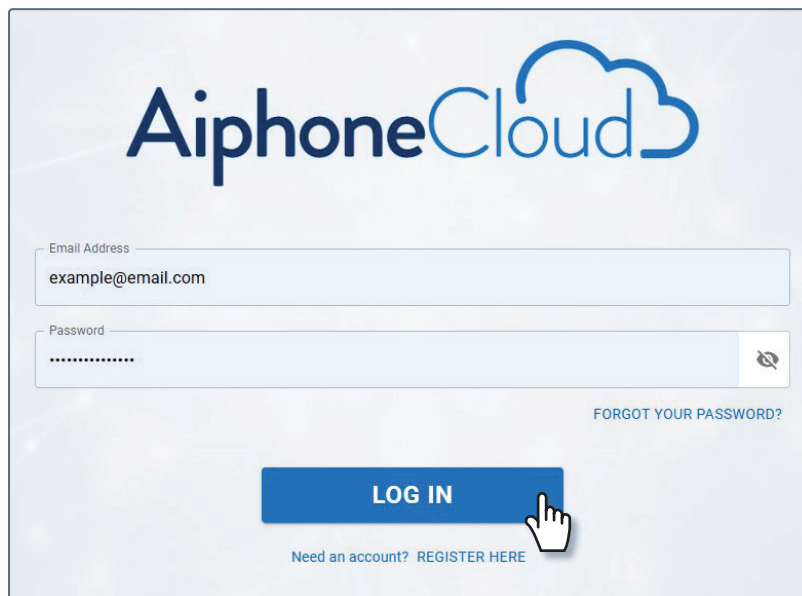


AiphoneCloud

IXGW-TGW SIM Billing Guide

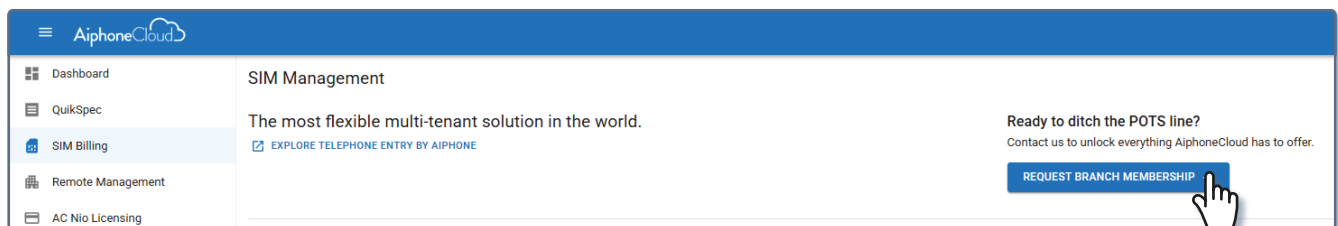
This guide goes over how to activate the SIM card on an IXGW-TGW Cloud Gateway Adaptor in AiphoneCloud. This guide assumes the rest of the system has been configured either in IXG Support Tool or Remote Management, including having an IXG Portal account associated with it.

Navigate to <https://aiphone.cloud>. If an account already exists and is part of a branch, enter its credentials and click **Log In**. After logging in, navigate to **SIM Billing** on the side menu.



The image shows the AiphoneCloud login interface. At the top is the AiphoneCloud logo. Below it are two input fields: 'Email Address' with the placeholder 'example@email.com' and 'Password' with a masked password '*****'. To the right of the password field is a small icon of an eye with a slash through it. Below the password field is a link that says 'FORGOT YOUR PASSWORD?'. At the bottom center is a large blue button labeled 'LOG IN'. Below this button is a link that says 'Need an account? REGISTER HERE'. A hand cursor icon is pointing at the 'LOG IN' button.

If an AiphoneCloud account has not yet been created, click **Register Here** beneath the log in button to make one, then log in as normal. Once the account has been created, navigate to **SIM Billing** on the side menu, then click **Request Branch Membership**. This will send an email to the appropriate Aiphone administrators. Once the message is processed, the new user will be onboarded. The next steps cannot proceed until the request is processed.



Navigate to **SIM Billing** on the side menu. When prompted, log in with the IXG Portal account associated with the site. A list of sites managed by that account will appear. Click one of them to proceed.

Connect to IXG Portal
Log in to access your sites and start managing your data plan

AIPHONE IXG Portal

IXG Portal Admin ID
example@email.com

Password

LOGIN

OR

VIEW ALL ACL SITES

SIM Billing
Telephone dialing, mobile apps, and remote management over a cellular connection.

My Sites

Search by Site ID

Site ID	Site Name	Address	Cloud Gateway	Payment By	Subscription
12301	Quickstart Guide	6670 185th Ave NE, Redmond, WA 98052	00:0B:AA-4C:83:F2	Dealer	Inactive

This will display the site's current status. If the **SIM Status** is listed as Activated, then SIM billing has already been set up. If it is listed as Inactive or has a button labeled Activate under **SIM Status**, click on it to proceed.

i The IXGW-TGW uses the listed **Phone Number** to place calls. Have tenants whitelist the number or add it as a contact to avoid having calls blocked.

Site Information
Manage your data plan and view IXGW-TGW Cloud Gateway details.

Site Details

Site ID	12301
Site Name	Quickstart Guide
Address	6670 185th Ave NE, Redmond, WA, 98052
Subscription	Not Subscribed

Gateway Devices

Device Name	MAC Address	SIM Card ID	Phone Number	SIM Status
Cloud Gateway	XX:XX:XX:XX:XX:XX	55553098430962344555	555-555-1234	Deactivate

Rows per page: 5

Different data plans are suitable for different sizes of sites. Read the descriptions and select an appropriate data plan by clicking **Subscribe**.

Shop Cellular Data Plans
Choose your preferred data plan for your Cloud Gateway.

Site Details

Site ID	Site Name	Address
12301	Quickstart Guide	6670 185th Ave NE, Redmond, WA, 98052

Choose a Plan

Plus

1 GB Plan (D-SIM-TGW1G)
Good for small properties:

- Telephone Entry projects
- Supports <50 units when using cellular data for calling IXG Mobile Apps

billed on the 18th of every month

SUBSCRIBE

Standard Recommended

2 GB Plan (D-SIM-TGW2G)
Good for most mid-sized properties:

- Supports 50 – 150 units when using cellular data for calling IXG Mobile Apps

billed on the 18th of every month

SUBSCRIBE

Pro


5 GB Plan (D-SIM-TGW5G)
Good for large properties:

- Supports 150+ units when primarily using cellular data for calling IXG Mobile Apps

billed on the 18th of every month

SUBSCRIBE

A pop-up window will appear, detailing the terms of the selected plan. This includes how much will be charged immediately to activate the SIM card and begin service, which will be a prorated amount for the rest of the billing period. The amount listed next to **Due next billing period** is how much will be charged monthly going forward on the eighteenth of each month. Click **Subscribe**.

 *If the data is exhausted, the registered card will be charged automatically to purchase an additional .5 GB of data to prevent interruption of service.*

Subscribe to a Cloud Gateway SIM Data Plan

The plan will take effect immediately and a prorated amount will be charged. The regular monthly plan rate will be billed at the start of the next service period.

Subscribing to **2 GB Plan**

2 GB Plan (D-SIM-TGW2G)

Due today

Due next billing period

If data usage exceeds current subscription limit, additional data will be automatically purchased in 0.5GB increments

[Terms of Service](#)

CANCEL

SUBSCRIBE

Fill out the payment information and click **Subscribe** to complete the process. The SIM card will be activated and ready to use for both telephone calling and data connection.

←

Aiphone Corporation

Subscribe to 2 GB Plan

Then per month starting on October 18, 2025

2 GB Plan
 Good for most mid-sized properties.Supports 50 – 150 units when using cellular data for calling IXG Mobile Apps
 Prorated, then billed monthly / month after

Subtotal

Sales Tax (10.3%)

Total due today

Pay with card

Email

Payment method

Card information

1234 1234 1234 1234

MM / YY

CVC

Cardholder name

Full name on card

Country or region

United States

ZIP

Subscribe


By subscribing, you authorize Aiphone Corporation to charge you according to the terms until you cancel.

Powered by stripe

Terms

Privacy

To change the site's data plan or payment information, return to **SIM Billing** on the side menu and select the site. Repeat the same process from the initial setup to make the adjustments.

 **AIPHONE**

IX|IXG Series AiphoneCloud – IXGW–TGW SIM Billing Guide 10/25 Aiphone.com 800.692.0200 3 of 3