



IX|IXG Series
selected for
Q1 Tower in
Australia

High-Rise, High Security: Aiphone in Q1 Tower



See Aiphone in Australia's Tallest Building

Built in 2005 and standing an impressive 322.5 meters tall, Q1 Tower in Gold Coast, Australia, is the tallest building in the country and second tallest in the Southern Hemisphere. It boasts a total of 78 above ground floors, which consist of 526 apartment units, a luxury resort, and a spa.

Between long-term residents, short-term residents, staff, and their guests; the flow of people entering and exiting the tower is constant. A building with such a large resident population and global popularity needs to have a modern security and access system for managing and monitoring activity to avoid possible incidents or inconveniences. A functioning intercom system that blends with other security measures is essential for day-to-day operations at Q1 Tower; a service Aiphone is proud to provide.



THE CHALLENGE

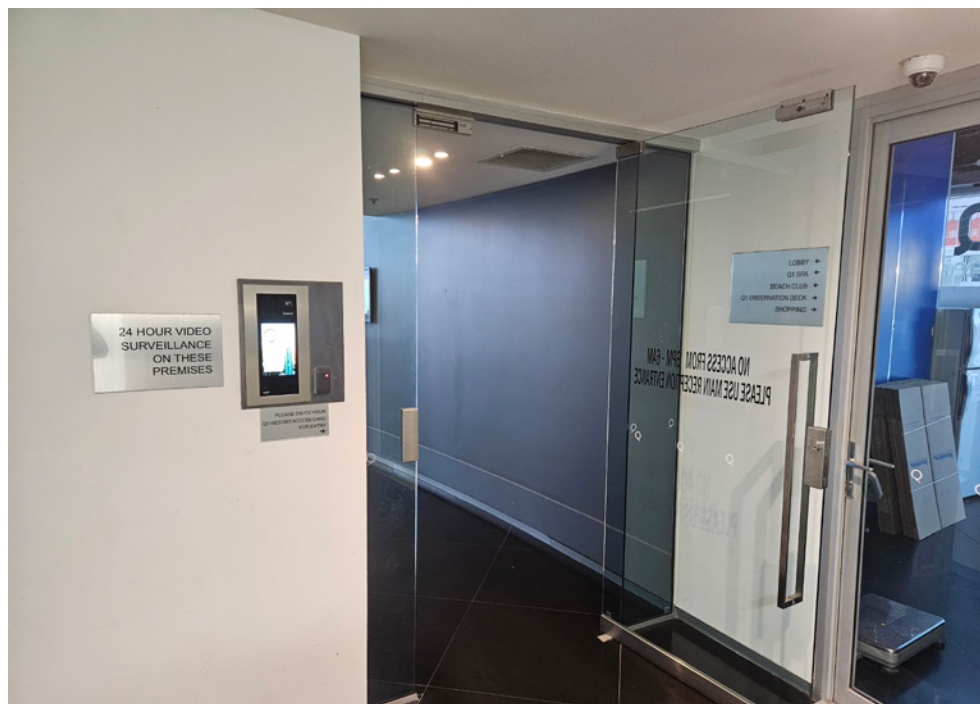
After a few years using the intercom system installed during construction, it began to break down. Ultimately, Q1 Tower staff made the decision to replace it rather than continue constant repairs, and they were then tasked with finding a new system that fits all their needs. The new system had to work reliably, function intuitively, install without headache, and last longer than a few years; all while feeling seamless and luxurious.

THE SOLUTION

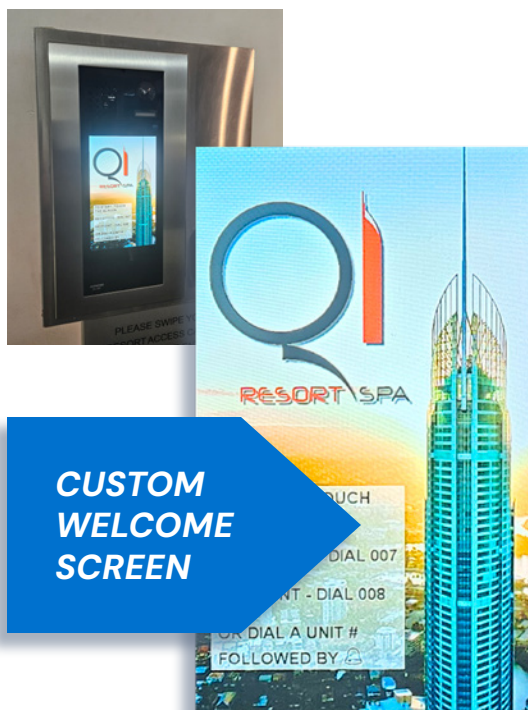
With reliability and scalability as priorities, Q1 Tower selected Aiphone's IX|IXG Series to replace their failing system. The four primary entrances were equipped with IXG-DM7-HIDA IP video entrance stations, featuring 7" touchscreen displays and HD cameras.

The digital keypad on the displays allows visitors to easily call any of the IXG-2C7 tenant stations located in all 526 residential units, where users can then easily see who's calling and grant or deny access.

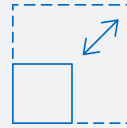
Calls from the door station can also be routed through the IXG-MK concierge station located at the front desk for additional screening, and there are two IX-DV single-button video door stations that call directly into the concierge station for staff and tenant convenience.



"The project was executed smoothly, with minimal downtime despite the scale and complexity of the upgrade," said the installation team at Eximm. "The flexibility of the Aiphone IXG system ensured a seamless transition to the new system using the existing Q1 Resort network. This allowed our team to overcoming challenges efficiently and maintaining a high standard throughout."

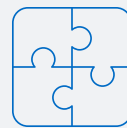


System Benefits



SIZE & SCALE

Q1 Tower experiences no issues with connectivity or function, even with 526 tenant stations, 6 door stations, and 1 concierge station. The system could expand further without any issues as well: the IX|IXG series supports up to 9,999 tenant stations and 9,999 door stations.



INTEGRATION

Aiphone's IX|IXG Series offers robust integration capabilities with leading security technologies. Q1 Tower integrated its IX|IXG system with Milestone XProtect video management software.

With real-time video streaming from their IXG-DM7-HIDA and IX-DV door stations, security personnel can easily monitor and review any security footage. Resident and staff security is enhanced, and response time to potential incidents is reduced with a centralized security system.



RELIABILITY & LONGEVITY

The IX|IXG system continues to outperform expectations, delivering flawless operation even with heavy daily use. It's clear audio and intuitive features provide residents and guests with smooth, reliable access and communication.



EASE OF INSTALLATION

The IX|IXG series is an IP solution, making deployment easy on any modern networking infrastructure. This allowed Q1 Tower to avoid any rewiring, saving costs on installation and updating the building.

THE RESULTS

Since installing their IX|IXG system, Q1 Tower has improved day-to-day operations, accommodating the constant flow in and out of the building. With a modern, integrated, and dependable intercom solution in place, the tower now operates with greater ease, efficiency, and assurance. The IX|IXG system installed at Q1 Tower upholds high standards of excellence in performance, showing why Aiphone has been setting the industry standard for over 75 years.

"The project was executed smoothly, with minimal downtime despite the scale and complexity of the upgrade."

Installation Team, Eximm

RESIDENTS CARE ABOUT SECURITY

63%

of Australians rank "feeling safe" as their top attribute for making a neighborhood a good place to live

50%

of apartment residents report they're worried about community safety when searching for new homes

60%

of residents would pay 1-10% more per month for smart security features

40%

of new residential constructions in developed markets now include smart home features as standard installations

Sources: Living in Australia 2025 Survey, Informed Decisions; Smart, Safe, and Secure Apartment Living Survey, Parks Associates; 2023 MultiFamily Living Report, Allegion; Residential Wireless Door Intercom Market Growth Analysis, Dynamics, Key Players and Innovations, Outlook and Forecast 2025-2032.



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