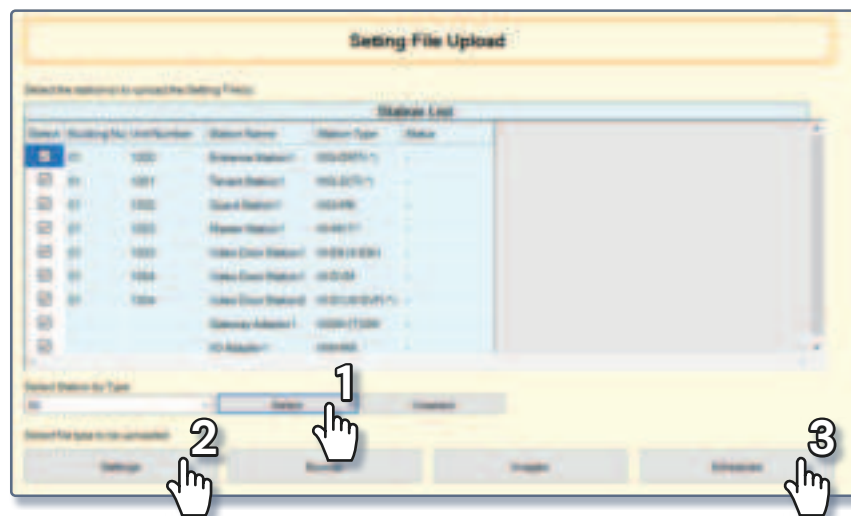
Do this for each door station and click **Update** to save settings.

i A door station can only call apps from one unit.



Upload Settings

To upload settings to the stations, navigate to **Connection(S)**, Upload Settings on the top menu.



i If the station upload failed, make sure that the programming PC is in the same IP range as the stations were set to on pages 6-7.

If problems persist, see the instructions on page 10 to update the stations' firmware.

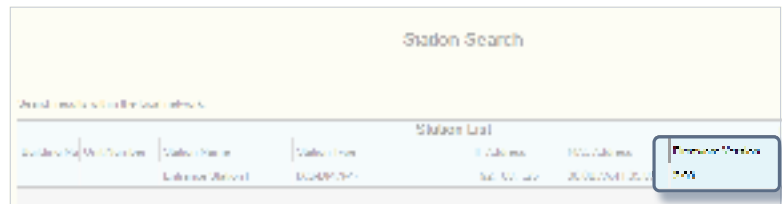
Select each station by placing a check mark next to it, or click **Select** to select all stations at once. Click **Settings** to upload station settings. If a schedule was set, also click **Schedule**. After the upload, the stations will be operational.

Exporting System Configuration

Once the Upload is complete, select **File(F)**, Export System Configuration from the top menu. Click **Export** to save as a backup. This will create a folder with the name of the configuration. **This entire folder is necessary to import the site information into IXG Support Tool.** If the configuration needs to be emailed, compress it first.

Firmware Updates

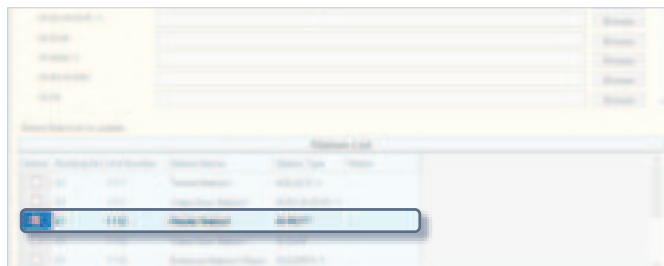
All stations should have their firmware kept up to date. To check the current firmware version of the stations, select **Connection(S)**, **Station Search** on the top menu. A station search will begin automatically. Click **Cancel** after 5 seconds. The current firmware version will be displayed to the right.



Check the latest firmware updates at <https://www.aiphone.com/kbtopic/firmware-ix-ixg>. If a station's firmware is out of date, download and extract the compressed file for that station.



Navigate to **Maintenance, Firmware Update** on the side menu. For each type of station to be updated, click **Browse** to locate the firmware package on the PC.



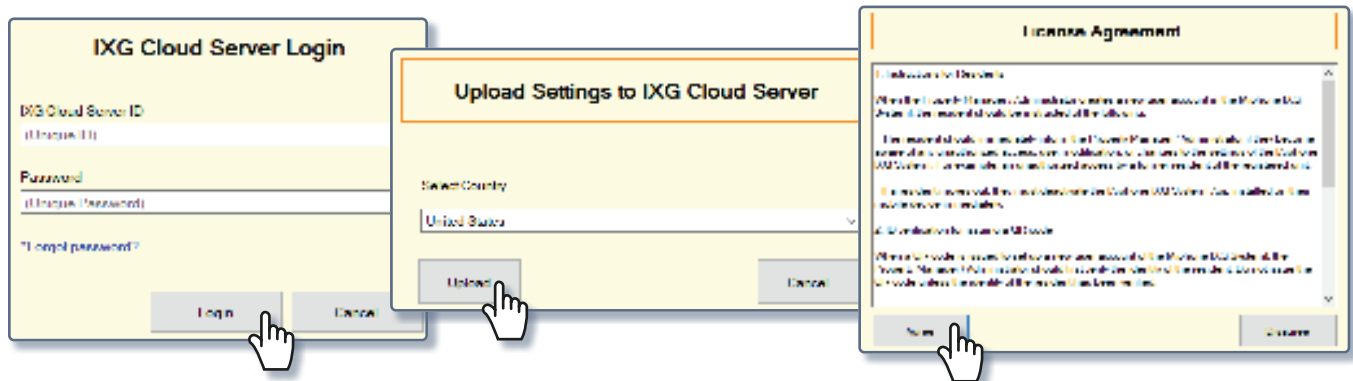
Select all stations that will have their firmware updated and click **Update**. This process will take several minutes, and the stations will reboot.



i Do not interrupt a firmware update once it has begun, including unplugging the station. Doing so can damage the station. A notification window will appear when all firmware updates are complete.

Mobile App Integration

If not already done, follow the steps on page 6 to add an IXGW-(T)GW mobile app gateway to the system. To register IXG Mobile apps to the system, there must first be an IXG cloud server administrative account. If there is an existing account that will be used to manage this site, enter it in **App Integration**, Upload Settings to IXG Cloud Server on the top menu and move on to the **Assigning the Gateway to Units**.



Create a New Administrator Account

Select **App Integration(C)** from the top menu and click Create a New Administrator ID. Enter an ID, Password, and Email Address. Click **Create** to continue.

A verification code will be sent to the registered email. Once the code has arrived, navigate to **App Integration(C)**, Activate on the top menu. Enter the Administrator ID and Verification Code. Click **Activate**. The newly created account can be managed at <https://portal.ixg.aiphone-app.net/>.

Assigning the Gateway to Units

Navigate to **Gateway Settings**, Gateway Selection on the side menu. For each unit that will have mobile apps registered, use the drop-down menu under Gateway Number to select the desired gateway. Most sites will only have a primary gateway, but a secondary gateway can be assigned using the same steps. Click **Update** to save settings.

Unit Name	Gateway Selection		
	Primary	Secondary	
	Gateway Number	Station Name	Gateway Number
Outside Area 100			
Commercial ID	1	Gateway Adapter	

Uploading Settings to IXG Cloud Server

Navigate to **App Integration**, Upload Settings to IXG Cloud Server on the top menu. Log in with the IXG cloud server account, select the country that the site is registered to, and agree to the licensing agreement.

Export App Registration QR Code

Each mobile device will be registered to a single unit. Navigate to **App Integration(C)**, **Export QR Code for App Registration** on the top menu. Place a check mark next to the desired units and click **Export QR Code for App Registration**. This will create a separate PDF with a set of QR codes for each unit. Each code can be used once; after that, it is disabled.

Downloading the IXG Mobile App

The IXG Mobile app is available for Apple iOS® and Android® devices compatible with the Google Play™ store. It is free to download from either store.

Apple App Store™

Google Play Store

www.aiphone.com/ixg-mobile-ios

www.aiphone.com/ixg-mobile-android

Once installed, there will be a prompt to accept a licensing agreement. Then, the phone's camera will open to scan an activation QR code. Follow the prompts from there.

Syncing the IXGW-(T)GW with the IXG Cloud Server

Once the upload to the cloud server is complete, the status LED on the IXGW-(T)GW will blink orange. It will change to a solid green once it has synced with the IXG cloud server. Registered apps will be functional at this point.

Configuring Door Stations to Call Mobile Apps

If this is not already done, see the call setting steps on pages 8–9 to configure door stations to call a unit's apps. Once finished, upload the settings to all stations.

IXW-MAA Programming

IX|IXG Series door stations have built in door release relays. When these trigger, they can send SIF signals to the IXW-MAA multi-purpose adaptor, allowing the relays on the adaptor to be used for door release instead. If not already done, follow the steps on page 6 to add the IXW-MAA to the system.

SIF Settings

Navigate to **Function Settings**, **SIF** on the side menu. For each door or entrance station that will signal the IXW-MAA, set **SIF Functionality** to **Enable**. Under the **SIF Settings** column, set the **Program Type** to 0100, enter the IP address of the IXW-MAA under **IPv4**, set the **Destination Port** to 65014, set **SSL** to **Enable**, and **Connection** to **Socket**.

Scroll right to the **Transmission Trigger** section. For each door station signaling the IXW-MAA, check off **Change Contact**. Click **Update**.

	SIF Functionality	SIF URI Format	SIF Settings	
			Program Type	IPv4
Video Door Station 1	Enable	Disable	0100	192.168.1.31

Destination Port	SSL	Connection
65014	Enable	Socket

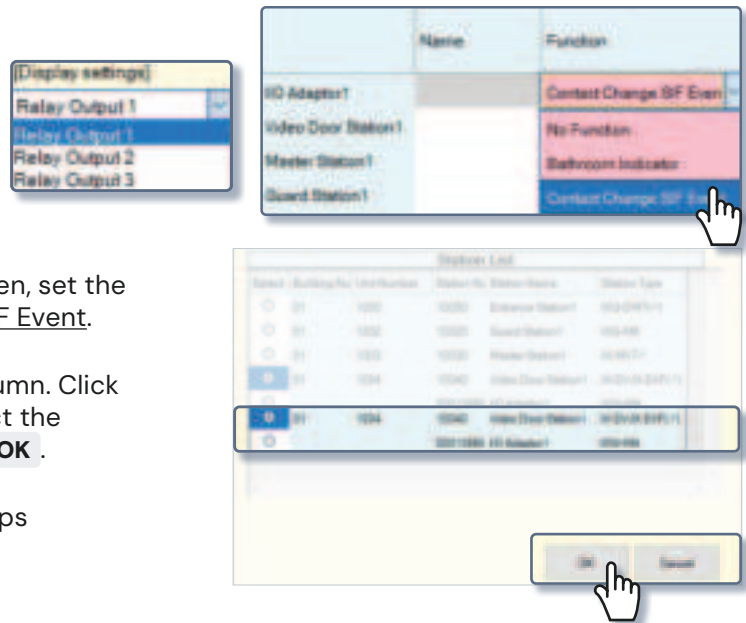
Transmission Trigger				
Begin Out	Begin Cor	Door Release	End Conn	Change contact
☐	☐	☐	☐	☒

Relay Settings

Navigate to **Option Input /Relay Output Settings**, Relay Output on the side menu. Door stations can be assigned to all ten outputs on the IXW-MAA. Relay Output 1 will be displayed by default. The **Display settings** menu at the top of the page can be used to switch to other relay outputs. Once a relay output is chosen, set the Function on the IXW-MAA to Contact Change SIF Event.

Scroll right to the Contact Change SIF Event column. Click **Select Station** to display a list of stations. Select the door station that will trigger the relay and click **OK**.

Click **Update** to save settings. Repeat these steps for each IXW-MAA output to be programmed.



Upload Settings to Stations

Upload settings to all stations, following the steps on page 9.

Call Transfer Settings

Call transfers allow answering stations to transfer and retransfer calls to other stations, units, or groups of apps. The three types of transfers covered are Delay Transfers, Absent Transfers, and Schedule Transfers.

Terminology and Rules

A **Transfer** occurs when an answering station receives a direct call and hands it off to another group of stations. A **Retransfer** occurs when a station receives a transferred call and hands it off to another station. A station receiving a retransfer can retransfer the call to another station, and so on until the call times out.

Stations can transfer and retransfer to any answering station or group of apps in their address book. See page 8 for instructions on adding stations to address books.

Transfers from IX-MV7-* and IX-SOFT answering stations will be sent to individual stations.

Transfers from IXG-MK answering stations will go to all stations in selected unit.

IXG Mobile apps and the IXG-2C7 and IX-RS answering stations are not able to make transfers. Any answering station can receive a transfer or retransfer.

Once a call is transferred to a unit's IXG Mobile apps, it cannot be transferred or retransferred to another group of apps.

Call Settings

For all transfer types, the door stations need to not call the transfer destination. Use the call setting steps on pages 8 and 9 to remove the U from the cells where the calling and transfer destinations intersect.

Delay Transfers

Delay Transfers are always active. When a call is received, it will be handed off to transfer and retransfer destinations after a set period of time.

Navigate to **Transfer Settings**, Delay Transfer on the side menu. On the station receiving the call, set Delay Transfer to Enable. Adjust the delay under Delay Time, which is how long the call will dwell during a transfer or retransfer before being handed off.. Click **Select Station** or **Select** depending on the type of answering station.

Unit Number	Station Name	Delay Transfer	Delay Transfer		
			Delay Time (Sec)	Select Unit	Select Station
1001	Master Station1	Enable	30	Select	Select Station
1002	Guard Station1	Enable	30	Select	Select Station

S

Select Stations

Select Station: (1/10)

Select	Building No.	Unit Number	Station No.	Station Name	Station Type
☐	01	1000	10000	Entrance Station1	RG-DHTS-1
☒	01	1002	10020	Guard Station1	RG-MK

OK Cancel

Select the transfer destination and click **OK** . The unit or stations selected will be listed to the right.

Transfer Destination List			
Select Unit	Select Station	Station Number	
		No.01	No.02
Select	Select Station	10020	
Select	Select Station	2000	

Scroll right and click **Select** to choose a unit's apps to be included in the transfer. Click **OK** .

Mobile Apps and Phone			
Building Nu.	Unit Number	Unit Name	Select Unit
01	1001	Commercial200	Select

Select Unit

Select a Destination Unit

Select	Building Number	Unit Number	Unit Name
☒	01	1001	Commercial200
☐	01	1002	Commercial201
☐	01	1004	Commercial203

OK Cancel

To configure a retransfer, scroll right. On the answering station that has received a transfer, select an answering station or a unit's mobile apps using the same procedure.

Repeat these steps for each transfer and retransfer to be configured. Click **Update** to save settings. Upload settings to stations using the steps on page 9.

Absent Transfers

Absent Transfers are toggled on and off, allowing a user to route calls to another answering station when they are not available. To configure an absent transfer, navigate to **Transfer Settings**, Absent Transfer on the side menu.

These are configured in the same way as delay transfers. The only exceptions are that a delay time is not needed, since absent transfers are instantaneous when active.

i Absent transfer is enabled every time settings are uploaded to the station. Disable it by pressing the button after each upload.

Absent transfers are enabled or disabled by pressing **Transfer** on the answering station's home screen.



Schedule Transfers

Schedule Transfers are active during particular times. If a schedule transfer is active, calls to the answering station will be immediately transferred or retransferred. To create a Schedule Transfer, navigate to **Transfer Settings**, Schedule Transfer on the side menu.

Schedule transfers are configured in the same way as delay transfers, except for the need to set schedules.

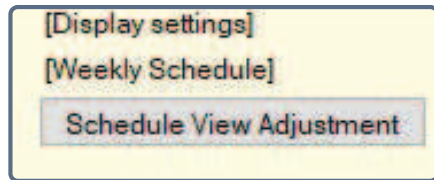
Schedules can either be set as a recurring weekly schedule, or on a particular date in the future. Each station can have a combination of 12 daily or weekly schedules active on any given day.

Station Name	Weekly Schedule (Sun) 01			
	Start Time		End Time	
	Hour	Minute	Hour	Minute
Guard Station1	09	00	18	00 ▾
Master Station1				

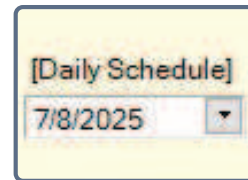
Schedules are entered in 24-hour time. Click the cells beneath the desired schedule to set a Start Time and End Time. For example, a schedule that runs from 9 AM to 6 PM would be entered with a start time of 09:00 and an end time of 18:00.

If a schedule transfer starts on one day and ends after midnight on the next, set the start time later in the day and the end time earlier on the same day. For example, a schedule that runs from 10:00 PM on Monday to 7 AM on Tuesday would be entered under Monday with a start time of 22:00 and the end time as 07:00.

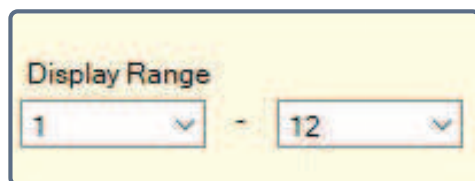
Scroll left to right to view different schedules. Use the **Display Settings** menu at the top of the page to adjust which days are displayed by clicking to **Schedule View Adjustment**, select a schedule for a future date under Daily Schedule, skip to a particular day of the week using the drop-down menu under Move to Related Settings, or adjust which weekly schedules are displayed under Display Range.



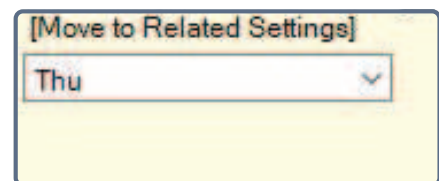
[Display settings]
[Weekly Schedule]
Schedule View Adjustment



[Daily Schedule]
7/8/2025



Display Range
1 - 12



[Move to Related Settings]
Thu

Upload the settings to the stations following the steps on page 9 of this guide. Be sure to also upload the schedule along with the settings.

Additional Resources

After finishing this quick start guide, the equipment will now be configured for the most common features. For additional information, including guides, application notes, product information, and videos, visit the links below.

IX|IXG Product Page

www.aiphone.com/products/ix-ixg-series/



Technical Knowledge Base

www.aiphone.com/kbtopic/ixg-series



Aiphone YouTube Channel

www.youtube.com/Aiphonecorp/videos

