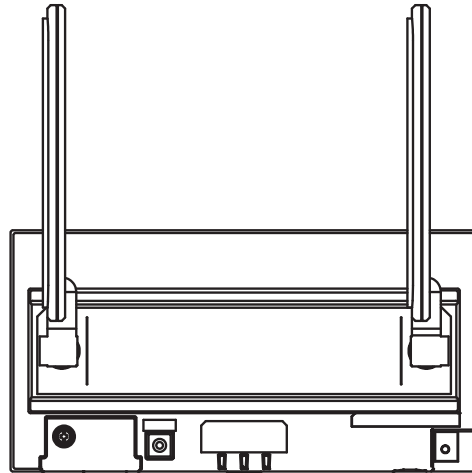


IXG SERIES

IP Multi-Tenant Video Intercom

IXGW-TGW SIM Billing Guide



Introduction

This guide covers how to set up and configure SIM billing on sites using an IXGW-TGW's mobile data feature. This must be done before mobile data or telephone dialing can be used. These settings use the pre-installed SIM card. Other SIM cards are not supported.

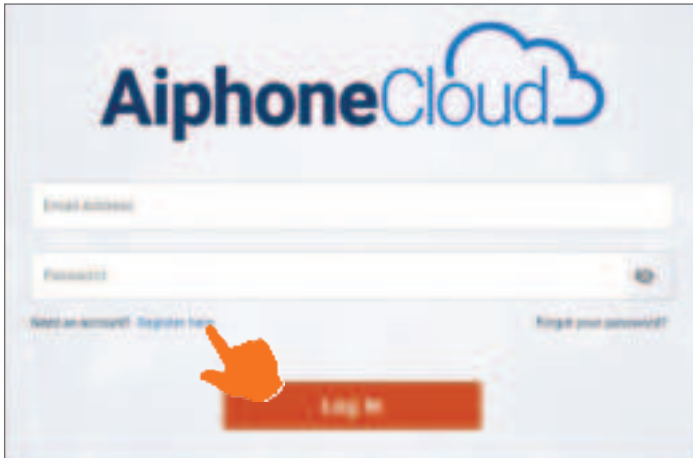
Before following these steps, the IXGW-TGW needs to be configured and programmed, and an IXG Cloud Server account must be created. See the IXG Quick Start Guide for these steps: <https://www.aiphone.com/IXG-Series-QuickStartGuide>.

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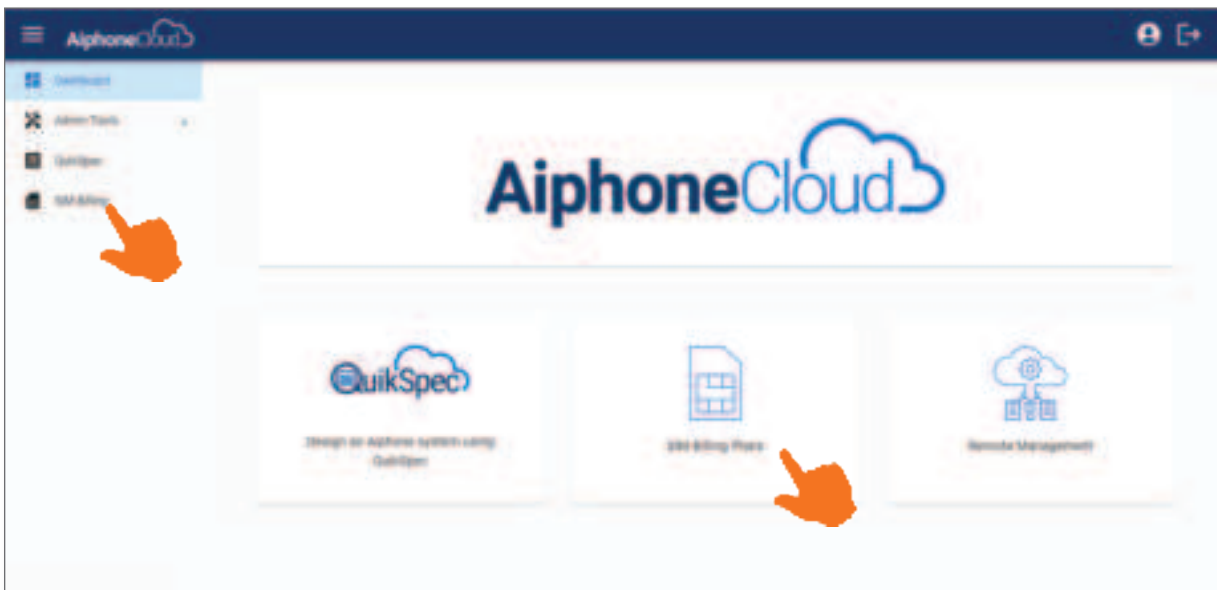
Getting Started

Navigate to <https://aiphone.cloud>. Use an existing AiphoneCloud account to log in, or click **Register Here** to create a new account.

The image shows the AiphoneCloud login page. It features the AiphoneCloud logo at the top. Below the logo are two input fields: "Email Address" and "Password". There are links for "Need an account? Register here" and "Forgot your password?". A red "Log In" button is at the bottom. An orange hand icon points to the "Log In" button.

In order to access SIM billing, an AiphoneCloud account must belong to a branch and have the role of Member or higher.

Next, navigate to one of the two SIM Billing links.



Enter the IXG Cloud Server account associated with the site and click **Login**.

The image shows the "IXG Cloud Server Login" form. It has a title "IXG Cloud Server Login" and a subtitle "Please enter your IXG Cloud Server ID or Email Address and Password to continue with site creation." There are two input fields: the first contains "sample@aiphone.com" and the second contains "*****". A blue "Login" button is at the bottom right. An orange hand icon points to the "Login" button.

Site Information

Logging in will display the SIM Billing Dashboard, which shows all sites associated with the account, as well as their current subscription status. Click on a site to bring up its information.

Sim Billing Dashboard

Manage the SIMs for your sites. Subscribe data plans and manage your billing

My Sites

Site Id	Site Name	Address	Subscription Status
7916	QA IXG Support tool test		Cancelled
5071	Maple Street Corp	1825 Maple Ave NE, Redmond, WA 98052	

If the site uses an IXGW-GW mobile app gateway without a built-in SIM card, an error message will be displayed.

Site Information

Error

This property is not eligible for SIM Billing.

Otherwise, the current status of the site will be displayed. This includes the site’s name, address, and which data plan has been selected, if any.

Site Information

Name: Maple Street Corp.

Address: 1825 Maple Ave NE, Redmond, WA 98052

No plan is subscribed.

Selecting a Data Plan

There are three data plans available, with different amounts of wireless data available. The wireless data is always used to place telephone calls. It can also stream audio and video to the Aiphone IXG mobile when the hardwired network connection is not in use. It can either be the main network connection (in which case it will always be used), or a backup to the hardwired connection (in which case it will only occasionally be used). Select the appropriate plan for the size and needs of the site and click **Subscribe**, then **Confirm** on the pop-up window.

1 GB PLAN
\$30 USD / month
Good for telephone entry or small properties
Subscribe

2 GB PLAN
\$40 USD / month
Good for most properties
Subscribe

5 GB PLAN
\$50 USD / month
Good for large properties
Subscribe

Subscribe
Are you sure you want to subscribe to this data plan?
Cancel Confirm

A payment page will be displayed. A prorated cost for the remainder of the month will be displayed, with the ongoing monthly cost (including any fees) listed below. Fill out the payment card information to the right and click **Subscribe**.

Alphone Corporation

Subscribe to 1 GB Plan
\$5.19
Then \$30.00 per month starting on May 18, 2024

1 GB Plan
Good for telephone entry or small properties
Resets every 18th of the month
\$30.00 / month after

Subtotal \$4.90
Sales Tax (5%) \$1.29
Total due today \$5.19

Pay with card
Email sample@aiphone.com

Card information
1234 1234 1234 1234
MM / YY CC
Cardholder name
Full Name (e.g. John Doe)
Country or region
United States
ZIP

Subscribe

By confirming your subscription, you allow Alphone Corporation to charge you for future payments in accordance with their terms. You can always cancel your subscription.



The billing period will always be on the 18th of the month. The data cap will reset on the 19th at midnight UTC time. Data rollover is not available.

Adding Additional Data

If a site is running low on data, a notification email will be sent to the managing account when 80% of the data has been used. At 100% usage, a second notification email will go out and service will immediately stop until more data is added or a new billing period begins. To check the site's status, navigate back to the SIM Billing Dashboard and select the site. The data usage will be listed, along with the capacity.

The screenshot shows the 'Site Information' page for 'Maple Street Corp.' with the address '1825 Maple Ave NE, Redmond, WA 98052'. Under 'Site Sim Data', it shows 'Data Used: 1 / 1 GB' with a red progress bar at 100%. The 'Subscription Status' is 'active'. A yellow warning banner at the bottom states: 'Warning: Your SIMs are deactivated as there is no available data. Buy additional data or upgrade to a higher data plan to continue using the service.'

There are two ways to increase the data allowance. Additional data can be purchased for the current month or a larger data plan can be selected going forward.

To make a one-time purchase of more data, click **Add Additional Data**. Use the plus and minus symbols to choose how many .5 GB blocks to purchase. Click **Buy Additional Data**, then **Confirm** on the pop-up window. Follow the prompts to make the purchase.

The screenshot shows a pop-up window titled 'Need to update your payment information? Update payment details'. It has two buttons: 'Cancel Subscription' and 'Add Additional Data'. Below, it says 'Buy .5 GB for \$10'. A quantity selector is shown with a red box around the number '1' and minus/plus buttons. At the bottom is a 'Buy Additional Data' button with an orange arrow pointing to it.

To make a permanent change to the contract, scroll down the page and click **Subscribe** under the desired plan, then **Confirm** on the pop-up window. Follow the prompts to make finish changing the plan.

The screenshot shows three data plan options in a row. The first is the '1 GB PLAN' for '\$30 USD / month', described as 'Good for telephone entry or small properties', with a 'Current Plan' button. The second is the '2 GB PLAN' for '\$40 USD / month', described as 'Good for most properties', with a 'Subscribe' button and an orange arrow pointing to it. The third is the '5 GB PLAN' for '\$50 USD / month', described as 'Good for large properties', with a 'Subscribe' button.

Adding Additional Data (continued)

Once the data has been purchased, the new status will appear on the Site Information page.

Site Information

Name

Maple Street Corp.

Address

1825 Maple Ave NE, Redmond, WA 98052

Site Sim Data

Data Used

1 / 1.5 GB

Subscription Status

active

Once the data plan is selected and paid for, the IXGW-TGW’s wireless connection should be operational, and no further action is needed. The rest of this guide covers the other sections of the SIM Billing page.

Gateway Devices

To check the current status of gateways associated with the site, navigate to **GW Devices** on the lefthand menu. This will list the gateways’ name, MAC address, SIM card ID, SIM status, and its phone number.

Site Information

GW Devices

Billing

All Sites

GW Devices

Device Name	MAC Address	SIM Card ID	SIM Status	Phone #
Gateway Adaptor1	00:08:AA:4C:80:04	89011703274126092008	ACTIVATED	18033015637
Gateway Adaptor2	00:08:AA:4C:80:08	89011703274126092032	ACTIVATED	14722332350

All Sites

To view another site, click **All Sites** from the lefthand menu.

Site Information

GW Devices

Billing

All Sites

Billing

To view the site's billing history, navigate to **Billing** on the lefthand menu.

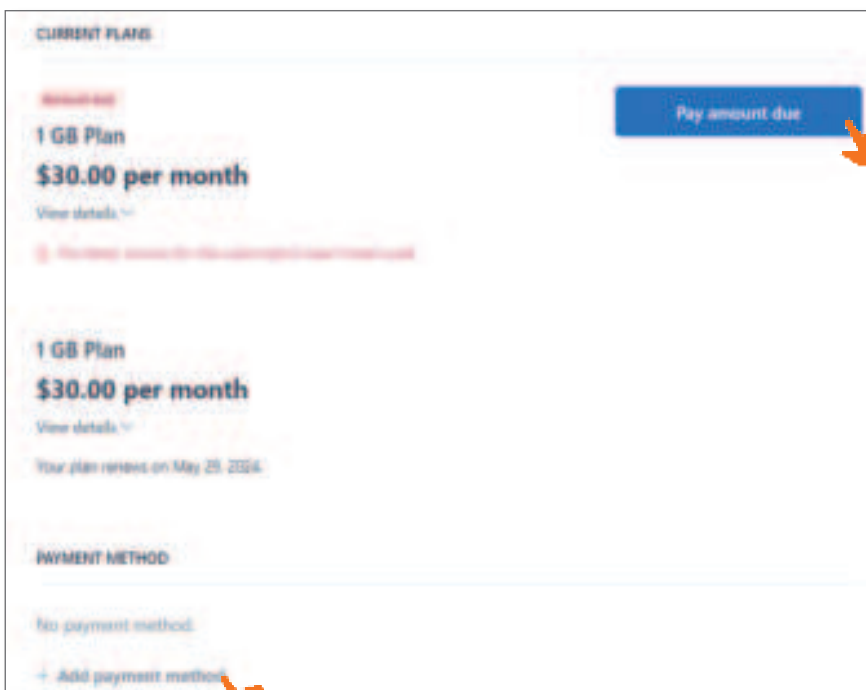


This page displays the subscription status and billing history for the site. To view an invoice, click the **Invoice URL**.

A screenshot of the 'Billing' page. At the top, it shows 'Subscription: 1 GB Plan', 'Subscription Status: active', and 'Next Payment Date: May 28, 2024'. Below this is a 'Billing History' section with a table. The table has columns: 'Invoice Number', 'Payment Date', 'Description', 'Paid', 'Amount', 'Currency', and 'Invoice URL'. There are three rows of data. An orange arrow points to the 'Invoice URL' icon in the third row.

Invoice Number	Payment Date	Description	Paid	Amount	Currency	Invoice URL
8BF48FF9-0022	May 13, 2024	Additional 0.5GB Data	No	\$10	SCAD	
8BF48FF9-0021	May 13, 2024	Additional 3.5GB Data	Yes	\$70	SCAD	
8BF48FF9-0014	May 9, 2024	Subscribe to 1 GB Plan from 09 May 2024 until 29 May 2024	Yes	\$14.48	SCAD	

This will show the status of the bill. To pay a due bill, make sure there is a payment method selected. If there is no pay method listed, click **Add payment Method** and follow the prompts to enter the information. Once a billing method is selected, click **Pay amount due**.

A screenshot of the 'CURRENT PLANS' section. It shows a '1 GB Plan' for '\$30.00 per month'. There is a blue button labeled 'Pay amount due' with an orange arrow pointing to it. Below the plan details, there is a 'PAYMENT METHOD' section that says 'No payment method' and has a link '+ Add payment method' with an orange arrow pointing to it.

CURRENT PLANS

1 GB Plan
\$30.00 per month
[View details](#)

PAYMENT METHOD
No payment method
[+ Add payment method](#)

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

Aiphone Corporation | www.aiphone.com | (800) 692-0200