

IXGS-TE Telephone Entry Kit Guide



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Introduction

The IXGS-TE Telephone Entry Kit includes everything needed for a telephone entry and mobile app multi-tenant intercom system. It includes an IXG-DM7-HIDA entrance station, an IXGW-TGW cloud gateway with SIM card, and an IXG-DM7-BOX flush-mount box for the entrance station.

This guide uses IXG Support Tool, a locally installed software for PCs. Remote Management on AiphoneCloud is coming soon, which will allow for off site programming. The QR code that was used to retrieve this document will be updated to show programming steps for Remote Management once the service is ready. See https://aiphone.cloud for more details.



Resources

IXG Support Tool can be downlaoded here: https://www.aiphone.com/IXG-SupportTool

These instructions are focused on programming the included stations for telephone and mobile app setup. If more stations need to be added, or if other features need to be configured, refer to these full programming guides:

IXG Quick Start Programming Guide: https://www.aiphone.com/IXG-SupportTool IXG Property Manager Guide: 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 <u>Underlined</u>. Example: *Site Settings*, <u>Site Information</u>.

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 <u>Underlined</u>.

Example: **Site Settings**, <u>Site Information</u>.

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. If a screenshot or series of screenshots shows features multiple Hand Icons, there will be numbers to show the proper order.

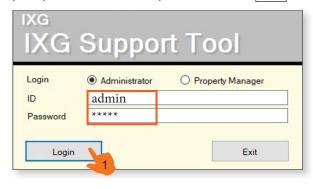
Highlight Box

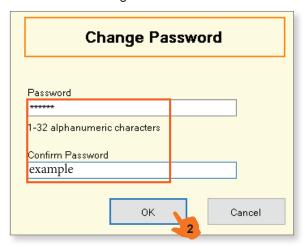


An orange box will be used to highlight important items on screenshots.

Initial Setup

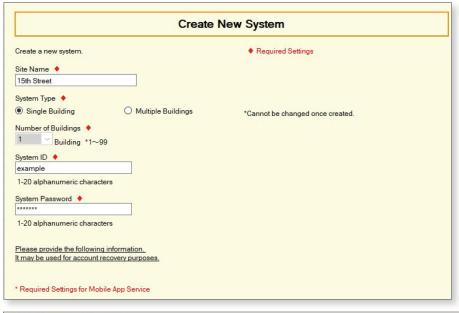
Open IXG Support Tool. Select the Administrator radio button, enter the ID and password, then click **Login**. If this is the first time that IXG Support Tool has been opened, the default credentials will be admin/admin, and there will be a prompt to choose a new password. Click **OK**. Be sure to record the new login information. The ID will still be admin.





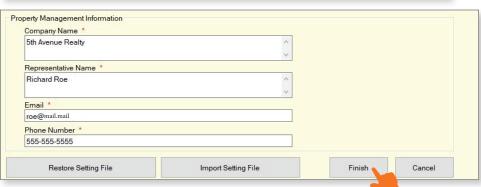
If this is the first time IXG Support Tool has been used, it will automatically open a Create New System window. If it does not, navigate to *File(F)*, <u>Create New System</u> on the top menu.

Fill out the required information on this page. Any item marked with a red diamond or an asterisk is required. Once everything is filled out, click **Finish**.



Most sites using the IXGS-TE kit will be Single Building systems.

Most information on this page can be changed later by navigating to Site Settings, Site Information.
The one exception is the Country/ Region setting. If this is incorrect, the issue can only be fixed by completely reprogramming the system.

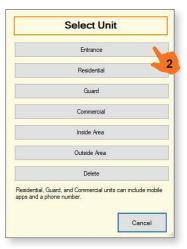


Creating Units

In IXG Support Tool, units are used to organize stations. There will be a unit for the IXG-DM7-HIDA entrance station, and there will be a unit for each apartment or office that will be assigned a phone number or mobile apps.

Navigate to **Site Settings**, <u>Units/Stations</u>. For each unit to be created, use the drop-down menu under **Building Number** to assign it to a building (01 for Single Building systems). Enter a **Unit Number** that is 3 to 5 digits long. Use the <u>Select</u> button next to each **Unit Type** to choose the proper unit. The entrance station will be assigned to an entrance unit, and each tenant will be assigned to a Residential Unit.





Each unit will automatically be assigned a **Unit Name**. These can be replaced, if needed. For the residential units, a **First Name** and **Last Name** can be assigned, though this is optional.

Unit Name	First Name	Last Name
Main Door		
Apartment 200	Alan	Smithee
Apartment 201	John	Doe
Apartment 202	Jane	Doe
Apartment 203	John	Smith

Creating Units (continued)

For each residential unit, use the drop-down menu to change **Phone Registration** from Disable to Enable. For the entrance unit, click **Select** to set the **Door/Entrance Station 1** station to IXG-DM7(-*).



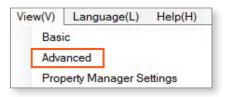


If the site will use mobile apps, scroll to the far right. Under **Number of Available Mobile Apps**, use the drop-down menu to change the number from 0 to 8 for each unit. Once everything is configured, click **Save**.



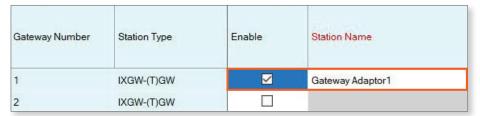
Advanced View

To reveal more settings that will be programmed later, navigate to View, Advanced.

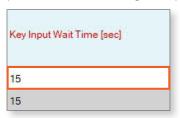


Registering the IXGW-TGW

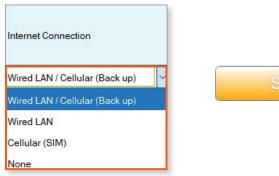
Navigate to **Gateway Settings**, <u>Gateway Registration</u>. Place a check mark under the **Enable** column. This will open up other settings for the gateway. The automatically set name can be changed under **Station Name**, but this is optional.



The **Key Input Wait Time** setting controls how long a user calling the IXGW-TGW to register their phone has between key presses when entering their password. The default 15 seconds is usually sufficient.



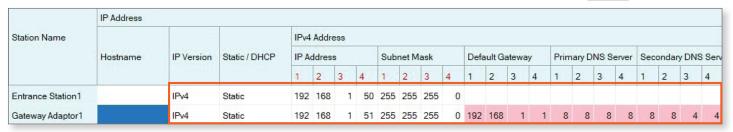
By default, the gateway will connect to the network with the hardwired power over ethernet (PoE) connection that powers it and switch over to the 4G LTE if the hardwired network connection is unavailable. If only the 4G LTE connection will be used for network connection, scroll all the way to the right. Use the drop-down menu under **Internet Connection** and change the option to Cellular (SIM). This will not be the case at most sites; consult the local network administrator for details. Once everything is configured, click **Save**.





Network Settings

To set the network information for the entrance station and gateway, Navigate to **Network Settings**, <u>IP Address</u>. For both stations, select whether the network will use IPv4 or IPv6 addressing and choose whether to use static or DHCP addresses. Set an **IP Address** and **Subnet Mask** for each station. For the gateway, also set a **Default Gateway** and a **Primary DNS Server**. A **Secondary DNS Server** can also be set, but this is optional. This information will vary from site to site; consult with the local network administrator for details. Once everything is configured, click **Save**.

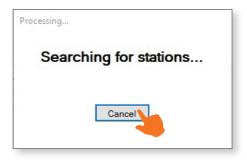




If the IXGW-TGW will only use its 4G LTE connection after programming, the **Default Gateway** and DNS server options do not need to be set.

Associating the Stations

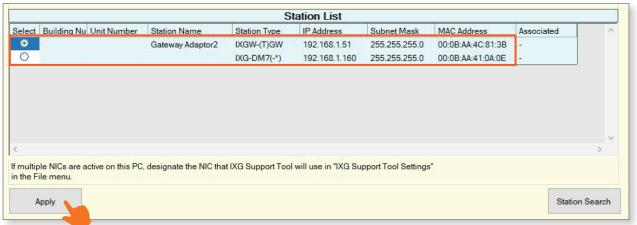
To apply these network settings to the stations, navigate to *Connection(S)*, <u>Association Settings</u>. A station search will begin automatically, and a pop-up window will appear. Click **Cancel** to end the search after a few seconds.



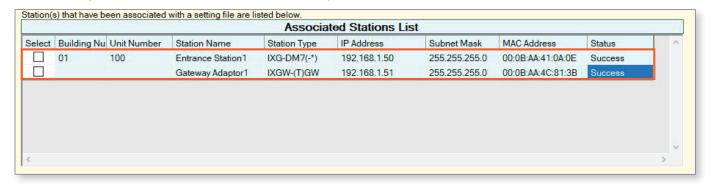
If nothing comes up in the station search, check that the proper network connecion was selected under *File(F)*, <u>IXG Support Tool Settings</u>. Look under the Select NIC setting.

There are two lists on the page that will have items in them. The **Station Settings List** shows the programming for the stations. The **Station List** shows the stations that appear in a search. Use the radio buttons to select the matching station types in both lists, and then click **Apply**.





The associated stations will appear under the **Associated Stations List**. If the stations' IP addresses changed, they will reboot. This process will take several minutes to complete.



This will assign the stations their IP address, but other settings will not be applied until the settings are uploaded later.

Entrance Station Settings

There are a variety of ways that the IXG-DM7-HIDA can be configured. This document focuses on the most common settings for telephone entry applications. Other settings can be viewed in the Quick Start Programming Guide that was linked on page 1 of this guide.

Display

These settings control which options are available to visitors and which is displayed by default. Here are the settings that are most commonly used for telephone entry systems:

Door Release Keypad: Enter a key code to unlock the door. **Call by Unit Number:** Dial the unit number to place a call.

Call by List: The units are displayed in order, with a call button for each on the touch screen.

Search by Name: Search by the first and last names assigned to the unit. Note: Call by List and Call Directory cannot be be used at the same time.

Default Display Screen: The first menu that is displayed when the user taps the screen.

These are the recommended settings for telephone entry applications:

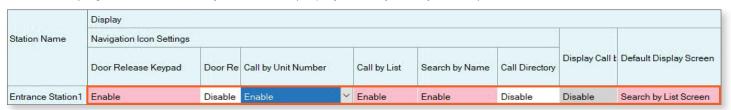
Door Release Keypad: Enable (Optional, if door release codes are configured)

Call by Unit Number: Enable

Search by Name: Enable (Optional, if first and last names are assigned to the residential units)

Call by List: Enable

Default Display Screen: Search by List Screen (displays Call by List by default)



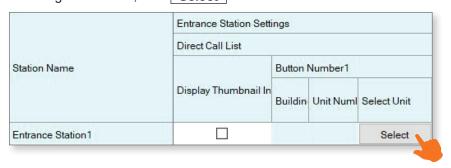
Once everything is configured, click Save



Direct Call List

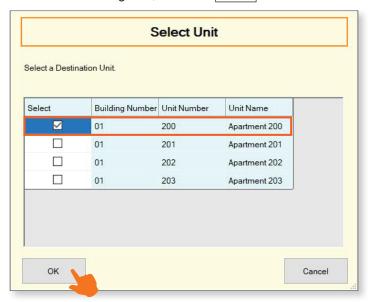
To configure which units are called by the Direct Call List buttons, navigate to **Entrance Station Settings**, <u>Direct Call List</u>. Up to 500 buttons can be configured, and they are laid out left to right, starting at **Button Number1**.

To configure a button, click Select under it.



Direct Call List (continued)

Put a check mark next to the desired unit (only one can be selected). Click **OK** to confirm. Repeat these steps for each button that is configured, and click **Save** to finalize the settings.



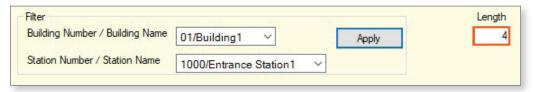


Access Code (optional)

If tenants will be assigned access codes to release the door, navigate to **Entrance Station Settings**, <u>Access Code</u>. Use the drop-down menus in the Filter box to select the default building and the entrance station. Click **Apply**.

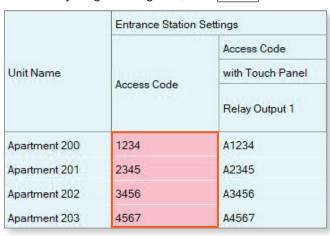


By default, the access codes are four digits long. The length can be modified under Length.



For each tenant, enter a number at the set length under the **Access Code** column. The code will be displayed under **Relay Output 1**. The user will type the combination of letters and numbers displayed there to unlock the door.

Once everything is configured, click Save.





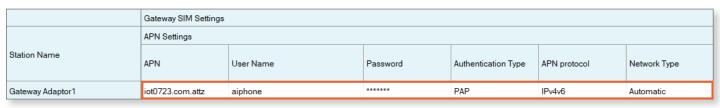
Gateway Settings

This group of settings configure the IXGW-TGW to connect to the 4G LTE network and place calls.

Gateway SIM Settings

These settings configure the SIM settings for the IXGW-TGW, allowing it to connect to the LTE network. Only the pre-installed SIM card is supported, and should never be removed.

Navigate to **Gateway Settings**, <u>Gateway SIM Settings</u>. Configure the settings as follows:



APN: iot0723.com.attz User Name: aiphone Password: aiphone

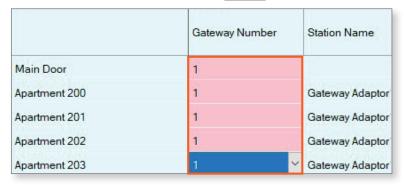
Authentiation Type: **PAP** (default setting, do not change) APN protocol: **IPv4v6** (default setting, do not change) Network Type: **Automatic** (default setting, do not change)

There is an option to set a PIN code under **PIN Code Settings**. Doing this will lock the SIM card to the MAC address of the IXGW-TGW. If a PIN code is needed, set **PIN** to Enable. A pop up will appear with a warning that this process will override a PIN code that has already been set on the SIM card, and that entering an incorrect PIN code too many times can lock a SIM card. Enter the desired PIN code under **Code**.

Once everything is configured, click Save.

Gateway Selection

Since IXG Support Tool allows for multiple gateways on larger sites, the gateway must be set for each unit. Navigate to **Gateway Settings**, <u>Gateway Selection</u>. For each unit, use the drop-down menu under **Gateway Number** and set it to 1. Once everything is configured, click **Save**.





Gateway Settings (continued)

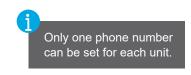
Telephone Entry Settings

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 page 15 of this guide, since phone numbers can't be registered that way until all other settings have been completed. If this method is used, the default password for the tenant will be visible under **Gateway Settings**, <u>Telephone Entry Settings</u>.

Phone numbers can also be set directly in IXG Support Tool. To do so, navigate to **Gateway Settings**, <u>Telephone Entry Settings</u>. 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**.





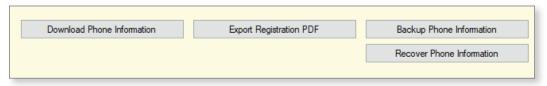


A **Phone Entry Code** can also be set, allowing users who receive a phone call to unlock the door by using the number pad on the their phone. Separate codes can be set for each relay output on the entrance station, and codes can be between 1 and 20 digits long. Once all settings are configured, click **Save**.



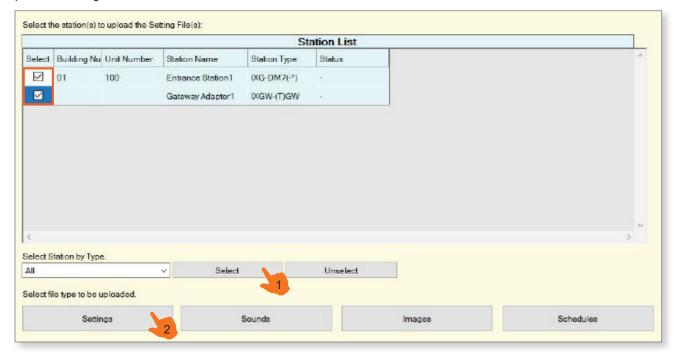
Once phone numbers have been registered to the IXGW-TGW and the system is programmed, information can be downloaded to IXG Support Tool or exported by using the buttons along the top of the screen. This will allow numbers registered via phone calls to be added to the configuration in IXG Support Tool.

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.



Uploading Settings to Stations

Navigate to *Connection(S)*, <u>Upload Settings</u>. Click <u>Select</u> with the station type set to all, then click <u>Settings</u>. This will push the settings to both stations.



IXG Account Registration

Once the hardware is configured, an administrator account needs to be created and registered. If an appropriate administrator account already exists, skip to *Upload Settings to IXG Cloud Server* on the next page.

Create a New Administrator ID

Navigate to *App Integration(C)*, <u>Create a New Administrator ID</u>. Fill out the information there. It is highly recommended that the email selected for this account is one that is shared by the entire company, and is not tied to a particular user at the company.

Once everything is filled out, click **Create**. An email will be sent to the email address entered there. This may take several minutes to arrive. If does not arrive in that time, check the email's junk folder to make sure it was not blocked.



IXG Account Registration (continued)

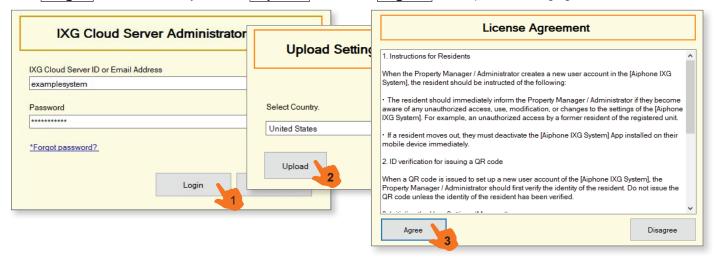
Administrator Account Activation

Once the email arrives, navigate to *App Integration(C)*, <u>Activation</u>. Enter the administrator ID created before, and enter the Verification Code sent from the registration email. Click **Activate**.



Upload Settings to IXG Cloud Server

Navigate to *App Integration(C)*, <u>Upload Settings to IXG Cloud Server</u>. Enter the administrator ID or email address and the password. Click **Login**. Select the country and click **Upload**. Then, click **Agree** to accept the licensing agreement.



These credentials will also allow the administrator to manage the site at https://portal.ixg.aiphone-app.net. A single app can be used for testing right away, but the site and billing information will need to configured before more apps can be registered. See this guide for more information: https://www.aiphone.com/IXG-Portal-Management-Guide

Registering Mobile Apps

Once the billing has been configured, mobile apps can be registered.

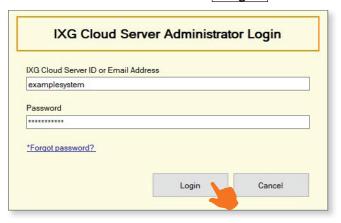
The Aiphone IXG app is available for Apple[®] iOS and Google Android[™] devices with a camera. Aiphone IXG can be downloaded from the app stores here:

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

Registering Mobile Apps (continued)

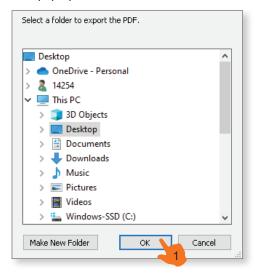
In IXG Support Tool, navigate to *App Integration (C)*, **Export QR Code for App Registration**. Log in with the credentials that were created before and click **Login**.

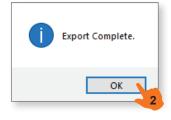


This page displays a list of units that can have apps registered. Use the check box under **Select** for the desired units, then click **Export QR Code for App Registration**.



A window will pop up. Use it to select a location to safe the QR code PDFs, then click **OK** to save them, then **OK** on the next pop-up.





To register the device, open the Aiphone IXG app. Follow the prompts and accept the privacy policy listed there, then use the camera to scan the QR code. Follow the on screen instructions to complete the process. Repeat for each tenant.

Instructions on using the Aiphone IXG app can be found here: https://www.aiphone.com/IXG-App-Operation-Guide



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 entrance stations.

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 the password will be changed, they will also need to provide a second password. If you run into any issues, please reach out to your building's management.

For Management to Fill Out:

It may take up to 30 minutes for the registration to complete on the servers. Your phone will not receive calls until this finishes.

Phone Number to Call		
Tenant Unit Number		
Existing Password		
New Password (optional)		
Steps:		
1) Call the provided phone number.		
2) Follow the prompts to select a lar	guage. For English, press 1.	
3) Enter your unit number, followed	by a #. Example: 201 #	
4) Enter the six digit password, follo	owed by a #. Example: 246123#	
	ord, enter the new six digit password, followed by a #. Enternessage will play saying that the password has been change	
6) Press 1 to return to the main menu	1.	
7) Press 1 to register the phone num	ber, then 1 again to finish the process. You may hang up at	this point.