
IXGS-TE Telephone Entry Kit Guide



Table of Contents

Page 1	Introduction
Page 2	Remote Management Programming
Page 21	IXG Support Tool Programming
Page 35	Registering Phone Numbers by Call-In

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.

There are two options for configuring the equipment. The preferred method is AiphoneCloud, which grants access to Remote Management. Remote Management allows for off-site programming through a web interface. There is also the option to use IXG Support Tool, a PC program that can configure the stations at the site. Both methods will be shown in this guide.

In order to use the telephone and 4G LTE features on the IXGW-TGW, a SIM billing account must be activated. After finishing the programming steps in this guide, be sure to follow the SIM Billing Guide, which is available at this link: <https://www.aiphone.com/sim-activation>



Systems programmed in IXG Support Tool cannot be migrated to Remote Management at this time.

Remote Management Table of Contents

Page 2	AiphoneCloud Instructions and Navigation
Page 3	AiphoneCloud Registration
Page 4	Accessing Remote Management
Page 5-11	Creating a New Site
Page 12-14	Configuring Units
Page 15	Configuring Tenants
Page 16-17	Entrance Station Settings
Page 18-19	Registering Mobile Apps
Page 20	Updating Stations

AiphoneCloud Instructions

AiphoneCloud uses the IXGW-TGW cellular gateway to connect with the local stations. Before starting this process, be sure that the following has been done:

- The IXGW-TGW has a PoE connection and an external internet connection, unless only the SIM connection will be used for data.
- The IXG-DM7-HIDA is on the same network switch as the IXGW-TGW so that it can be discovered by station search.
- If the stations will reside on a managed network, that the on-site network administrator has assigned IP addresses for the IXGW-TGW and IXG-DM7-HIDA. The IXGW-TGW will receive its IP address by DHCP, while the IXG-DM7-HIDA will receive its IP address during programming. Using DHCP reservations is recommended. These do not apply if only the SIM connection is used for the data, and the IXGW-TGW and IXG-DM7-HIDA are isolated from the rest of the network.
- Record the MAC addresses of the IXGW-TGW and IXG-DM7-HIDA before proceeding. These will be listed on stickers on the stations.

AiphoneCloud Navigation

Hand Icon



Look for the Hand Icon to indicate where to click on a screen. If a screenshot or series of screenshots show multiple Hand Icons for sequential steps, there will be numbers to show the proper order.

Highlight Box



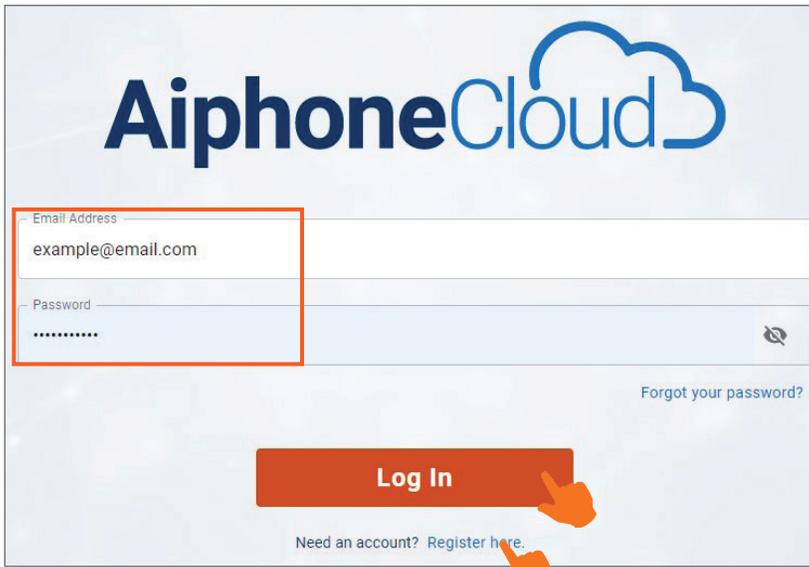
An orange box is used to highlight important items in screenshots.

A Note on AiphoneCloud

AiphoneCloud is a dynamic product that is always being updated and improved. Items shown in this document may appear different than they do in the current version of AiphoneCloud. The settings and procedures shown will still work the same way.

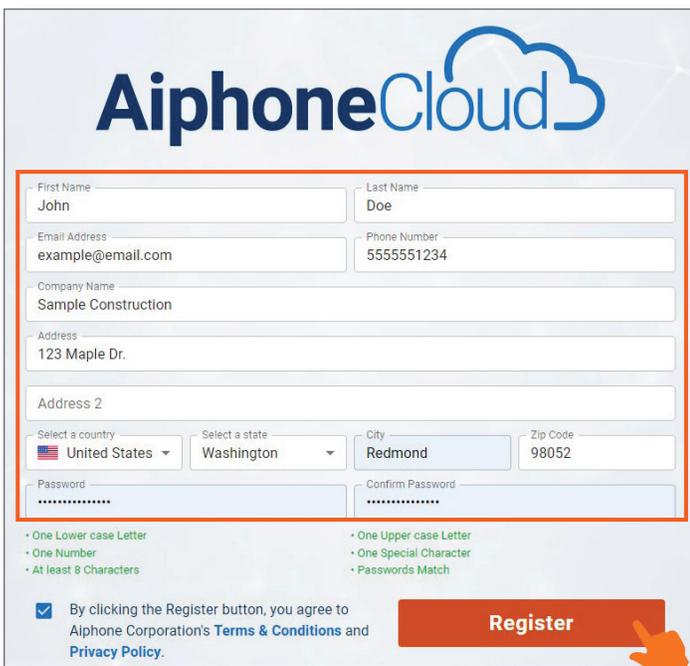
AiphoneCloud Registration

Navigate to <https://aihone.cloud>. If there is already an existing account, enter the credentials and click **Log In**. To create a new account, click **Register Here**.

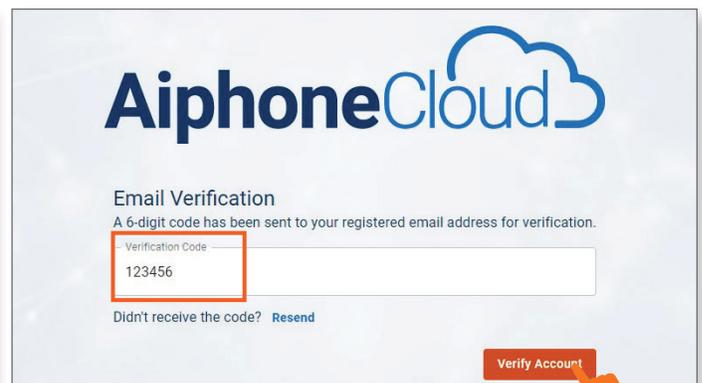


The login page features the AiphoneCloud logo at the top. Below it are two input fields: "Email Address" containing "example@email.com" and "Password" with masked characters. A "Forgot your password?" link is positioned to the right of the password field. A prominent orange "Log In" button is centered below the fields, with an orange arrow pointing to it. At the bottom, a link reads "Need an account? Register here." with another orange arrow pointing to it.

To register an account, fill in the required information and click **Register**. A six-digit code will be sent to the registered email. Enter the code and click **Verify Account**.



The registration form is titled "AiphoneCloud" and contains several input fields: "First Name" (John), "Last Name" (Doe), "Email Address" (example@email.com), "Phone Number" (5555551234), "Company Name" (Sample Construction), "Address" (123 Maple Dr.), "Address 2", "Select a country" (United States), "Select a state" (Washington), "City" (Redmond), "Zip Code" (98052), "Password", and "Confirm Password". A list of password requirements is shown below the fields: one lower case letter, one upper case letter, one number, one special character, and at least 8 characters. A checkbox is checked, indicating agreement to the Terms & Conditions and Privacy Policy. An orange "Register" button is at the bottom right, with an orange arrow pointing to it.



The email verification page is titled "AiphoneCloud" and "Email Verification". It states: "A 6-digit code has been sent to your registered email address for verification." Below this is a "Verification Code" input field containing "123456". A "Resend" link is provided for users who didn't receive the code. An orange "Verify Account" button is at the bottom right, with an orange arrow pointing to it.

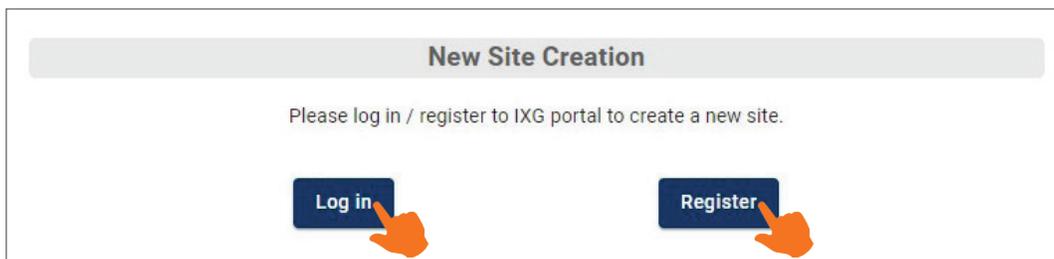
Accessing Remote Management

After logging in, click **Remote Management**.



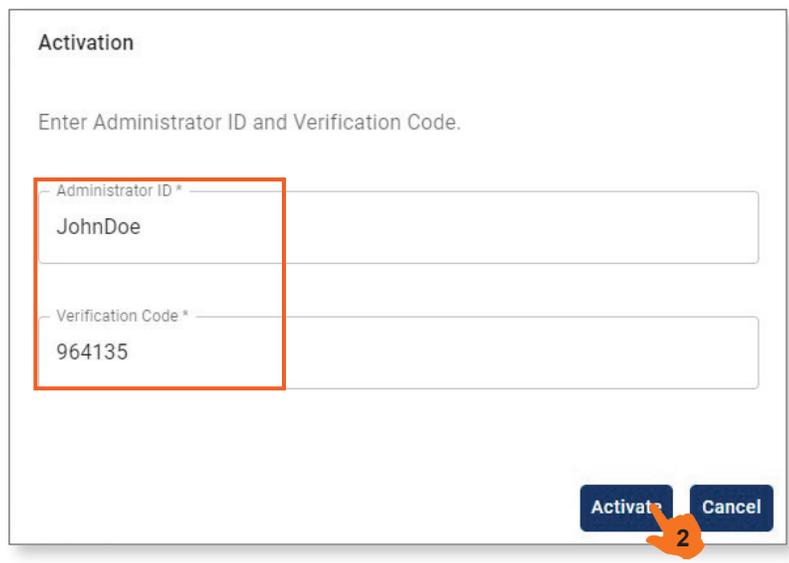
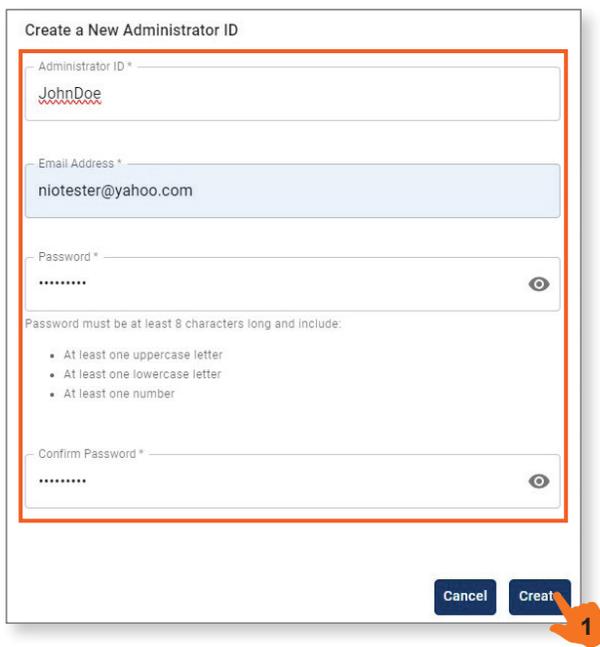
i In order to access Remote Management, an AiphoneCloud account must belong to a branch. Contact your local Sales Rep (<https://www.aiphone.com/sales/regional-sales>) or cloudadmin@aiphone.com to create your Branch in AiphoneCloud.

A page will be displayed showing existing sites under the Branch, if any exist. To create the new site, the AiphoneCloud account will need to be linked to the IXG Portal. Either use an existing IXG Portal account by clicking **Log In**, or create a new account by clicking **Register**.



i A user must belong to a Branch and have the role of Member or higher to create a remote management site.

If logging into an existing account, follow the prompts to log in. If making a new account, enter the desired administrator ID, email address, and password. Click **Create**. An email with a verification code will be sent to the administrator's email address; enter the administrator ID and the code. Click **Activate**. A success message will appear, and the login window will close.



Creating a New Site

Make sure that the equipment is attached to the same network switch as the IXGW-TGW gateway. Click **Create Site** at the top of the page.

New Site Creation

Ready to create a new site?

Create Site

A new window will appear. Fill out the information and click **Next**.

1 Site Information — 2 Site Type — 3 Confirmation

Site Information

Enter the site information below.

Site Name*
Maple Heights

Site Address
123 Main Street

Select a country: United States of ▼ Select a state: Washington ▼ Site City: Redmond

Zip Code
98052-5038

Back **Next**

Select a Site Type. For sites using the IXGS-TE kit, select multi-tenant, and leave the checkbox for Existing IXG Property unchecked. Click **Next**.

✓ Site Information — 2 Site Type — 3 Confirmation

Multi-Tenant
Optimized for multi-unit residential or commercial projects. Organize your system into Units to group devices, mobile apps, and tenants.

Commercial
Simple programming for commercial projects. Add any number of door, answering stations, and start with 8 AIPHONE IXG mobile apps.

Existing IXG Property

Back **Next**

Creating a New Site (continued)

A general description of multi-tenant sites will appear. Scroll to the bottom of the window and click **Create Site**.

Next steps in the multi-tenant setup wizard:

- Register Gateway**
Connect a IXGW-GW or IXGW-TGW gateway to your AiphoneCloud Remote Management Site..
- Discover and Add Devices**
Search the network for Aiphone IX|IXG devices to add to the Site.
- Add Units**
Create and configure residential and commercial units.
- Assign Devices to Units**
Assign devices to Units and add AIPHONE IXG mobile apps.
- Customize Devices**
Designate a unique number and name for each device.
- Network Settings**
Configure network settings for your devices.

[Back](#) [Create Site](#)

Follow these steps to use the New Site Wizard:

- Connect the IXGW-TGW to the same network as the intercom stations.
- Record the MAC address and station type of each station for reference.
- If DHCP is not being used, make sure the IP addresses that will be assigned to the stations are written down.

Once these steps have been completed, check off the items and click **Continue to Site Wizard**.

New Site Wizard

Welcome to the Remote Management new site wizard! Before we get started, please refer to the checklist below to ensure you're able to get your site up and running as quickly as possible.

- Your intercoms are connected to the same network as your IXGW-GW gateway.
- You have notated the station type and MAC address of each station.
- You have a list of station IP addresses (if not using DHCP) and station names to be given to each station.

[Continue to Site Wizard](#)
[Skip wizard](#)

Creating a New Site (continued)

In order to be registered, the IXGW-TGW will need to be connected to a network with a DHCP server, since it uses DHCP by default. If the station's final location does not have one, temporarily connect it to a network with a DHCP server and internet access. The IXGW-TGW will acquire an IP address. A desired static IP address can be applied later in the wizard.

Enter the MAC address and click **Register Gateway**. The gateway's MAC address is located on a sticker on the bottom of the station. If registration is successful, the screen will be redirected to Add Devices after three seconds.



Wait until the status light on the front of the IXGW-TGW is solid orange before clicking **Register Gateway**. Registration will not be possible until the station is in this standby state.

Enter the MAC address of the gateway below:

IXGW-(T)GW MAC Address

00:0B:AA:XX:XX:XX

Register Gateway

IXG Property ID : XXXX

The IXGW-TGW will search for and discover IX | IXG Series intercom stations on the subnet. The specific station types will need to be selected. If it is not already filled in, click **Select Model Number** for each station. Set the gateway to model IXGW-TGW, and the entrance station to IXG-DM7-HIDA. Check the box next to the IXG-DM7-HIDA (the IXGW-TGW is automatically included). Once everything is configured, click **Add**.

Add Devices Wizard

Search for stations

<input type="checkbox"/>	MAC Addr...	Device Type	IP Address	Station Type	Model Number	Name	No.
<input type="checkbox"/>	00:0B:AA:44:00:72	IXGW-GW	192.168.1.16	Gateway Adaptor	Select Model Number	Gateway Ada...	00012...
<input checked="" type="checkbox"/>	00:0B:AA:41:05:85	IXG-DM7	192.168.1.113	Video Entrance ...		IXG-DM7-HID front door	

Add Manually **Cancel** **Add**



If the IXGW-TGW does not connect to a DHCP server, it will be at IP address 192.168.1.160. This can happen when the cellular connection is used as the only network connection, or there is not a DHCP server on the local network.

Creating a New Site (continued)

A list of units in the system will appear. Units are used by the system to organize stations, tenants, and mobile apps. The IXG-DM7-HIDA should already be added to an Entrance Unit. Residential units will need to be created for each apartment. Units can be added or adjusted later instead, as shown on **pages 12-14**, but be sure the entrance station is assigned to a unit.

Click **Add a unit**. If an entrance unit is not already created, create one and add the IXG-DM7-HIDA to it. Select Entrance for the entrance station, scroll to the bottom of the Add a Unit window, and click **Next**.

Building Nu...	Unit Number	Unit Name	Unit Type	Devices	Tenants	Apps
No rows						

Add a Unit

Common Areas

Entrance
Entrance units consist of up to ten IXG-DM7-* entrance stations. Entrance stations can call guard, commercial, residential, and inside area units, as well as grant entry to residents by keypad or card reader.

Guard
Guard units consist of up to eight IXG-MK guard stations, IX-RS-* handset sub stations, one VoIP extension, or a combination of these, along with up to eight IXG Apps and a telephone number. Guard stations provide advanced functions including internal paging, call transfer, speed dial buttons, and more. The two private door stations will only call to stations within their unit.

Leave the unit in the default building, 0001. Enter a Unit Number of three or four digits, and an appropriate unit name. Once everything is filled out, click **Add unit**. The same process can be used to add the apartments, which will be represented as Residential units.

Add a Unit

Select Building Select Building Number: 0001

Unit Number Unit Number: 100
Units numbers must be unique in a given building. [Switch to batch add](#)

Unit Name Unit Name: Entrance station
The Unit name will appear in the IXG-DM7-* Entrance Panel directory (when applicable).

[Back](#) [Add Unit](#)

Creating a New Site (continued)

If multiple residential units need to be created, use the batch add option to save time. Toggle **Switch to batch add**, which allows a range of numbers to be generated between the Starting Unit Number and Ending Unit Number. This will add stations for every number in the range. Once all the needed units have been added, click **Continue**.

Add a Unit

Select Building

Select Building Number: 0001

Unit Number

Units numbers must be unique in a given building.

Starting Unit Number: 112 Ending Unit Number: 120

[Switch to single add](#)

Unit Name

The Unit name will appear in the IXG-DM7-* Entrance Panel directory (when applicable).

Unit Name: _____

Note: Unit name will be automatically generated based on the unit number

[Back](#) [Add Unit](#)

i Tenant information will be added in a later step.

0001	107	Unit 107	Residential	0	0	:
0001	110	Unit 110	Residential	0	0	:
0001	105	Unit 105	Residential	0	0	:
0001	106	Unit 106	Residential	0	0	:
0001	104	Unit 104	Residential	0	0	:
0001	101	Unit 101	Residential	0	0	:

1 row selected Rows per page: 100 1-12 of 12

[Back](#) [Continue](#)

The Device Basic Info page will be displayed. If needed, select a cell to change details such as the station name or networking information.

Assign Station Names, Station Numbers, and IP Addresses

Review and make any adjustments, then choose Associate in the Actions column on the right so the wizard can set desired IP addresses. Choose Save if the stations are not powered on, Association can be done later. Choose Skip if this information will be decided later.

MAC Address	Model Number	Device	Station Name	Station Number	IP Address	Subnet Mask	Default Gateway	DNS	Actions
00:0B:AA:11:22:33	IXG-DM7-HID		Entrance Static	6000	192.168.1.11	255.255.255.0	192.168.1.1	8.8.8.8	Select an Option

Once the information is filled out for the station, click **Select an Option** to reveal a drop-down menu. Select **Set Device IP**, which will cause the station to immediately receive its IP address. Once all stations are configured, click **Continue**.

Actions

Select an Op...

1

Select an Option

2

Set Device IP

Set IP Later

[Continue](#)

i The stations will reboot after associating. This process takes several minutes to complete.

Creating a New Site (continued)

Click **Go to Site Info** on the next page to exit the wizard.

Sync System Settings

You're all set! Click the button below to navigate to your site's home page to sync the settings with the devices.

Go to Site Info

This will open the main Site Info page. The links on this page allows for station settings to be configured and pushed to the stations through the gateway. First, the gateway needs to be synced with the Remote Programming website.

The current status of the gateway will be displayed in the Gateway Toolbox. A green status icon next to an item indicates a positive status, while a red one indicates that the item needs attention. Similar status messages will appear under Site Checklist. Click **Needs Sync** next to the gateway to perform the sync.

Gateway Action Center

Gateway Status

Gateway is online
No misconfigurations detected.

Check Gateway Status

Gateway Firmware

Please update firmware as soon as possible.

Update Firmware

Gateway Configuration

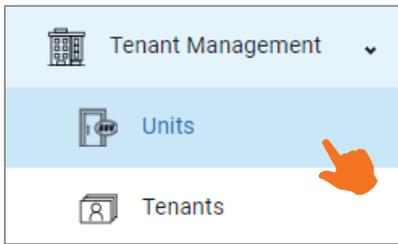
Gateway firmware update may be required

Sync Gateway

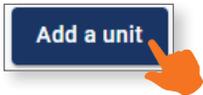
MAC Address	Model Number	Station Name	Station Number	Station Status	Firmware Status	Sync Sound File	Test Config Url
00:0B:AA:33:44:55	IXGW-TGW	Gateway Adaptor	444	Needs sync	Unknown	-	-
00:0B:AA:11:22:33	IXG-DM7-HID	Entrance Statio...	6000	Device IP address incorrect	Unknown	Sync Sound	-

Configuring Units

To configure the units, navigate to **Tenant Management**, Units. This will display a list of the site's units.



To create a new unit, click **Add a Unit** in the top right corner. This menu will look like the setup wizard instructions on **page 9** of this guide.



This page can also be used to edit and modify existing units. Use the three dots next to a unit to open a menu and click **View Unit** to display all settings for that unit.

Units
Add, edit, and delete units for your site.

Building Nu...	Unit Number	Unit Name	Unit Type	Devices	Tenants	Apps	
0001	101	Unit 101	Residential		0	8	
0001	102	Unit 102	Residential		0		View Unit View Tenants

This page allows the unit number and name to be modified. If any changes are made, click **Save Unit Details**.

Unit 101

Unit Number:

Unit Name:

Save Unit Details

Configuring Units (continued)

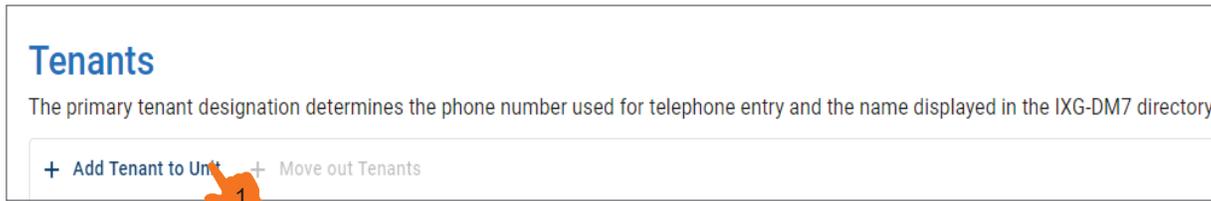
Adding Additional Tenants and Changing the Primary Tenant

Under the Tenants section, new tenants can be created by clicking **Add Tenant to Unit**. Fill out the information and click **Add Tenant**.

Tenants

The primary tenant designation determines the phone number used for telephone entry and the name displayed in the IXG-DM7 directory.

[+ Add Tenant to Unit](#) [+ Move out Tenants](#)

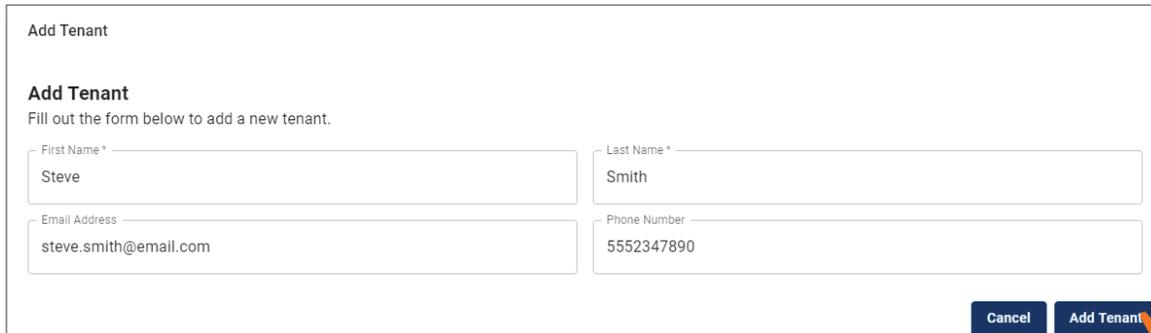


Add Tenant

Fill out the form below to add a new tenant.

First Name *	Steve	Last Name *	Smith
Email Address	steve.smith@email.com	Phone Number	5552347890

[Cancel](#) [Add Tenant](#)



The first tenant added to a unit will be automatically set as the Primary Tenant. While all tenants can have a phone number registered, **only the Primary Tenant's phone number will be called by the entrance station**. To change which tenant is Primary, click the three dots next to the tenant, then **Edit Tenant**.

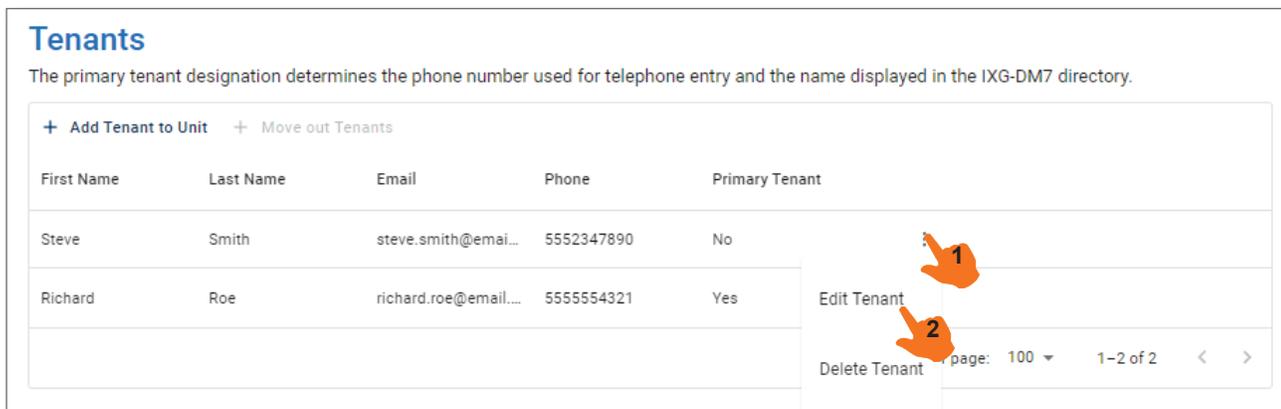
Tenants

The primary tenant designation determines the phone number used for telephone entry and the name displayed in the IXG-DM7 directory.

[+ Add Tenant to Unit](#) [+ Move out Tenants](#)

First Name	Last Name	Email	Phone	Primary Tenant	
Steve	Smith	steve.smith@emai...	5552347890	No	
Richard	Roe	richard.roe@email...	5555554321	Yes	Edit Tenant
					Delete Tenant

page: 100 ▾ 1-2 of 2 < >



Click the slider under **Set as Primary Tenant** to change the tenant's status, then click **Save**.

Edit Tenant

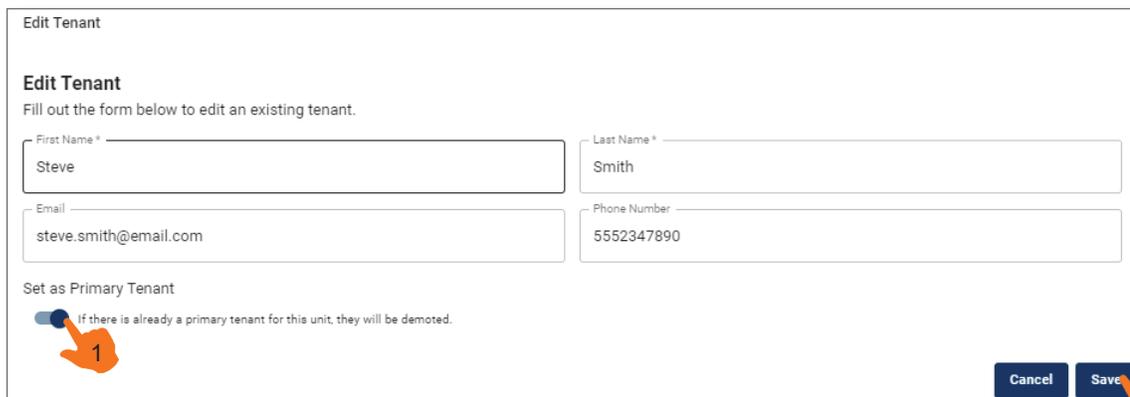
Fill out the form below to edit an existing tenant.

First Name *	Steve	Last Name *	Smith
Email	steve.smith@email.com	Phone Number	5552347890

Set as Primary Tenant

If there is already a primary tenant for this unit, they will be demoted.

[Cancel](#) [Save](#)



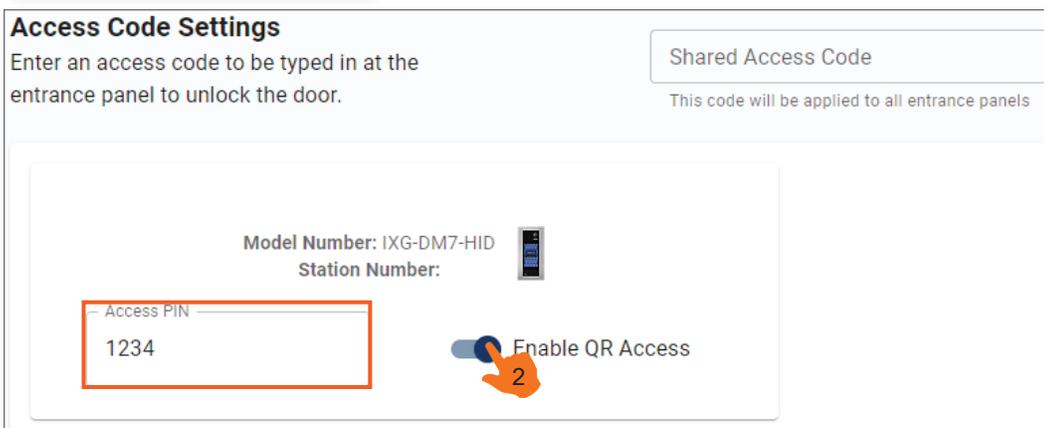
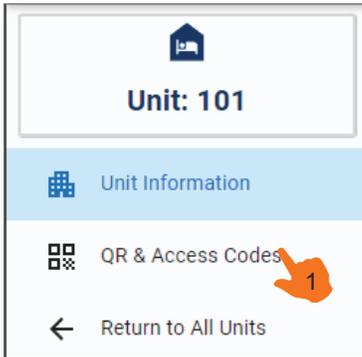
Configuring Units (continued)

Adding Tenants by Call-In

IXGW-TGW gateways typically support the option to register phone numbers by calling the IXGW-TGW directly. **However, this option is not compatible with Remote Management.** Always use Remote Management to add or edit phone numbers for systems not programmed with IXG Support Tool.

Setting Access Options

To set an access code for the unit, click **QR & Access Codes**. Set the access pin, enable QR code access if desired, and click **Save Changes**.

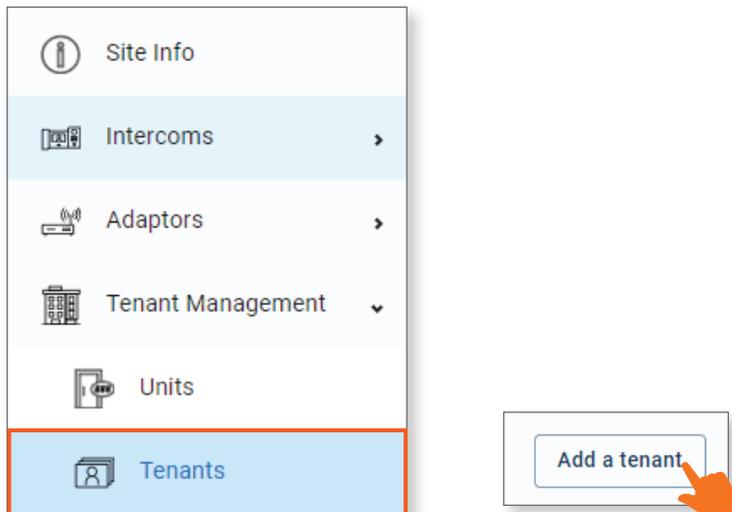


i QR code access requires mobile apps to be configured.

i All tenants in a unit will share the same access code.

Configuring Tenants

A list of all tenants in all units can be added to or modified by navigating to **Tenant Management**, Tenants. This will open a list of tenants on the site. Click **Add a tenant** in the top right corner.



A new window will appear. Fill out the first and last name for the tenant, then assign them to a building and unit number. An email or phone number can also be added. Email is optional, while the primary tenant's phone number will be called if telephone settings are configured. Selecting which number the entrance panel will call will be done in the next section.

Once everything is filled out for the tenant, click **Add tenant**.

The image shows a form titled 'Add Tenant' with the following fields: First Name (Richard), Last Name (Roe), Email (richard.roe@email.com), Phone Number (5555554321), Building Number (0001), and Unit Number (110). The form is enclosed in a red border. At the bottom right, there are two buttons: 'Cancel' and 'Add Tenant', with a hand icon pointing to the 'Add Tenant' button.

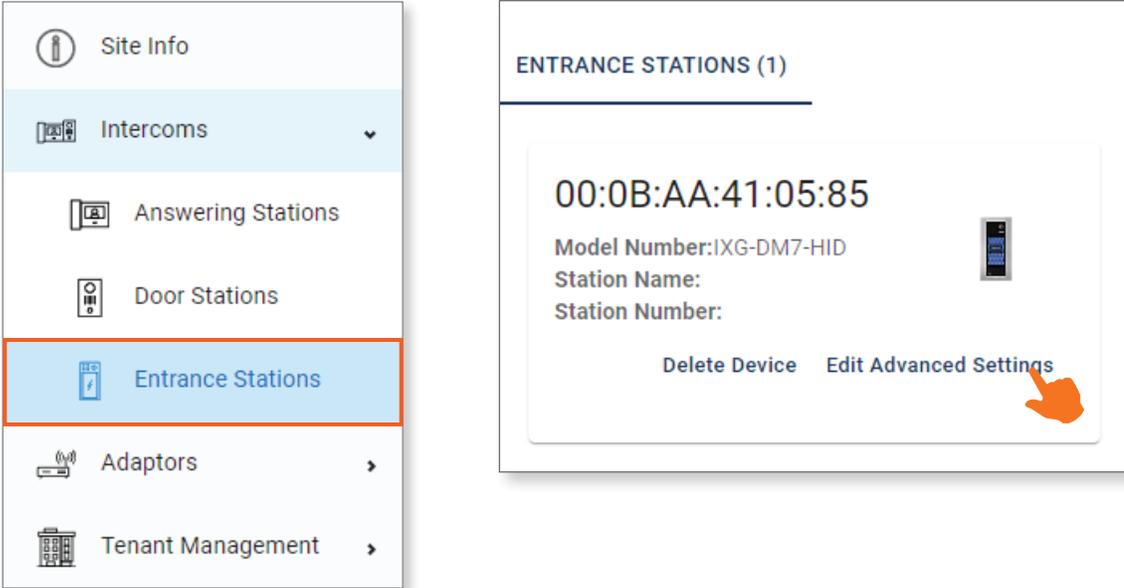
The new tenant will appear in the list. To modify or delete that tenant's information, including setting the unit's primary tenant, click the three dots symbol to the right of the tenant. Repeat these steps to fill out the tenants on the site. **For the following steps, each unit will need at least one tenant added.** If needed, placeholders can be used until tenant information is known.

The image shows a table titled 'Tenants' with the following columns: Building Number, Unit Number, First Name, Last Name, Email, Phone Number, and Primary Tenant. The table contains one row of data: Building Number 0001, Unit Number 110, First Name Richard, Last Name Roe, Email richard.roe@email..., Phone Number 5555554321, and Primary Tenant Yes. A hand icon is pointing to the three dots menu icon at the end of the row.

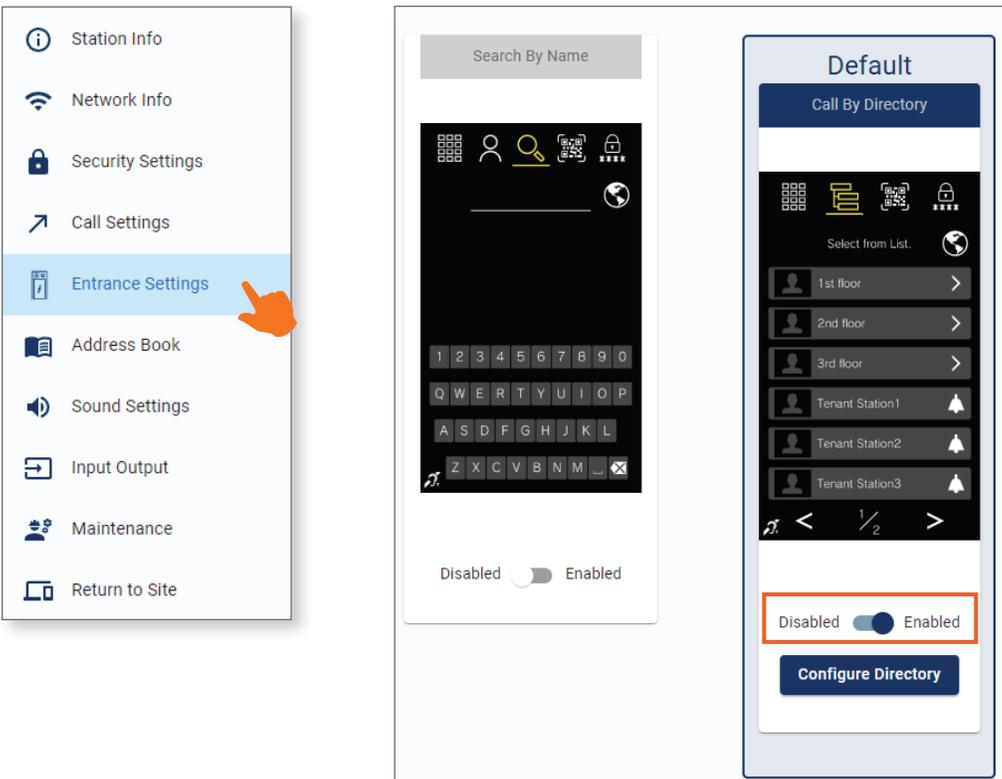
Building Number	Unit Number	First Name	Last Name	Email	Phone Number	Primary Tenant
0001	110	Richard	Roe	richard.roe@email...	5555554321	Yes

Entrance Station Settings

To configure the entrance station, navigate to **Intercoms**, Entrance Stations. Click **Edit Advanced Settings**.



Click **Entrance Settings** on the left-hand menu. This screen allows for different features to be displayed and set as the default. A setting can be disabled by clicking the Disabled/Enabled slider beneath the setting, and set to be the default view by clicking anywhere in the setting box that is not a button.



Entrance Station Settings *(continued)*

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 Directory: The units are displayed in order, with a call button for each on the touchscreen.

Search by Name: Search by the first and last names assigned to the unit.

Door Release QR Code: Mobile app users can send temporary QR codes to guests.

These are the recommended settings for telephone entry applications, though needs may vary by site.

Door Release Keypad: Enable *(optional, if door release codes are configured)*.

Call By Unit Number: Enable.

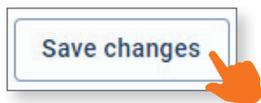
Search By Name: Enable *(optional, if first and last names are assigned to the residential units)*.

Call By Directory: Enable.

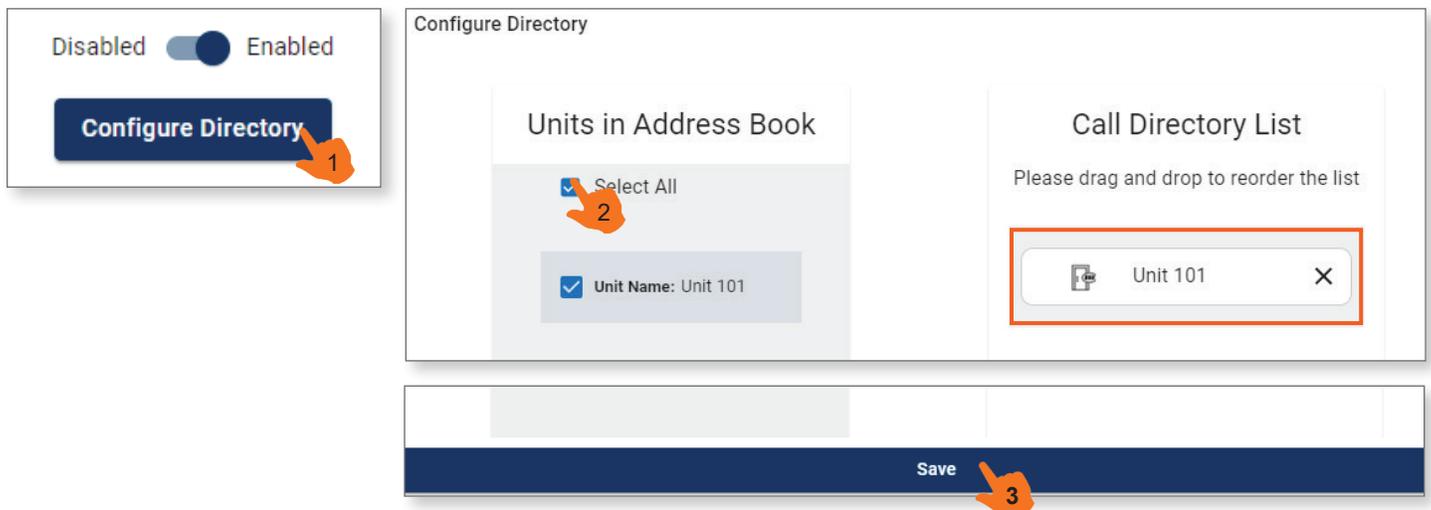
Door Release QR Code: Enabled (requires mobile app configuration).

Recommended Default Screen: Call By Directory

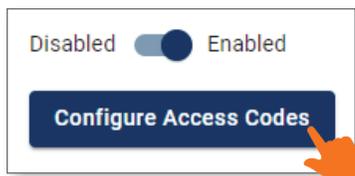
Once the display settings are complete, click **Save Changes** in the top right corner.



To configure Call by Directory, click **Configure Directory** under this setting. Either click **Select All** or check off individual units to add them to the list on the right side of the page. To change the order the stations are ordered in, drag and drop the items in the list. Once everything is arranged properly, click **Save**, then click **Save Changes**.



To set access codes, click **Configure Access Codes**, which will open the **Units** page. The steps for configuring the access codes will be the same as shown on **page 14**.



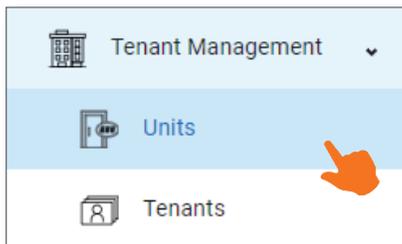
Registering Mobile Apps

i Using mobile apps may require additional licenses. Reach out to your Aiphone sales rep or Aiphone tech support for more information.

In addition to telephone entry, the IXGS-TE kit can also place video calls to the Aiphone IXG app. The units need to be set to support mobile apps, and then tenants can register their phones using a QR code.

The app, called Aiphone IXG, is available on Apple® iOS and Google™ Android devices, and can be downloaded from their respective app stores.

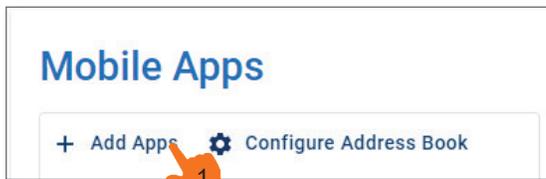
To get started, navigate to **Tenant Management, Units.**



Use the three dots next to a unit to open a menu and click **View Unit** to display the settings for that unit.

Building Nu...	Unit Number	Unit Name	Unit Type	Devices	Tenants	Apps	
0001	101	Unit 101	Residential		0	8	
0001	102	Unit 102	Residential		0		View Unit View Tenants

Scroll to the bottom of the page and find the Mobile Apps section. Click **+ Add Apps**. A new popup menu will appear. Type in any number between one and eight for however many apps will be used by that tenant. Eight is recommended for sites using the IXGS-TE kit. Click **Add Apps**.



Add Mobile App(s) to Unit

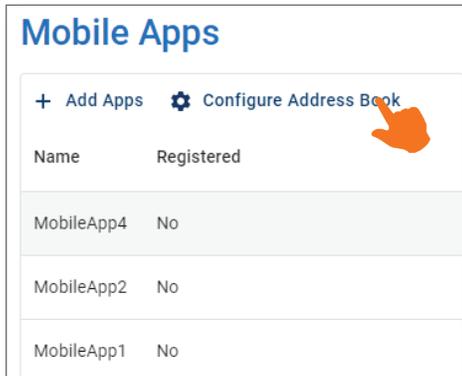
Number of Apps
Enter between 1-8 apps to add to this unit.

Number of Apps:

Cancel **Add Apps**

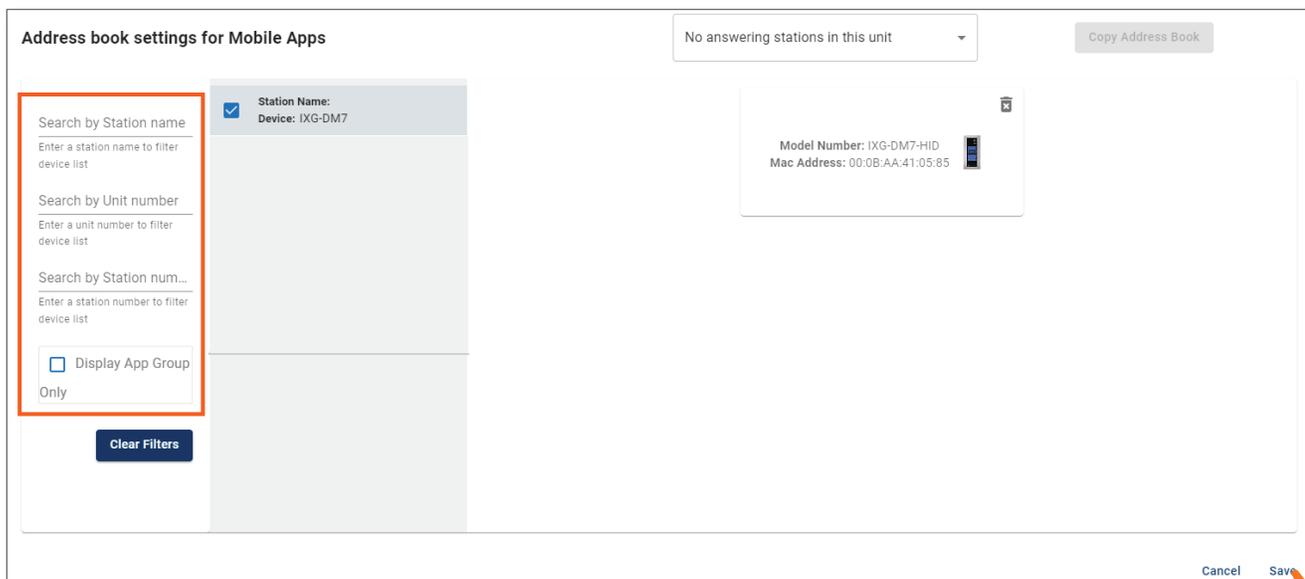
Registering Mobile Apps (continued)

The mobile apps will appear, and show their registration status. To confirm that the entrance station has been assigned to the apps' address book, click **Configure Address Book**.



Mobile Apps	
Name	Registered
MobileApp4	No
MobileApp2	No
MobileApp1	No

Select the entrance station from the address book. If it does not appear, use the search menu to the left to find the unit that contains it. Click **Save**.



Address book settings for Mobile Apps

No answering stations in this unit

Copy Address Book

Station Name: IXG-DM7
Device: IXG-DM7

Model Number: IXG-DM7-HID
Mac Address: 00:0B:AA:41:05:85

Search by Station name
Enter a station name to filter device list

Search by Unit number
Enter a unit number to filter device list

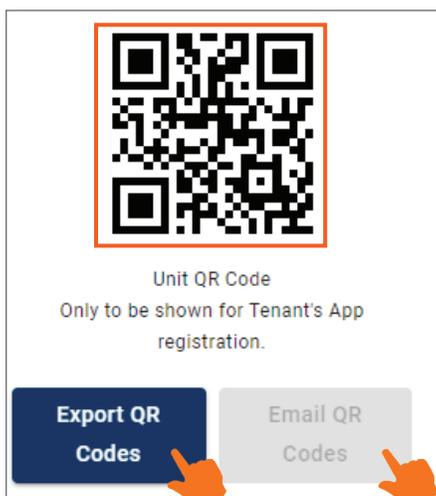
Search by Station num...
Enter a station number to filter device list

Display App Group Only

Clear Filters

Cancel Save

Mobile apps can be registered directly from this page by scanning the QR code. The code can also be exported as a PDF by clicking **Export QR Codes** or emailed by clicking **Email QR Codes**. Once scanned, follow the prompts on the mobile app to complete registration.



Unit QR Code
Only to be shown for Tenant's App registration.

Export QR Codes

Email QR Codes

More information on using and registering the Aiphone IXG app is available here:

<https://www.aiphone.com/IXG-App-Operation-Guide>
<https://www.aiphone.com/IXG-Portal-Management-Guide>

Updating Stations

Once everything is configured, the stations will need to have their settings, and possibly their firmware, updated. Navigate to **Site Info** on the left side menu. This will display the status for the gateway and the entrance station. If a station shows that it needs a firmware update, click **Needs Update** before clicking **Needs Sync**.

Station Manager

Device Check Sync Station Configuration Update Station Firmware

MAC Address	Model Number	Station Name	Station Number	Station Status	Firmware Status	Sync Sound File
00:0B:AA:41:16:57	IXG-DM7-HID	Entrance Station	6000	Needs sync	Needs update	Sync Sound

A new page will open. Use the drop-down menu to select the proper Firmware Series (Enhanced for the IXGW-TGW and Standard for the IXG-DM7-HIDA) and click **Update Firmware**.

Firmware Update

For up-to-date information about firmware, please click [here](#)

Current firmware: Up to date
4.80 (Enhanced)

Firmware Series:
You selected enhanced for this device

The latest firmware version available for enhanced series: 4.80

Firmware Series: [Dropdown menu]

Update Firmware

Firmware Update Log

i Firmware updates will take several minutes and the station will reboot several times during the process. Do not reboot or unplug a station in the middle of a firmware update, since it may damage the unit.

Once the firmware update is complete for both stations, navigate back to **Site Info**. Click **Needs Sync** to upload the settings to the station. Once all stations have been synced, click **Sync with IXG Cloud** to sync data with the IXG Portal account. Once this process is complete, the system will be ready to use.

Station Manager

Device Check Sync Station Configuration

MAC Address	Model Number	Station Name	Station Number	Station Status
00:0B:AA:41:16:57	IXG-DM7-HID	Entrance Station	6000	Needs sync

IXG App Configuration

Sync with IXG Cloud

Sync with IXG Cloud

IXG Support Tool Table of Contents

Page 21	Instructions, Support Tool Navigation
Page 22	Initial Setup
Page 23-24	Creating Units
Page 24	Advanced View
Page 25	Registering the IXGW-TGW, Network Settings
Page 26	Associating the Stations
Page 27-28	Entrance Station Settings
Page 29-30	Gateway Settings
Page 31	Uploading Settings to Stations
Page 31-32	IXG Account Registration
Page 32-33	Registering Mobile Apps
Page 34	Export System Configuration
Page 35	Registering Phone Numbers by Call-In

IXG Support Tool Instructions

IXG Support Tool can be downloaded here: <https://www.aiphone.com/IXG-SupportTool>

This section is 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>

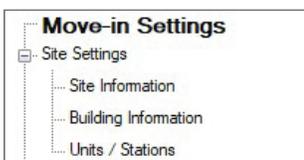
Support Tool Navigation

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 Underlined. Example: *Site Settings*, Site Information.

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 Underlined. Example: **Site Settings**, Site Information.

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 show multiple Hand Icons, there will be numbers to show the proper order.

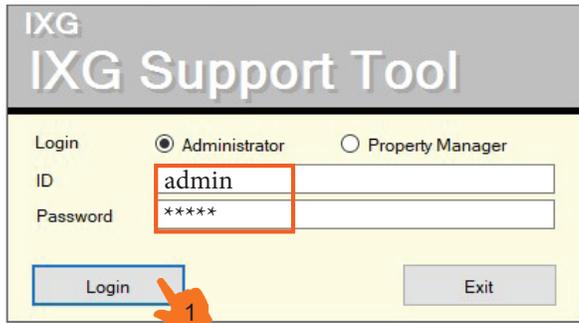
Highlight Box



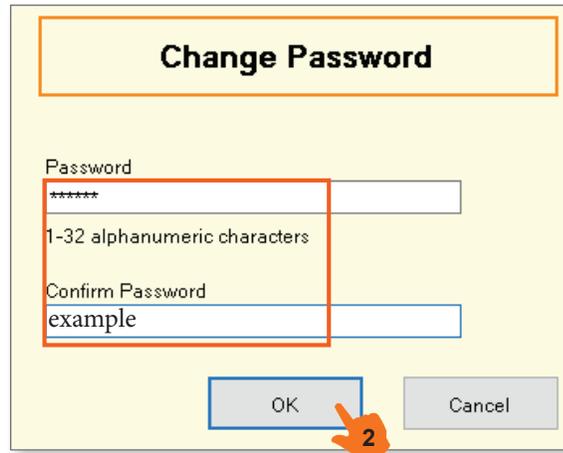
An orange box will be used to highlight important items on screenshots.

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.



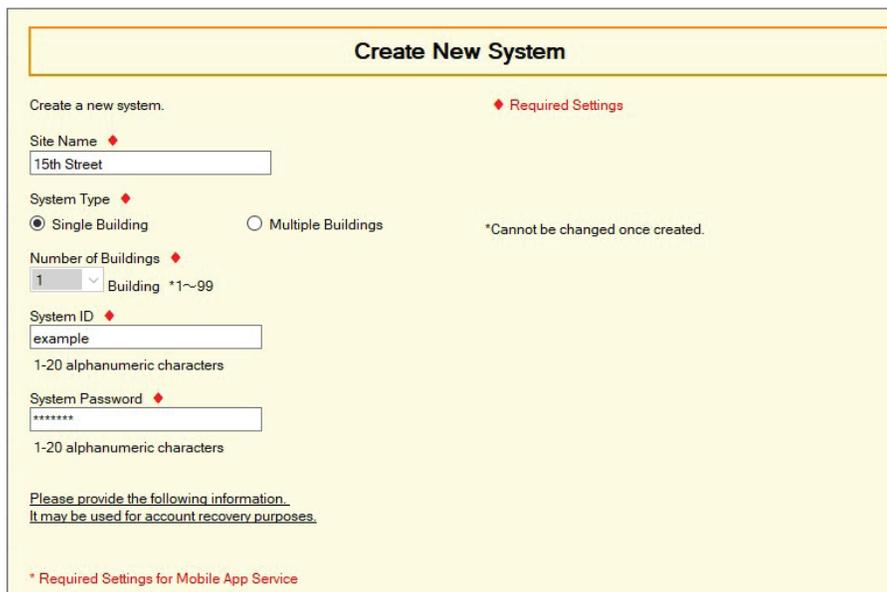
The screenshot shows the IXG Support Tool login interface. At the top, it says "IXG IXG Support Tool". Below that, there are two radio buttons for "Login": "Administrator" (selected) and "Property Manager". There are two input fields: "ID" with the text "admin" and "Password" with "*****". A red box highlights the "admin" text in the ID field. At the bottom, there are two buttons: "Login" and "Exit". A red hand icon with the number "1" points to the "Login" button.



The screenshot shows a "Change Password" dialog box. It has a title bar "Change Password". There are two input fields: "Password" with "*****" and "Confirm Password" with "example". Below the "Password" field, it says "1-32 alphanumeric characters". At the bottom, there are two buttons: "OK" and "Cancel". A red hand icon with the number "2" points to the "OK" button.

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)*, Create New System on the top menu.

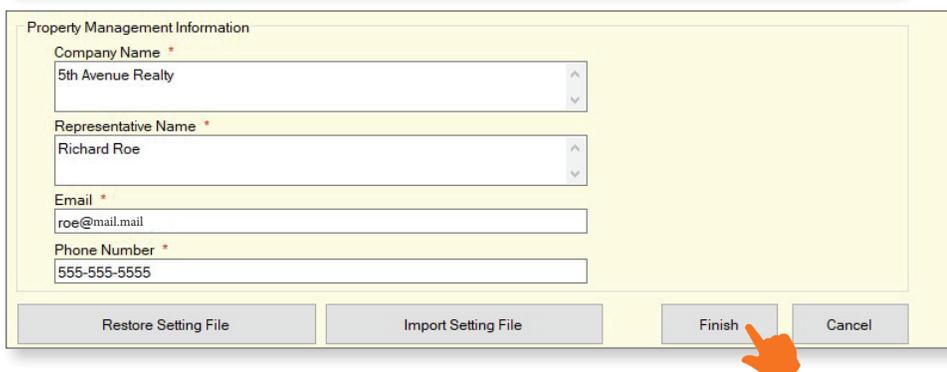
Fill out the required information on this page. Any item marked with a red diamond or an asterisk is required. Once everything is filled out, click **Finish**.



The screenshot shows the "Create New System" dialog box. It has a title bar "Create New System". Below that, it says "Create a new system." and "Required Settings". There are several input fields: "Site Name" with "15th Street", "System Type" with "Single Building" selected and "Multiple Buildings" as an option, "Number of Buildings" with a dropdown set to "1" and "Building *1~99", "System ID" with "example" and "1-20 alphanumeric characters", and "System Password" with "*****" and "1-20 alphanumeric characters". There is a note: "Please provide the following information. It may be used for account recovery purposes." and a footer note: "* Required Settings for Mobile App Service".

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

i 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.



The screenshot shows the "Property Management Information" dialog box. It has a title bar "Property Management Information". There are four input fields: "Company Name" with "5th Avenue Realty", "Representative Name" with "Richard Roe", "Email" with "roe@mail.mail", and "Phone Number" with "555-555-5555". At the bottom, there are four buttons: "Restore Setting File", "Import Setting File", "Finish", and "Cancel". A red hand icon points to the "Finish" button.

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**, Units/Stations. 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 **Select** 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.

Building Number	Unit Number	Unit Type	
01	100	Entrance	Select
01	200	Residential	Select
01	201	Residential	Select
01	202	Residential	Select
01	203	Residential	Select

Select Unit

Residential, Guard, and Commercial units can include mobile apps and a phone number.

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(-*).

Phone Registration	Master / Tenant S		Door / Entrance Station 1	
		Select	IXG-DM7(-*)	Select
Enable		Select		Select
Enable		Select		Select
Enable		Select		Select
Enable		Select		Select

Select Station

IXG-DM7(-*)

Delete

Cancel

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**.

Number of available Mobile Apps

8

0

1

2

3

4

5

6

7

8

Save

Advanced View

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

View(V) Language(L) Help(H)

Basic

Advanced

Property Manager Settings

Registering the IXGW-TGW

Navigate to **Gateway Settings**, [Gateway Registration](#). 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.

Gateway Number	Station Type	Enable	Station Name
1	IXGW-(T)GW	<input checked="" type="checkbox"/>	Gateway Adaptor1
2	IXGW-(T)GW	<input type="checkbox"/>	

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.

Key Input Wait Time [sec]

15

15

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**.

Internet Connection

Wired LAN / Cellular (Back up) ▼

Wired LAN / Cellular (Back up)

Wired LAN

Cellular (SIM)

None



Network Settings

To set the network information for the entrance station and gateway, Navigate to **Network Settings**, [IP Address](#). 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**.

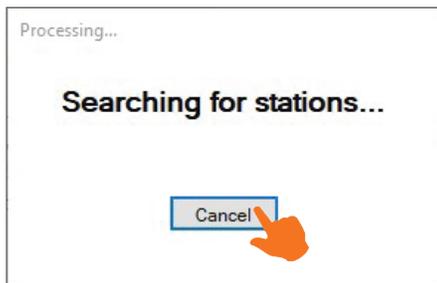
Station Name	IP Address																						
	Hostname	IP Version	Static / DHCP	IPv4 Address												Primary DNS Server		Secondary DNS Serv					
				IP Address				Subnet Mask				Default Gateway											
1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4				
Entrance Station1		IPv4	Static	192	168	1	50	255	255	255	0												
Gateway Adaptor1		IPv4	Static	192	168	1	51	255	255	255	0	192	168	1	1	8	8	8	8	8	8	4	4



i 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)*, Association Settings. A station search will begin automatically, and a pop-up window will appear. Click **Cancel** to end the search after a few seconds.



i If nothing comes up in the station search, check that the proper network connection was selected under *File(F)*, IXG Support Tool Settings. 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**.

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

Station Settings List								
Select	Building Nu	Unit Number	Station Name	Station Type	Hostname	IP Address	Subnet Mask	Associated
<input checked="" type="radio"/>	01	100	Entrance Station1	IXG-DM7(-*)		192.168.1.50	255.255.255.0	-
<input type="radio"/>			Gateway Adaptor1	IXGW-(T)GW		192.168.1.51	255.255.255.0	-

Station List								
Select	Building Nu	Unit Number	Station Name	Station Type	IP Address	Subnet Mask	MAC Address	Associated
<input checked="" type="radio"/>			Gateway Adaptor2	IXGW-(T)GW	192.168.1.51	255.255.255.0	00:0B:AA:4C:81:3B	-
<input type="radio"/>				IXG-DM7(-*)	192.168.1.160	255.255.255.0	00:0B:AA:41:0A:0E	-

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

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.

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

Associated Stations List								
Select	Building Nu	Unit Number	Station Name	Station Type	IP Address	Subnet Mask	MAC Address	Status
<input type="checkbox"/>	01	100	Entrance Station1	IXG-DM7(-*)	192.168.1.50	255.255.255.0	00:0B:AA:41:0A:0E	Success
<input type="checkbox"/>			Gateway Adaptor1	IXGW-(T)GW	192.168.1.51	255.255.255.0	00:0B:AA:4C:81:3B	Success

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 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).

Station Name	Display							
	Navigation Icon Settings						Display Call t	Default Display Screen
	Door Release Keypad	Door Re	Call by Unit Number	Call by List	Search by Name	Call Directory		
Entrance Station1	Enable	Disable	Enable	Enable	Enable	Disable	Disable	Search by List Screen

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**, [Direct Call List](#). 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.

Station Name	Entrance Station Settings			
	Direct Call List			
	Display Thumbnail In	Button Number1		
Buildin		Unit Num1	Select Unit	
Entrance Station1	<input type="checkbox"/>			Select

Entrance Station Settings (continued)

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.

Select Unit

Select a Destination Unit.

Select	Building Number	Unit Number	Unit Name
<input checked="" type="checkbox"/>	01	200	Apartment 200
<input type="checkbox"/>	01	201	Apartment 201
<input type="checkbox"/>	01	202	Apartment 202
<input type="checkbox"/>	01	203	Apartment 203



Access Code (optional)

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

Filter

Building Number / Building Name

Station Number / Station Name

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

Filter

Building Number / Building Name

Station Number / Station Name

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**.

Unit Name	Entrance Station Settings	
	Access Code	Access Code with Touch Panel
		Relay Output 1
Apartment 200	1234	A1234
Apartment 201	2345	A2345
Apartment 202	3456	A3456
Apartment 203	4567	A4567



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**, Gateway SIM Settings. Configure the settings as follows:

Gateway SIM Settings						
Station Name	APN Settings					
	APN	User Name	Password	Authentication Type	APN protocol	Network Type
Gateway Adaptor1	iot0723.com.attz	aiphone	*****	PAP	IPv4v6	Automatic

APN: **iot0723.com.attz**

User Name: **aiphone**

Password: **aiphone**

Authentication 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**, Gateway Selection. For each unit, use the drop-down menu under **Gateway Number** and set it to 1. Once everything is configured, click **Save**.

	Gateway Number	Station Name
Main Door	1	
Apartment 200	1	Gateway Adaptor
Apartment 201	1	Gateway Adaptor
Apartment 202	1	Gateway Adaptor
Apartment 203	1	Gateway Adaptor



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**, [Telephone Entry Settings](#).

Phone numbers can also be set directly in IXG Support Tool. To do so, navigate to **Gateway Settings**, [Telephone Entry Settings](#). 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**.



The download will fail during initial programming, since the IXGW-TGW does not have any settings to download yet.

Select	Building Nu	Unit Number	Unit Name	Registered Phone Number
<input type="checkbox"/>	01	200	Apartment 200	*****7890
<input type="checkbox"/>	01	201	Apartment 201	*****8901
<input type="checkbox"/>	01	202	Apartment 202	*****8923
<input type="checkbox"/>	01	203	Apartment 203	*****2387



Only one phone number can be set for each unit.

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 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**.

Phone Entry Codes	
Relay Output 1	<input type="text" value="1"/>
Relay Output 2	<input type="text" value="2"/>

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.

<input type="button" value="Download Phone Information"/>	<input type="button" value="Export Registration PDF"/>	<input type="button" value="Backup Phone Information"/>
		<input type="button" value="Recover Phone Information"/>

Uploading Settings to Stations

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

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

Station List					
Select	Building Nu	Unit Number	Station Name	Station Type	Status
<input checked="" type="checkbox"/>	01	100	Entrance Station1	IXG-DM7(-*)	-
<input checked="" type="checkbox"/>			Gateway Adaptor1	IXGW-(T)GW	-

Select Station by Type.
All

Select file type to be uploaded.

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)*, Create a New Administrator ID. 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.

Create a New Administrator ID

Administrator ID
examplesystem

Password

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

Confirm Password

Email Address
manager@greatinstallers.com

Please keep this account information private.
If site settings have already been uploaded to the IXG cloud server, then it will not be possible to upload from a new administrator account.

IXG Account Registration (continued)

Administrator Account Activation

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

Activation

Enter Administrator ID and Verification Code.

Administrator ID
examplesystem

Verification Code
253456098

Activate Cancel

Upload Settings to IXG Cloud Server

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

IXG Cloud Server Administrator

IXG Cloud Server ID or Email Address
examplesystem

Password

[*Forgot password?](#)

Login

Upload Settings

Select Country.
United States

Upload

License Agreement

1. Instructions for Residents

When the Property Manager / Administrator creates a new user account in the [Aiphone 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 [Aiphone IXG System]. For example, an unauthorized access by a former resident of the registered unit.
- If a resident moves out, they must deactivate the [Aiphone 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 [Aiphone 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

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 be 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.

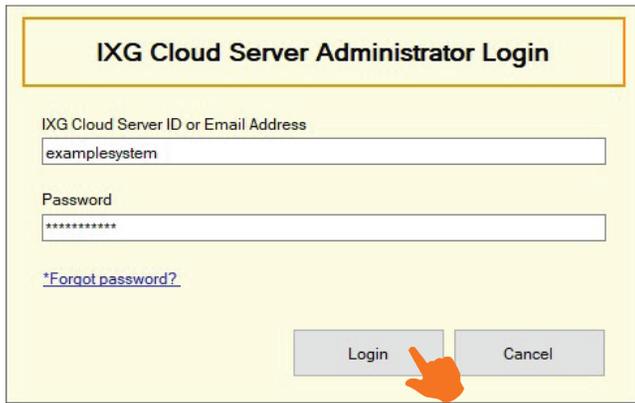
The Aiphone IXG app is available for Apple® iOS and Google Android™ devices with a camera. Aiphone IXG can be downloaded from the app stores here:

Apple App StoreSM: <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

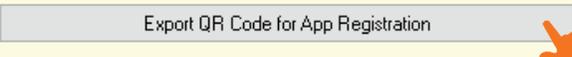
Registering Mobile Apps (continued)

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**.



The login form has a title bar "IXG Cloud Server Administrator Login". It contains two input fields: "IXG Cloud Server ID or Email Address" with the value "examplesystem" and "Password" with masked characters "*****". A link "*Forgot password?" is below the password field. At the bottom are "Login" and "Cancel" buttons, with an orange arrow pointing to the "Login" button.

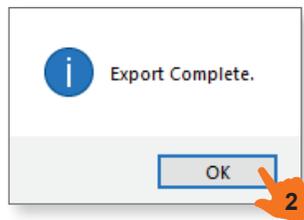
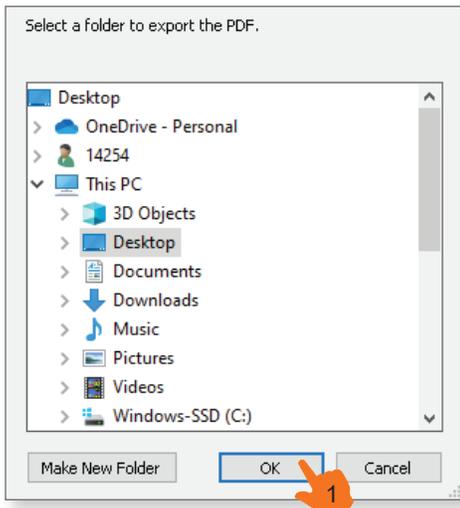
This page displays a list of units that can have apps registered. Use the check box under **Select** for the desired units, then click **Export QR Code for App Registration**.



An orange arrow points to the "Export QR Code for App Registration" button at the top of the table.

Select	Building Nu	Unit Numbe	Unit Name	Registered Tenant Statio	Available App(s)
<input checked="" type="checkbox"/>	01	001	Commercia	0	1
<input checked="" type="checkbox"/>	01	002	Guard002	0	1
<input type="checkbox"/>	01	005	Residential	1	0

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



More information on using and registering the Aiphone IXG app is available here:

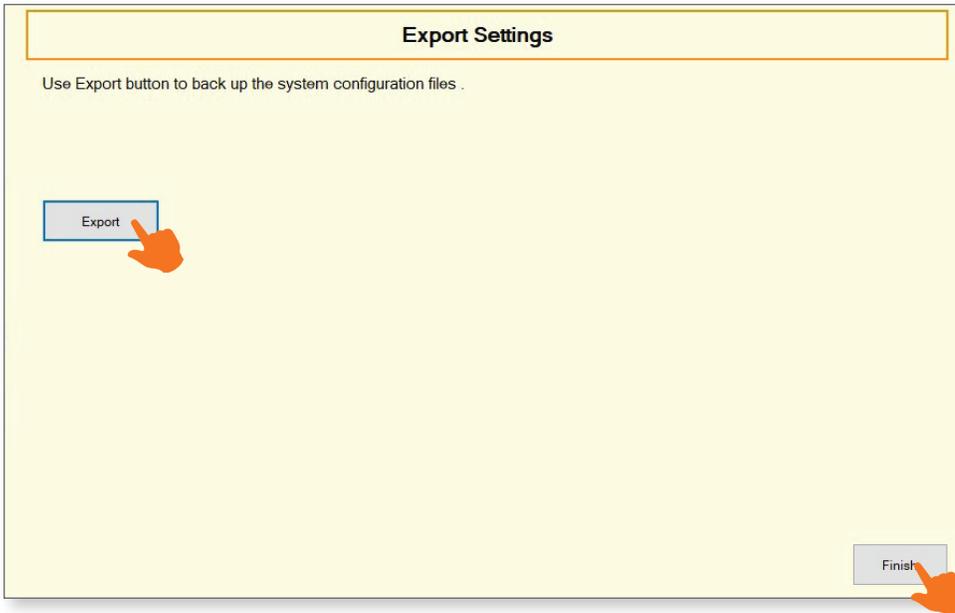
<https://www.aiphone.com/IXG-App-Operation-Guide>
<https://www.aiphone.com/IXG-Portal-Management-Guide>

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.

Export System Configuration

It is strongly recommended to back up the settings once all settings have been configured. This will prevent having to completely reprogram or recover the system later.

Navigate to *File*, Export System Configuration. Click **Export** and select a location to save the configuration folder. Click **Finish** to exit this screen.



The configuration will be saved as a folder. The entire folder is needed to restore the system.

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:

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 language. For English, **press 1**.
- 3) Enter your unit number, followed by a #. **Example: 201#**
- 4) Enter the six digit password, followed by a #. **Example: 246123#**
- 5) If prompted to change the password, enter the new six digit password, followed by a #. Enter it again when prompted. **Example: 345789#, 345789#**. A message will play saying that the password has been changed.
- 6) Press **1** to return to the main menu.
- 7) Press **1** to register the phone number, then **1** again to finish the process. You may hang up at this point.



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