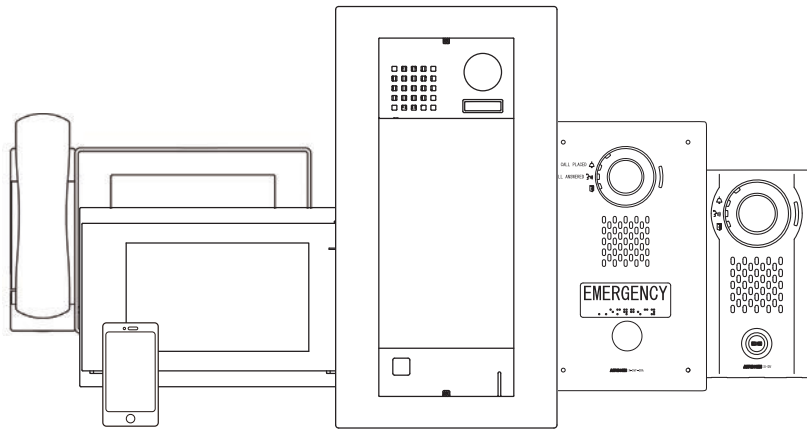


## IXG SERIES

### IP Multi-Tenant Video Intercom

## Quick Start Programming Guide

IXG Support Tool version 5.0.1.0 or later



### Table of Contents

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| Page 2     | General Overview                  |
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| Page 14    | Additional Settings               |
| Page 15-16 | IXW-MA Programming                |

#### ATTENTION:

This is an abbreviated programming manual addressing basic program settings for an IXG System using the IXG Support Tool. A complete set of instructions (*IXG Operation Manual / IXG Support Tool Setting Manual*) can be found at [www.aiphone.net](http://www.aiphone.net). In North America, visit [www.aiphone.com/IXG](http://www.aiphone.com/IXG) for additional literature and media.

# GENERAL OVERVIEW

## IXG Support Tool

The IXG Support Tool is designed to batch configure all stations simultaneously. It does so by finding each station on the network by its MAC address. The IXG Series is designed to function on a managed network. However, the broadcast method used to find stations during the programming process may require advanced network configuration or routing to function properly in a managed environment.

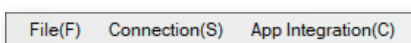
It is possible for Windows Defender or other firewall and antivirus software to block the broadcast that Support Tool uses to search for stations. One way to avoid this is to temporarily disable those security measures while searching for stations.

It can also be helpful to temporarily disable other network connections, including Wi-Fi, VPN, and Bluetooth connections, to ensure that IXG Support Tool is using the correct network connection. Once the system configuration has been created, the NIC used by IXG Support Tool can be manually selected in the top menu under **File, IXG Support Tool Settings** by using the Select NIC drop down, choosing the proper NIC, and clicking **OK**.

When possible, it is recommended to have the stations and the PC to be on the same unmanaged network for initial programming. Once the stations are associated (see **page 8**), the stations can be returned to their final locations for the rest of the programming process.

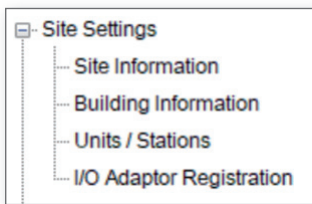
The IXG Support Tool and newest firmware updates can be downloaded at Aiphone's website at this link:  
[www.aiphone.net/support/software-documents/ixg/](http://www.aiphone.net/support/software-documents/ixg/)

### 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.

### Side Menu



This accordion menu is where most station settings are located. Click + or - to expand or minimize a category.

### Update



The **Update** button (which may be labeled as **Save** in some editions of IXG Support Tool) is used to save configured settings within Support Tool only. Clicking the Update button does not upload setting changes to stations. The process of uploading settings to stations is covered later in this guide.

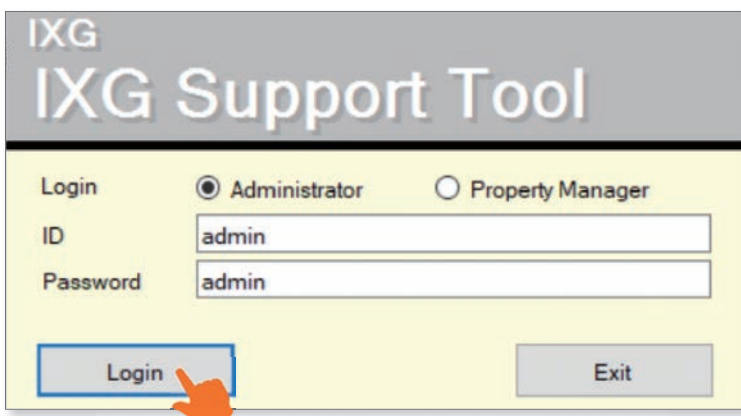
### Hand Icon



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

## Launching Support Tool

There are two login options for Support Tool: **Administrator** and **Property Manager**. This guide is focused on Administrator mode, so choose Administrator. The default ID and Password is **admin/admin**. Click **Login**. When this is entered, a prompt will appear to change the password. Enter a password on both lines and click **OK**.



**i** The admin ID and Password can be changed later by navigating to **File, Account Management**.

# CREATING A NEW SYSTEM

## Getting Started

If this is the first time launching Support Tool, the [Create a New System](#) screen will automatically appear. Otherwise, navigate to **File** and select [Create New System](#).

Enter the required configuration information above and fill in the **Site, Installer, and Property Management Company Information**. This information is required and must be accurate to activate the IXG Mobile app. Click **Finish** to continue.

## Site Settings

From the side menu, expand **Site Settings**. Starting from the top setting option, [Site Information](#), configure and customize the system.

### Site Information

Site, Installer and End User information that is set when creating a new system can be found and edited here.

### Building Information

Name the building (or buildings) in which the units and their stations will reside. Place a check mark in the Enable column to add buildings. This is typically only needed in multi-building systems.

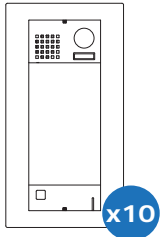
| Building Number | Enable                              | Building Name  |
|-----------------|-------------------------------------|----------------|
| 01              | <input checked="" type="checkbox"/> | North Building |
| 02              | <input checked="" type="checkbox"/> | South Building |

**i** The option to enable additional buildings will only be available when **Multiple Buildings** is selected on the Create a new system window.

## Site Settings (continued)

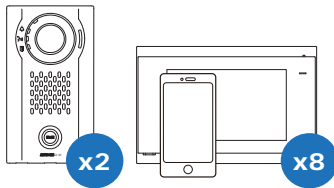
### Units / Stations - Unit Types

Units and their stations will be added to the system in this section. The IXG Series has six different Unit types: **Entrance**, **Residential**, **Commercial**, **Guard**, **Inside Area**, and **Outside Area**. Each has their own purpose, available features, communication paths, and station types. There is no limit to the number of Units in a system, but each Unit type can only support a set number of stations.



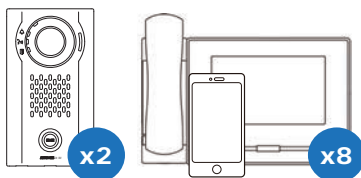
#### Entrance Unit

Entrance Units consist of up to ten IXG-DM7-\* Entrance Stations. Entrance Stations can call Guard, Commercial, Residential, and Inside Area Units and their stations, as well as grant entry to residents by keypad or card reader.



#### Residential Unit

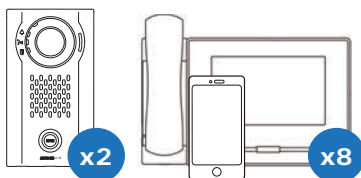
Residential Units may consist of up to eight IXG-2C7 tenant stations, IX-RS-\* Handset Sub Stations, or a combination of these, eight IXG Apps, a telephone number. Tenant Stations can communicate internally within the Unit, receive incoming calls from Entrance and Guard Units, and monitor Entrance Stations. The two private door stations will only call to stations within their Unit.



#### Commercial Unit

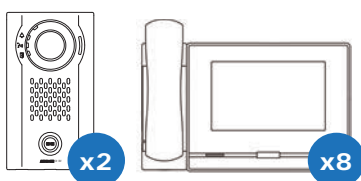
Commercial Units consist of up to eight IX-MV7-\* Master Stations, IX-SOFT PC Master Stations, a VOIP extension, IX-RS-\* Handset Sub Stations, or a combination of these, along with eight IXG Apps and a telephone number. These master stations can utilize many IX Series functions including internal paging, call transfer, speed dial buttons, and more.

Stations within a Commercial Unit can communicate with Inside and Outside Area units, Guard and Entry Units, as well as other Commercial Units. The two private Door Stations will only call to stations within their Unit.



#### Guard Unit

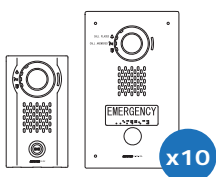
Guard Units consist of up to eight IXG-MK Guard Stations, IX-RS-\* Handset Sub Stations, a VOIP extension, or a combination of these, along with up to eight IXG Apps and a telephone number. The two private Door Stations will only call to stations within their Unit.



#### Inside Area Unit

Inside Area Units consist of up to eight IX-MV7-\* Master Stations, IXG-MK Guard Stations, IX-SOFT PC Master Stations, IX-RS-\* Handset Sub Stations, or a combination of these, along with two IX Series Door Stations. These stations can utilize many IX Series functions including internal paging, call transfer, speed dial buttons, and more.

An Inside Area Master Station can communicate with all other Unit types. The two private Door Stations will only call to stations within their Unit.



#### Outside Area Unit

Outside Area Units consist of up to ten Door or Emergency Stations that can call Residential, Guard, Commercial, and Inside Area Units.

## Site Settings (continued)

### Units/Stations - Adding Units

Units and their stations will be added to the system here. First, look to the top of the screen for the Display Settings section. By default, each unit is set to have one Master/Tenant Station and one Entrance/Door Station. Use the drop-downs to select the number of stations the units will have, then click **Apply**.



This setting is applied to all units. Select quantities that reflect your largest unit.

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

| Building Number | Unit Number | Unit Type | Site Settings    |               |
|-----------------|-------------|-----------|------------------|---------------|
|                 |             |           | Units / Stations | Unit Name     |
| 01              | 1000        | Entrance  | Select           | Main Entrance |

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. At any point during this process, click **Update** to save the configured settings.

| Building Number | Unit Number | Unit Type    | Site Settings    |                |            |           |
|-----------------|-------------|--------------|------------------|----------------|------------|-----------|
|                 |             |              | Units / Stations | Unit Name      | First Name | Last Name |
| 01              | 1000        | Entrance     | Select           | Main Entrance  |            |           |
| 01              | 1001        | Residential  | Select           | Apartment 101  | Jane       | Doe       |
| 01              | 1002        | Guard        | Select           | Security       |            |           |
| 01              | 1003        | Commercial   | Select           | Main Office    |            |           |
| 01              | 1004        | Outside Area | Select           | Interior Doors |            |           |



When adding multiple of the same Unit Type, select a completed Unit Number field and press the Enter key. This will auto-populate the next field.

Continue by selecting the stations for each unit, including setting the maximum number of Mobile Apps each unit will require. Click **Update** once every unit has been created and stations have been added.

| Unit Type   | Site Settings    |                  |                   |                   |                   |                   |                   |                                 | Required settings. |
|-------------|------------------|------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------------------|--------------------|
|             | Units / Stations | Phone Registrati | Master / Tenant S | Door / Entrance S | Door / Entrance S | Door / Entrance S | Door / Entrance S | Number of available Mobile Apps |                    |
| Entrance    | Select           |                  |                   | Select            | Select            | Select            | Select            |                                 |                    |
| Residential | Select           | Disable          | IXG-2C7(-*)       | Select            | Select            | Select            | Select            | 8                               |                    |
| Guard       | Select           | Disable          | IXG-MK            | Select            | Select            | Select            | Select            | 0                               |                    |
| Commercial  | Select           | Disable          | IX-MV7-*          | Select            | IX-EA,IX-EAU      | Select            | Select            | 0                               |                    |

Once all of the previous changes have been updated, find the Default Call Settings section at the top of the screen. Click on **Group** to automatically configure a default paging group for all master stations. Click on **Called Stations (Door/Sub Stations)** to set up default calling assignments for door stations.



Clicking **Called Stations (Door/Sub Stations)** will automatically set up calling assignments for any door stations in the system. To set these up manually, or customize settings beyond the defaults, refer to the Call Partitioning section found on **page 13**.

## Station Information

### Identification

From the side menu, navigate to **Station Information, Identification**. This menu can be used to customize the Station Number and Name for each station in the system. The Station Name and Number are typically only seen by stations within the same Unit for internal communication, but it is recommended to give custom names to any Entrance or Door stations so that users can distinguish them more easily. Once everything is configured, click **Update**.

### ID / Password (Optional)

From the side menu, navigate to **Station Information, ID / Password**. This menu can be used to edit the **Admin ID and Password** for each station, though this is not normally recommended. This menu can also be used to give stations an ONVIF and RTSP ID and Password, which is needed for Entrance or Door stations that will be tied to an NVR.

## Gateway Settings

If the system contains Mobile Apps, a Gateway (IXGW-(T)GW) will need to be added.

### Gateway Registration

If the system contains Mobile Apps, a Gateway (IXGW-(T)GW) is required. To add the Gateway to the system, navigate to **Gateway Settings, Gateway Registration**. For each Gateway, select **Enable**, then optionally edit its **Station Name**, and review the other settings. Up to 99 Gateways can be configured per system. Once everything is configured, click **Update**.

| Gateway Settings |              | Gateway Registration                |                  |                      |                            |
|------------------|--------------|-------------------------------------|------------------|----------------------|----------------------------|
| Gateway Number   | Station Type | Enable                              | Station Name     | Cancel Priority Rule | Maximum Simultaneous Calls |
| 1                | IXGW-(T)GW   | <input checked="" type="checkbox"/> | Gateway Adaptor1 | Enable               | 8                          |
| 2                | IXGW-(T)GW   | <input type="checkbox"/>            |                  | Enable               | 8                          |

### Gateway Selection

Set "Network Settings" (p.7) before setting "Gateway Selection."

Navigate to **Gateway Settings, Gateway Selection**. For each unit, choose a primary gateway that will be used to call IXG mobile apps. An optional secondary gateway can also be designated that will be utilized if the primary gateway goes offline. Click **Update**.

| Building Nu | Unit Number | Unit Name      | Gateway Settings  |                 |                |              |
|-------------|-------------|----------------|-------------------|-----------------|----------------|--------------|
|             |             |                | Gateway Selection |                 |                |              |
|             |             |                | Primary           |                 | Secondary      |              |
|             |             |                | Gateway Number    | Station Name    | Gateway Number | Station Name |
| 01          | 1000        | Main Entrance  | 1                 | Gateway Adaptor |                |              |
| 01          | 1001        | Apartment 101  | 1                 | Gateway Adaptor |                |              |
| 01          | 1002        | Security       | 1                 | Gateway Adaptor |                |              |
| 01          | 1003        | Main Office    | 1                 | Gateway Adaptor |                |              |
| 01          | 1004        | Interior Doors | 1                 | Gateway Adaptor |                |              |



# Network Settings

## IP Address

From the side menu, navigate to **Network Settings**, IP Address. Each station can be manually assigned an IP address, or click near the top of the screen to enter an IP address range to automatically assign all stations.

**i** Typically, stations deployed across a managed network cannot be found by Support Tool unless the network is configured to allow this broadcast search. In this case, it may be easier to move the stations to a switch local to the programming PC than it would be to configure the network to allow a network-wide broadcast.

More network settings can be seen by scrolling right. **For systems with the IXGW-(T)GW Gateway Adaptor, a Default Gateway and a Primary DNS Server must be added for the adaptor**, and optionally for all other stations. A **Secondary DNS Server** can also be optionally added. Consult the Network Administrator for more information if needed. Once everything is configured, click **Update**.

| Building Nu | Unit Number | Station Name        | Network Settings |            |               |              |     |   |    |             |     |     |   |                 |     |                    |     |   |   |   |   |
|-------------|-------------|---------------------|------------------|------------|---------------|--------------|-----|---|----|-------------|-----|-----|---|-----------------|-----|--------------------|-----|---|---|---|---|
|             |             |                     | IP Address       |            |               |              |     |   |    |             |     |     |   |                 |     | Primary DNS Server |     |   |   |   |   |
|             |             |                     | Hostname         | IP Version | Static / DHCP | IPv4 Address |     |   |    | Subnet Mask |     |     |   | Default Gateway |     |                    |     |   |   |   |   |
|             |             |                     |                  |            |               | 1            | 2   | 3 | 4  | 1           | 2   | 3   | 4 | 1               | 2   | 3                  | 4   |   |   |   |   |
| 01          | 1001        | Tenant Station1     |                  | IPv4       | Static        | 192          | 168 | 1 | 10 | 255         | 255 | 255 | 0 |                 |     |                    |     |   |   |   |   |
| 01          | 1002        | Guard Station1      |                  | IPv4       | Static        | 192          | 168 | 1 | 11 | 255         | 255 | 255 | 0 |                 |     |                    |     |   |   |   |   |
| 01          | 1003        | Master Station1     |                  | IPv4       | Static        | 192          | 168 | 1 | 12 | 255         | 255 | 255 | 0 |                 |     |                    |     |   |   |   |   |
| 01          | 1003        | Video Door Station1 |                  | IPv4       | Static        | 192          | 168 | 1 | 13 | 255         | 255 | 255 | 0 |                 |     |                    |     |   |   |   |   |
| 01          | 1004        | Video Door Station1 |                  | IPv4       | Static        | 192          | 168 | 1 | 14 | 255         | 255 | 255 | 0 |                 |     |                    |     |   |   |   |   |
| 01          | 1004        | Video Door Station2 |                  | IPv4       | Static        | 192          | 168 | 1 | 15 | 255         | 255 | 255 | 0 |                 |     |                    |     |   |   |   |   |
|             |             | Gateway Adaptor1    |                  | IPv4       | Static        | 192          | 168 | 1 | 30 | 255         | 255 | 255 | 0 | 192             | 168 | 1                  | 200 | 1 | 2 | 3 | 4 |
|             |             | I/O Adaptor1        |                  | IPv4       | Static        | 192          | 168 | 1 | 16 | 255         | 255 | 255 | 0 |                 |     |                    |     |   |   |   |   |

## NTP

Navigate to **Network Settings**, NTP. It is recommended to Enable and configure NTP settings for each station when possible. **For systems with the IXGW-GW Gateway Adaptor**, it will have NTP enabled and an Aiphone NTP server address set by default. Adjusting this default server address is possible, and recommended for sites with their own server. Click **Update**.

## Association Settings

### Station Settings List and Station List

From the top menu, select **Connection** and click Association Settings. Here, stations created in the previous steps will be associated to stations found on the network. Select a station from the Station Settings List and one from the Station List below. Confirm that the IP address and subnet mask listed in the Station Settings List are correct, then click **Apply**. This will assign the Station Name and IP Address to the station and reboot the station. A station reboot usually takes several minutes.

1. Select the setting file to be linked with the chosen station.

| Select                           | Building Nu | Unit Number | Station Name        | Station Type     | Hostname | IP Address   | Subnet Mask   | Associated |
|----------------------------------|-------------|-------------|---------------------|------------------|----------|--------------|---------------|------------|
| <input checked="" type="radio"/> | 01          | 1000        | Entrance Station1   | IXG-DM7(-*)      |          | 192.168.1.9  | 255.255.255.0 | -          |
| <input type="radio"/>            | 01          | 1001        | Tenant Station1     | IXG-2C7(-*)      |          | 192.168.1.10 | 255.255.255.0 | -          |
| <input type="radio"/>            | 01          | 1002        | Guard Station1      | IXG-MK           |          | 192.168.1.11 | 255.255.255.0 | -          |
| <input type="radio"/>            | 01          | 1003        | Master Station1     | IX-MV7-*         |          | 192.168.1.12 | 255.255.255.0 | -          |
| <input type="radio"/>            | 01          | 1003        | Video Door Station1 | IX-EA,IX-EAU     |          | 192.168.1.13 | 255.255.255.0 | -          |
| <input type="radio"/>            | 01          | 1004        | Video Door Station1 | IX-DVM           |          | 192.168.1.14 | 255.255.255.0 | -          |
| <input type="radio"/>            | 01          | 1004        | Video Door Station2 | IX-DV,IX-DVF(-*) |          | 192.168.1.15 | 255.255.255.0 | -          |
| <input type="radio"/>            |             |             | Gateway Adaptor1    | IXGW-(T)GW       |          | 192.168.1.30 | 255.255.255.0 | -          |

2. Select the station to associate with the setting file.

Enter station MAC address:

Enter Station ID and Station Password.

ID/Administrator:

Password/Administrator:

Search and select station within local network:

| Select                           | Building Nu | Unit Number | Station Name        | Station Type     | IP Address   | Subnet Mask   | MAC Address       | Associated |
|----------------------------------|-------------|-------------|---------------------|------------------|--------------|---------------|-------------------|------------|
| <input type="radio"/>            |             |             | Master Station1     | IX-MV7-*         | 192.168.1.12 | 255.255.255.0 | 00:0B:AA:2F:45:6C | -          |
| <input type="radio"/>            |             |             | Guard Station1      | IXG-MK           | 192.168.1.11 | 255.255.255.0 | 00:0B:AA:42:00:47 | -          |
| <input type="radio"/>            |             |             | Gateway Adaptor1    | IXGW-(T)GW       | 192.168.1.30 | 255.255.255.0 | 00:0B:AA:4C:02:8E | -          |
| <input type="radio"/>            |             |             | Video Door Station1 | IX-EA,IX-EAU     | 192.168.1.13 | 255.255.255.0 | 00:0B:AA:2A:0A:97 | -          |
| <input type="radio"/>            |             |             | Video Door Station2 | IX-DV,IX-DVF(-*) | 192.168.1.15 | 255.255.255.0 | 00:0B:AA:27:0B:E7 | -          |
| <input type="radio"/>            |             |             | Tenant Station1     | IXG-2C7(-*)      | 192.168.1.11 | 255.255.255.0 | 00:0B:AA:3E:07:CB | -          |
| <input type="radio"/>            |             |             | I/O Adaptor1        | IXW-MA           | 192.168.1.16 | 255.255.255.0 | 00:0B:AA:2E:03:58 | -          |
| <input checked="" type="radio"/> |             |             | Entrance Station1   | IXG-DM7(-*)      | 192.168.1.9  | 255.255.255.0 | 00:0B:AA:41:04:6F | -          |

If multiple NICs are active on this PC, designate the NIC that IXG Support Tool will use in "IXG Support Tool Settings" in the File menu.

**Apply** Station Search



Typically, stations deployed across a managed network cannot be found by Support Tool unless the network is configured to allow this broadcast search. In this case, it may be easier to move the stations to a switch local to the programming PC than it would be to configure the network to allow a network-wide broadcast.

If a Station Search fails immediately, go to **File** from the top menu and select IXG Support Tool Settings. Find the Select NIC drop-down and select the correct NIC that Support Tool should use, then click **OK**. Return to Association Settings to try again. If the Station Search continues to fail immediately, a local antivirus or firewall may be preventing this action. Disabling one or both of these may be a simple solution in quickly finishing the initial system configuration.

### 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(s) that have been associated with a setting file are listed below.

| Select                   | Building Nu | Unit Number | Station Name        | Station Type     | IP Address   | Subnet Mask   | MAC Address       | Status  |
|--------------------------|-------------|-------------|---------------------|------------------|--------------|---------------|-------------------|---------|
| <input type="checkbox"/> | 01          | 1002        | Guard Station1      | IXG-MK           | 192.168.1.11 | 255.255.255.0 | 00:0B:AA:42:00:47 | Success |
| <input type="checkbox"/> | 01          | 1003        | Master Station1     | IX-MV7-*         | 192.168.1.12 | 255.255.255.0 | 00:0B:AA:2F:45:6C | Success |
| <input type="checkbox"/> | 01          | 1003        | Video Door Station1 | IX-EA,IX-EAU     | 192.168.1.13 | 255.255.255.0 | 00:0B:AA:2A:0A:97 | Success |
| <input type="checkbox"/> |             |             | Gateway Adaptor1    | IXGW-(T)GW       | 192.168.1.30 | 255.255.255.0 | 00:0B:AA:4C:02:8E | Success |
| <input type="checkbox"/> | 01          | 1004        | Video Door Station1 | IX-DVM           | 192.168.1.14 | 255.255.255.0 | 00:0B:AA:57:00:40 | Success |
| <input type="checkbox"/> | 01          | 1004        | Video Door Station2 | IX-DV,IX-DVF(-*) | 192.168.1.15 | 255.255.255.0 | 00:0B:AA:27:0B:E7 | Success |
| <input type="checkbox"/> |             |             | I/O Adaptor1        | IXW-MA           | 192.168.1.16 | 255.255.255.0 | 00:0B:AA:2E:03:58 | Success |

**Remove Association** **Retry Association**

## Mobile App Integration

If IXG Mobile Apps are to be part of the system, the first step in many situations is to create an administrative account for the site.

However, **if this is one of multiple sites the installing company is responsible for**, skip the "Create a New Administrator Account" step. Use existing IXG cloud server account credentials in the step "Upload Settings to IXG Cloud Server" to add this site to the installation company IXG Cloud Server account.



## Mobile App Integration (continued)

### Create a New Administrator Account

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

Administrator ID  
(Unique ID)

Password  
(Unique Password)

The password must be at least 8 characters and include uppercase letters, lowercase letters, and numbers.

Confirm Password

Email Address  
installername@companyemail.com

Create Cancel

A verification code will be sent to the registered email. To enter this verification code, select **App Integration** from the top menu and click Activation. Enter the previously created Administrator ID and Verification Code and click **Activate**.

### Upload Settings to IXG Cloud Server

The system settings must be uploaded to the IXG Cloud Server. To do this, select **App Integration** from the top menu and select Upload Settings to IXG Cloud Server. From there, follow the prompts.

IXG Cloud Server Administrator Login

IXG Cloud Server ID or Email Address

Password

[Forgot password?](#)

Upload Settings to IXG Cloud Server

Select Country.  
United States

Upload Cancel

License Agreement

1. Instructions for Residents

When the Property Manager / Administrator creates a new user account in the [Alpha IXG System], the resident should be instructed of the following:

- The resident should immediately inform the Property Manager / Administrator if they become aware of any unauthorized access, use, modification, or changes to the settings of the [Alpha IXG System]. For example, an unauthorized access by a former resident of the registered unit.
- If a resident moves out, they must deactivate the [Alpha IXG System] App installed on their mobile device immediately.

2. ID verification for issuing a QR code

When a QR code is issued to set up a new user account of the [Alpha IXG System], the Property Manager / Administrator should first verify the identity of the resident. Do not issue the QR code unless the identity of the resident has been verified.

Agree Disagree

## Upload Settings

Once associated, each station will need to have its setting file uploaded to it. This setting file contains all other system information and is required for the station to function. To upload the settings to each station, select **Connection** on the top menu and select Upload Settings. 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 Sounds, Images, or Schedules were also configured, click their respective buttons.

Setting File Upload

Select the station(s) to upload the Setting File(s):

| Select                              | Building No | Unit Number | Station Name        | Station Type    | Status |
|-------------------------------------|-------------|-------------|---------------------|-----------------|--------|
| <input checked="" type="checkbox"/> | 01          | 1000        | Entrance Station1   | IXG-DM7(-)      | -      |
| <input checked="" type="checkbox"/> | 01          | 1001        | Tenant Station1     | IXG-2C7(-)      | -      |
| <input checked="" type="checkbox"/> | 01          | 1002        | Guard Station1      | IXG-MK          | -      |
| <input checked="" type="checkbox"/> | 01          | 1003        | Master Station1     | IX-MV7*         | -      |
| <input checked="" type="checkbox"/> | 01          | 1003        | Video Door Station1 | IX-EA,IX-EAU    | -      |
| <input checked="" type="checkbox"/> | 01          | 1004        | Video Door Station1 | IX-DVM          | -      |
| <input checked="" type="checkbox"/> | 01          | 1004        | Video Door Station2 | IX-DV,IX-DVF(-) | -      |
| <input checked="" type="checkbox"/> |             |             | Gateway Adaptor1    | IXGH(-)GW       | -      |
| <input checked="" type="checkbox"/> |             |             | IO Adaptor1         | IXW-MA          | -      |

Select Station by Type.  
All

Select Unselect

Select file type to be uploaded.

Settings Sounds Images Schedules



If any stations fail, they may still be booting up from the Association Settings step. It is also important to ensure that the programming PC is in the same subnet range as the stations. For example, if the stations are set to 192.168.1.xx, the PC should also be set to this.

## Exporting System Configuration

Once the Upload is complete, select **File** from the top menu and click Export System Configuration. Export this system's configuration to save as a backup if the settings are lost, or if they need to be moved to a new PC and Support Tool. If the configuration file is going to be emailed, it will need to be compressed first.

## Mobile App Integration (continued)

### Downloading the IXG Mobile App

Before registering the IXG Mobile App to a Unit, it will need to be downloaded to the mobile device. Search for "Aiphone IXG" in the Apple App Store for iOS® devices, or Google Play store for Android® devices. Once installed, and the privacy policy is agreed to, it will ask to scan a QR code for registration.

### Upload App Registration QR Code to IXG-2C7 Tenant Station (If the IXG-2C7 is Ver.2.03 or earlier)

To register mobile devices to the IXG system, a QR Code is generated for each specific Residential Unit. For **Residential Units**, the app registration QR code can be sent directly to the IXG-2C7 Tenant Station in the Unit.

Select **App Integration** from the top menu and click Upload QR Code to the station for App Registration. To display the QR code, tap the **Settings** icon on the IXG-2C7 and tap **App Registration**. IXG Mobile App will guide the user through scanning the code and setting up the app.

| Upload to station(s)                |             |             |           |             |                 |                 |                  |        |
|-------------------------------------|-------------|-------------|-----------|-------------|-----------------|-----------------|------------------|--------|
| Select                              | Building Nu | Unit Number | Unit Name | Station Num | Station Name    | Status          | Available App(s) | Status |
| <input checked="" type="checkbox"/> | 01          | 201         | 201       | 012010      | Tenant Station1 | Upload Required | 1                |        |
| <input checked="" type="checkbox"/> | 01          | 202         | 202       | 012020      | Tenant Station1 | Upload Required | 1                |        |
| <input checked="" type="checkbox"/> | 01          | 203         | 203       | 012030      | Tenant Station1 | Upload Required | 1                |        |

### Export App Registration QR Code as a PDF for Non-Residential Units

To register mobile devices to the IXG system, a QR Code is generated for each specific Unit. Select **App Integration** from the top menu and click Export QR Code for App Registration. Place a check mark next to the desired units and click **Export QR Code for App Registration**.

| Export QR Code for App Registration |             |             |            |                          |                  |  |
|-------------------------------------|-------------|-------------|------------|--------------------------|------------------|--|
| Select                              | Building Nu | Unit Number | Unit Name  | Registered Master Static | Available App(s) |  |
| <input type="checkbox"/>            | 01          | 001         | North Entr | 0                        | 0                |  |
| <input checked="" type="checkbox"/> | 01          | 101         | Cobalt Inc | 0                        | 1                |  |
| <input checked="" type="checkbox"/> | 01          | 201         | 201        | 1                        | 1                |  |

### 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 Gateway will change to a solid green once it is synced with the IXG cloud server. If the status LED continues flashing orange for more than 5 minutes, it may require a manual reboot. Simply disconnect its PoE connection and reconnect it after 5 seconds.



If the sync fails, or the status LED never turns green, confirm both the programming PC and the IXGW-(T)GW have an internet connection. This may require adjusting the network firewall to allow the IXGW-(T)GW access. Also, confirm that the Default Gateway and DNS settings configured under Network Settings are set correctly.

## Property Manager Account Creation

For post-installation system management for residential applications, a Property Manager Account must be created. This account will allow a Property Manager access to the Property Manager View in Support Tool.

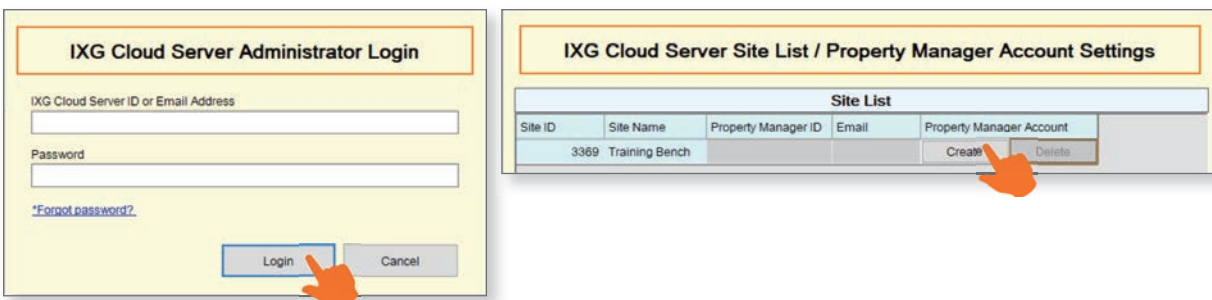
### Creating the Property Manager Account

From the top menu, click **App Integration** and choose Site List/ Property Manager Account Settings

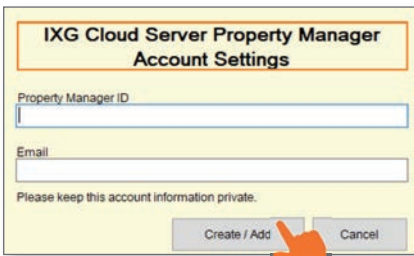


### Log into the IXG Cloud Server Account

Enter the cloud server credentials created on **page 9** and click **Login**. Once logged in, it will show all sites linked to that IXG Cloud server account. Find the site to create the property manager account for and click **Create**.



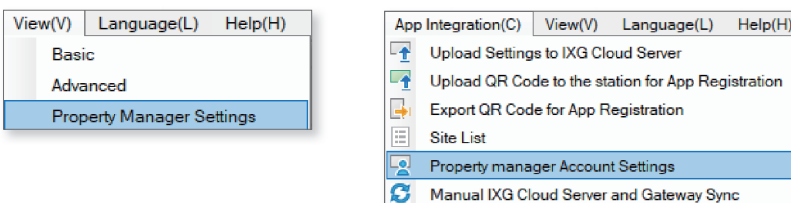
On the next screen, create a new Property Manager ID and enter an email address to be attached to this account. **This email cannot be the same as the email associated to the IXG Cloud server account.** When finished, click **Create/Add**. This will send a temporary password to the designated email. The initial password can be changed from the Property Manager View.



### Property Management Settings

In order to access the property management account, select **View** from the top menu and click Property Manager Settings. This will return to the support tool login screen. Select Property Manager, then enter the Support Tool login credentials and click **Login**.

At the top menu, choose **App Integration** and click Property manager Account Settings. Use the Property Manager ID and the password that was sent to the email provided and click **Login**. When prompted to change your Password, enter new credentials and click **Change**.



**i** For more information about how to use the property management account, refer to the [Property Manager Guide](#)

# ADVANCED SETTINGS

The IXG Support Tool has a collection of optional features accessed by changing the top menu option **View** from the [Basic](#) to [Advanced](#).

## Entrance Station Settings

On the left-hand side menu, expand **Entrance Station Settings**. These settings are used to customize the layout, background image, access codes, and other Entrance Station (IXG-DM7-\*) features. Click **Update** to save any changed settings.

### Display

Edit what unit search and call methods are displayed on the entrance station home screen when used by a visitor. By default, **Call by Unit Number** is enabled and is the only option displayed. Several other methods may be enabled, and a drop-down selection under [Default Display Screen](#) sets which will be shown first. [Call by List](#) will display all units on a scrollable list, [Search by Name](#) allows units to be directly searched by name.

The [Building Selection Button](#) can be enabled if an Entrance Station at one building should give the option to call units in other buildings.

[Language Icon](#) and [Available Languages](#) can be enabled here to allow a visitor to choose between multiple language options during normal operations.

### Welcome Screen

The Welcome Screen is what is shown to a visitor as they approach and initially interact with the entrance station. This screen can be enabled or disabled, and a custom image may be added. Custom images must be 480 x 800 and in .png format.

### Thumbnail Image

Register up to 500 custom thumbnail images for use in the Direct Call List, Call Directory, and Call Limitation screens. Custom images must be 80 x 60 and in .png format.

### Direct Call List

The [Direct Call List](#) allows for the creation of individual call buttons for each Unit, with a maximum 500 Units.

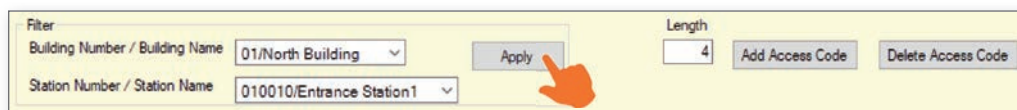
### Call Directory

The [Call Directory](#) allows for the creation of directories and sub directories that individual units can be organized under, up to a maximum of 500 entries. Cannot be used when a Direct Call List is also enabled.

### Access Codes

[Create Access Codes](#) to allow residents or known visitors to enter the building by entering a code at the entrance station. Up to 9,999 codes can be created.

At the top of the screen, use the drop-down options to select the Building number and entrance station to create access codes for. Once these are selected, click **Apply**.



At the top of the screen, under [Length](#), enter the common length of every code that will be added. Once a length is decided, click **Add Access Code** to add codes to specific stations, or manually add codes to the list below. Codes can be copy and pasted for convenience.

|    |     |            |      |       |
|----|-----|------------|------|-------|
| 01 | 101 | Cobalt Inc | 9999 | A9999 |
| 01 | 201 | 201        | 9999 | A9999 |
| 01 | 202 | 202        | 9999 | A9999 |

Once the code is set, and the setting file is uploaded, the code may be used to enter the building. To use the code, tap A then enter the code. *Ex. A9999*

### Upload Settings to Stations

The final step is to upload these setting changes to the IXG stations. To upload the settings to each station, select **Connection** on the top menu and click [Upload Settings](#). Find more information on [page 9](#).

## Station Partitioning

By default, IXG Support Tool will configure stations with some call functionality. This call functionality can be expanded upon or limited for units and individual stations.

### System Information - Station List

To partition what stations a master station can call to, expand **System Information** from the side menu and select Station List.

A row of all of stations will be listed, as well as a column for each. Find the cross section where the desired stations meet and place a check mark in the drop down menu to place those stations in each others address book. To take them out of the address book, make that cell blank. The door release button can be enabled when adding the specified station or mobile app to a station's address book. By default, when adding a station with the check mark it will show the door release button.

| Building Nu | Unit Number | Station Name      | System Info                        |                |                              |                |                |              |  |
|-------------|-------------|-------------------|------------------------------------|----------------|------------------------------|----------------|----------------|--------------|--|
|             |             |                   | 01 / 1003 / 10031                  |                | 01 / 1004 / 10040            |                |                |              |  |
|             |             |                   | Video Door Station1 / IX-EA.IX-EAU |                | Video Door Station1 / IX-DVM |                |                |              |  |
|             |             |                   | Network Camera                     | or Release But | Select                       | Network Camera | or Release But |              |  |
| 01          | 1000        | Entrance Station1 |                                    |                |                              |                |                |              |  |
| 01          | 1001        | Tenant Station1   |                                    |                | ✓                            |                |                |              |  |
| 01          | 1001        | Intercom App1     |                                    |                | ✓                            |                |                | Display 1 On |  |
| 01          | 1001        | Intercom App2     |                                    |                |                              |                |                | Display 1 On |  |

**i** If a mobile app needs to interact with an IXG-DM7 entrance station that is using both relays, set the value to Display 1 and 2 in order to have both door release sliders show up on the mobile app.

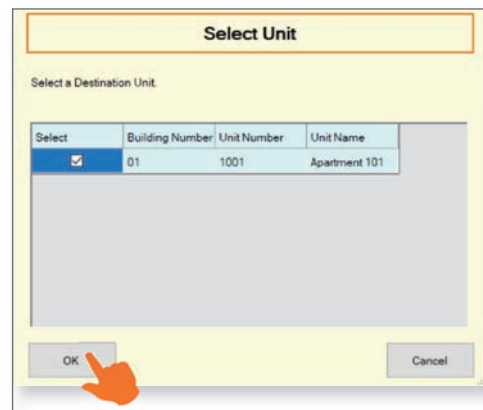
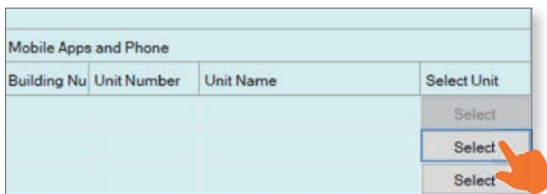
### Call Settings - Called Stations (Door/Sub Stations)

To choose what stations a door station can call, select **View, Advanced** from the top menu. Navigate to **Call Settings, Called Stations (Door/Sub Stations)** from the side menu.

The page will display a row of all stations along the top, as well as a list of stations to the left. To configure the stations a door will call, scroll right to find the cell where the calling door station and the master station intersect. Use the drop-down menu to add a **U** to add that station to the door's call list. Remove a **U** to prevent the door from calling that master.

| Building Nu | Unit Number | Station Name         | Total | Call Settings                                 |  |   |
|-------------|-------------|----------------------|-------|---|--|---|
|             |             |                      |       | Called Stations (Door/Sub Stations)           |  |   |
|             |             |                      |       | Group 01                                      |  |   |
|             |             |                      |       | Select Unit                                   | Building Number / Unit Number / Station Number / Station Name / Station Type |   |
|             |             |                      |       | 01 / 1000 / 10000 / Entrance Station1 / IXG-D | 01 / 1001 / 10010 / Tenant Station1 / IXG-2C7                                | 01 / 1002 / 10020 / Guard Station1 / IXG-MK |
| 1           | 1003        | Video Door Station 1 | 0     | Select  |  |   |
| 1           | 1004        | Video Door Station1  | 1     | Select  |  | U   |
| 1           | 1004        | Video Door Station2  | 0     | Select  |  |   |

The door stations can only be set to ring one unit of mobile apps per group. To select the desired unit's mobile apps, scroll to the right and click **Select**. Place a check mark next to the desired mobile app unit and click **OK**.



### Upload Settings to Stations

The final step is to upload these setting changes to the IXG stations. To upload the settings to each station, select **Connection** on the top menu and click Upload Settings. Find more information on **page 9**.



## Additional Settings

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The following are simple feature or function settings that can be quickly adjusted, enabled, or disabled. Each of these settings are found under the Advanced View in Support Tool. Click **View** on the top menu and select [Advanced](#) to switch views.

Always click the **Update** button in the top left corner to save the setting changes in Support Tool, and [Upload Settings](#) to each station once all changes have been made (**page 9**). **The stations will not reflect the setting changes without doing this.**

### Adjusting Audio Volumes

Some stations can adjust their inbound and outbound audio volumes. Adjust these by navigating to **Station Settings**, [Volume/Tone](#).

### Adjusting Ring Tones

IX-MV7 master stations can set custom ringtones for incoming calls from different door and entrance stations. Navigate to **Call Settings**, [Incoming Call](#). Scroll right to find where the master station's row intersects the column for the desired station and set a new call pattern. These can be individually set for calls made by a call button or an option input, and for different call priority levels.

### Entrance and Door Station Release Timer

The time the door release relay output is triggered can be adjusted for the entrance station and door stations on the system. Adjust these times by navigating to **Option Input / Relay Output Settings**, [Relay Output](#).

By default, the output timers are set to 400msec. Use the drop-down under [Output Time Range](#) to select a time range of either **200-2000msec** or **3-600sec**. Then, manually enter the amount of time the relay should trigger.

### Entrance and Door Station Call Timeout and Ringback Tone

Adjust the amount of time an entrance or door station calls in for, as well as select the ringback tone (which includes audio guidance), by navigating to **Call Settings**, [Call Origination](#).

The call timeout duration is set to 60 sec by default, for both Entrance and private door stations. Adjust this by manually entering a time under [Call Timeout \(10-600sec\)](#).

Use the drop-down under [Ringback Tone](#) to select a pre-loaded or custom ringback tone, or audio guidance.

### Entrance Station Communication Start Tone

The Entrance Station can play a "Communication Start Tone" to let the visitor know the call is connected and it is time to speak. Enable this by navigating to **Station Settings**, [Communication](#).

### Disable Entrance Station Monitoring

To prevent any station in any Unit from monitoring an entrance station, Navigate to **Station Settings**, [Monitoring](#).

### Entrance Station and Tenant Station Recording

The Entrance Station can record audio and video to a local microSD card when a call is placed. Recording begins once communication is established with a station. Enable these functions by navigating to **Function Settings**, [Recording](#).

Tenant Station recording can be enabled or disabled in the same settings location.

### Upload Settings to Stations

The final step is to upload these setting changes to the IXG stations. To upload the settings to each station, navigate to **Connection** on the top menu and click [Upload Settings](#). Find more information on **page 9**.

## IXW-MA Programming

IXG and IX Series Stations use SIF signaling to trigger outputs on IXW-MA Multi-Purpose Adaptors. This can be used to mirror outputs on the stations for door release or external signaling.

### Adding IXW-MA to a System

Navigate to **Site Settings**, I/O Adaptor Registration. There will be a list of up to 500 adaptors. Place a check in the **Enable** column for each adaptor to be added. Click **Update**.

| I/O Adaptor Number | Site Settings                       |              |
|--------------------|-------------------------------------|--------------|
|                    | I/O Adaptor Registration            |              |
|                    | Enable                              | Station Name |
| 1                  | <input checked="" type="checkbox"/> | I/O Adaptor1 |
| 2                  | <input type="checkbox"/>            |              |

Navigate to **Network Settings**, IP Address. Enter an IP address, subnet mask, and (optionally) a default gateway for the newly added adaptors. Click **Update**.

|    |      |                     |  |      |        |     |     |   |    |     |     |     |   |
|----|------|---------------------|--|------|--------|-----|-----|---|----|-----|-----|-----|---|
| 01 | 1004 | Video Door Station2 |  | IPv4 | Static | 192 | 168 | 1 | 15 | 255 | 255 | 255 | 0 |
|    |      | I/O Adaptor1        |  | IPv4 | Static | 192 | 168 | 1 | 16 | 255 | 255 | 255 | 0 |

### Configuring Stations for SIF Signaling

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

| Station Name        | Function Settings |                | SIF           |              |            |      |  |       |        |        |               |     |            |  |  |
|---------------------|-------------------|----------------|---------------|--------------|------------|------|--|-------|--------|--------|---------------|-----|------------|--|--|
|                     | SIF Functionality | SIP URI Format | No.01         |              |            |      |  |       |        |        | Destination P | SSL | Connection |  |  |
|                     |                   |                | SIF Settings  |              |            | IPv4 |  | IPv6  |        |        |               |     |            |  |  |
| Program Type        | IPv4              | IPv6           | Destination P | SSL          | Connection |      |  |       |        |        |               |     |            |  |  |
| Guard Station1      | Disable           | Disable        |               |              |            |      |  |       |        |        |               |     |            |  |  |
| Master Station1     | Disable           | Disable        |               |              |            |      |  |       |        |        |               |     |            |  |  |
| Video Door Station1 | Enable            | Disable        | 0100          | 192.168.1.16 |            |      |  | 65014 | Enable | Socket |               |     |            |  |  |
| Video Door Station1 | Enable            | Disable        | 0100          | 192.168.1.16 |            |      |  | 65014 | Enable | Socket |               |     |            |  |  |
| Video Door Station2 | Enable            | Disable        | 0100          | 192.168.1.16 |            |      |  | 65014 | Enable | Socket |               |     |            |  |  |
| I/O Adaptor1        | Disable           | Disable        |               |              |            |      |  |       |        |        |               |     |            |  |  |



The IXW-MA itself does not need any programming in this section.

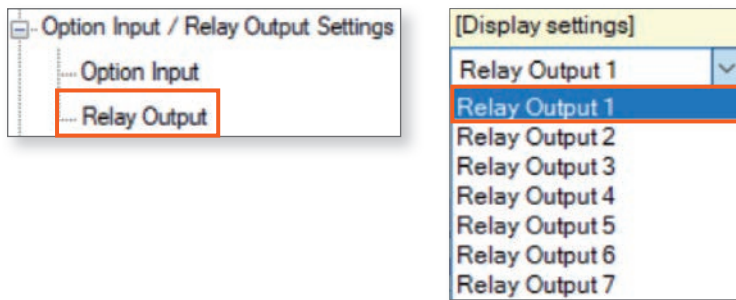
Scroll right to the **Transmission Trigger** section. For each station signaling the IXW-MA, check off **Change contact**. Once these settings are configured, click **Update**.

| Unit Number          | Station Name        | Function Settings        |                          |                          |                          |                                     |                          |                          |                          |
|----------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
|                      |                     | SIF                      |                          |                          |                          |                                     |                          |                          |                          |
|                      |                     | No.01                    |                          |                          |                          |                                     |                          |                          |                          |
| Transmission Trigger |                     |                          |                          |                          |                          |                                     |                          |                          |                          |
| Begin Out            | Begin Cor           | Door Rele                | End Com                  | Change c                 | Unit error               | Begin Bro                           |                          |                          |                          |
| 1002                 | Guard Station1      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1003                 | Master Station1     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1003                 | Video Door Station1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1004                 | Video Door Station1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1004                 | Video Door Station2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|                      | I/O Adaptor1        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## IXW-MA Programming (continued)

### Configuring Stations for SIF Signaling

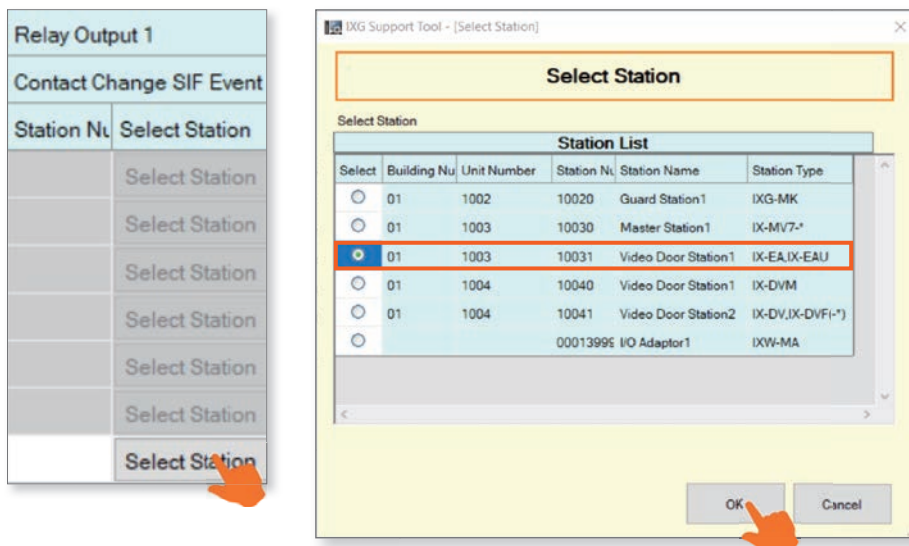
Navigate to **Option Input / Relay Output Settings**, Relay Output. Relay Output 1 will be displayed by default. The **Display settings** menu can be used to switch to other relay outputs.



For each programmed output, set the **Function** on the IXW-MA to Contact Change SIF Event. Each output can only be assigned to a single station.

| Building Nu | Unit Number | Station Name        | Option Input / Relay Output Settings |                          |
|-------------|-------------|---------------------|--------------------------------------|--------------------------|
|             |             |                     | Relay Output                         |                          |
|             |             |                     | Relay Output 1                       |                          |
|             |             |                     | Name                                 | Function                 |
| 01          | 1001        | Tenant Station1     |                                      | No Function              |
| 01          | 1002        | Guard Station1      |                                      | Door Release             |
| 01          | 1003        | Master Station1     |                                      | Door Release             |
| 01          | 1003        | Video Door Station1 |                                      | Door Release             |
| 01          | 1004        | Video Door Station1 |                                      | Door Release             |
| 01          | 1004        | Video Door Station2 |                                      | Door Release             |
|             |             | I/O Adaptor1        |                                      | Contact Change SIF Event |

Scroll right to the **Contact Change SIF Event** column. Click **Select Station** to display a list of stations. Select the signaling station and click **OK**. Click **Update**.



**i** Only one station can be assigned to each IXW-MA output.

Repeat these steps for each output to be programmed. Then, upload settings to all stations to complete the process (see **page 9** for more information).



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