

IX|IXG Series Multi-Tenant Programming

IXG Support Tool version 6.0.0.3



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This abbreviated programming manual is focused on configuring a basic IX|IXG Series system using the IXG Support Tool. A complete set of instructions (IXG Support Tool Setting Manual) can be found at www.aiphone.com/ixg-support-tool-manual.

Overview

Using This Document

This guide shows how to configure a multi-tenant IX|IXG Series system using the IXG Support Tool. If the site does not contain an IXG-DM7-HIDA entrance station, use the Standard Quick Start Guide instead.



It can be found here: www.aiphone.com/IX-IXG-QSG

Best Practices

Downloading Software and Updates

It is recommended to install the latest version of IXG Support Tool and download the newest station firmware updates before going on site.

IXG Support Tool: www.aiphone.com/IXG-SupportTool

Firmware updates: www.aiphone.com/kbtopic/firmware-ix-ixg

Network Settings

IX|IXG Series stations are network devices that will reside on the client's network. The network security guide details which ports and protocols the stations use. This should be submitted to the site's network administrator prior to deployment.

Network Security Guide: www.aiphone.com/ix-ixg-network-security-summary



Each station requires an IP address and subnet mask, and any IXGW-(T)GW gateway adaptors require a default gateway and a DNS server. This can either be assigned statically or by DHCP reservation. Be sure to contact the site's network administrator to receive a list of IP addresses to assign the stations, or an allowed range of addresses.

Configuring Stations Before Deployment

IX|IXG Series stations can be configured before being deployed to the site. It is recommended to connect the stations and programming PC to a single unmanaged PoE switch. The stations will retain their programming for weeks without power, allowing the system to be configured off-site before installation.

i Set the IP address of the programming PC to the same range that the stations will use.

Navigation

Update

Update

The **Update** button saves configured settings in IXXG Support Tool, but does not upload settings to the stations. This may be labeled **Save** in some versions of IXXG Support Tool.



Hand Icon

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

Creating a New System

Getting Started

Open IXXG Support Tool. Stay in Administrator view. Enter the credentials; if this is the first time that IXXG Support Tool has been launched, enter **admin** as the ID and password. Click **Login**.

If **admin** was entered, a prompt will appear to change the password. Enter a new password on both lines and click **OK**.

If this is the first time launching Support Tool, the Create a New System screen will automatically appear. Otherwise, navigate to **File(F)**, Create New System on the top menu.

Fill in all information marked with a red diamond. Most of these settings can be changed later under **Site Settings**, Site Information on the side menu, **except** for Country/Region and whether the System Type is single or multi-building. Click **Finish** to continue.

i All IDs and passwords should be recorded and saved.

i If the wrong country or region is selected, a new configuration file will need to be created and all settings will be lost.

i Multi-Building settings are typically recommended for large sites where the stations and units in each building do not need to call one another.

Finish

Unit Types

Stations in an IX|IXG Series system are divided into units, which are groups of stations that serve a particular purpose. Examples of units would be an apartment, an office, or a collection of door stations on the exterior of a building. The models and quantities of stations that a unit can house will depend on the type of unit. Up to 9,999 units can be created in a single configuration.

i The IXGW-TGW and IXW-MAA are not included in units. They will be added in a later step.

Commercial Unit

Function: Represents an office or business.

- Eight total IX-MV7-*, IX-SOFT, or IX-RS-* answering stations
- One registered VoIP extension or number¹
- Eight IXG mobile apps
- Two door stations
- One registered phone number²



Guard Unit

Function: Represents a security desk or room.

- Eight total IXG-MK or IX-RS-* answering stations
- One registered VoIP extension or number¹
- Eight IXG mobile apps
- Two door stations
- One registered phone number²



Outside Area Unit

Function: Represents a group of door or emergency stations in the same area.

- Ten door stations



Residential Unit

Function: Represents an apartment or other residence.

- Eight total IXG-2C7 or IX-RS-* Answering Stations
- Eight IXG mobile apps
- Two door stations
- One registered phone number²



Entrance Station Unit

Function: Represents entrances for a multi-tenant building.

- Ten IXG-DM7-HID(A) entrance stations



Inside Area Unit

Function: Can contain any model of answering station, but no apps.

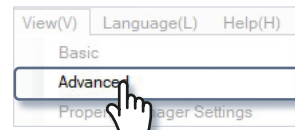
- Eight total IX-MV7-*, IXG-MK, IX-SOFT, or IX-RS-* answering stations
- Two door stations



- i** 1. Uses one answering station slot. Requires that stations are registered to a compatible SIP based phone system. See the integration page on Aiphone.com for more information on specific SIP providers.
2. Requires an IXGW-TGW mobile app gateway with an active SIM plan.

Advanced View

Select **View(V)**, *Advanced* from the top menu.



Adding Units

To begin adding units, navigate to **Site Settings**, Units / Stations on the side menu.

Set the capacity of the units under Display Settings. By default, each unit is set to have one Master/Tenant Station and one Entrance/Door Station. Use the drop-down menus to select the number of stations and click **Apply**.

i The Display Settings are applied to all units. Select quantities that reflect the largest unit.

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

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

i When adding multiple of the same Unit Type, select a completed Unit Number field and press the Enter key twice. This will auto-populate the next field. Continue pressing enter to add more units.

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

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.

| | | | | | | | | | | Required settings |
|-------------|-------------|--------------|--------|------------------|-------------------|-------------------|-------------------|-------------------|---------------------------------|-------------------|
| | | | | | | | | | | Units / Stations |
| Building Nu | Unit Number | Unit Type | | Phone Registrati | Master / Tenant S | Door / Entrance S | Door / Entrance S | Door / Entrance S | Number of available Mobile Apps | |
| 01 | 1000 | Entrance | Select | | | Select | | Select | | |
| 01 | 1001 | Residential | Select | Disable | (XG-2C7L(-)) | Select | | Select | 8 | |
| 01 | 1002 | Guard | Select | Disable | (XG-MK) | Select | | Select | 0 | |
| 01 | 1003 | Commercial | Select | Disable | (X-MV7*) | Select | (X-EA)(X-EAU) | Select | 0 | |
| 01 | 1004 | Outside Area | Select | | | Select | (X-DV) | (X-DVF(-)) | Select | |

Click **Select** to set the stations for each unit, including the maximum number of mobile apps each unit will require.

i It is best practice to place door stations in an Outside Area unit instead of the same unit as answering stations.

Click **Update** at any time to save the current settings.



Adding an IXW-MAA

If the site will include an IXW-MAA IP relay adaptor, navigate to **Site Settings**, I/O Adaptor Registration on the side menu.

Check the box under Enable for each IXW-MAA to be added. A station name can optionally be set under Station Name.

Click **Update** to save settings.

| Site Settings | |
|--------------------------|--|
| I/O Adaptor Registration | |
| I/O Adaptor Number | Station Name |
| 1 | <input checked="" type="checkbox"/> I/O Adaptor1 |
| 2 | <input checked="" type="checkbox"/> I/O Adaptor2 |
| 3 | <input type="checkbox"/> |

Adding an IXGW-TGW

If the site will include an IXGW-TGW gateway adaptor, navigate to **Gateway Settings**, Gateway Registration on the side menu.

Check the box under Enable for each gateway to be added. A station name can optionally be set under Station Name.

Click **Update** to save settings.

| Gateway Settings | |
|----------------------|--|
| Gateway Registration | |
| Station Type | Station Name |
| IXGW-(T)GW | <input checked="" type="checkbox"/> Gateway Adaptor1 |

Network Settings

IP Address

Navigate to **Network Settings**, IP Address on the side menu.

IP addresses can be added in two ways. Each station can have its IP address set individually in the fields below. Also set a subnet mask. Use the tab, enter, or arrow keys to navigate between the cells.

| Building Nu | Unit Number | Station Name | Network Settings | | | | | | | | | | | | | | | |
|-------------|-------------|-----------------|------------------|------------|---------------|--------------|-----|---|----|-----|-----|-----|---|-------------|--|--|--|--|
| | | | IP Address | | | | | | | | | | | | | | | |
| | | | Hostname | IP Version | Static / DHCP | IPv4 Address | | | | | | | | | | | | |
| | | | | | | IP Address | | | | | | | | Subnet Mask | | | | |
| | | | | | | 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 | | | | | | |

Alternatively, to set all stations at once, click **Batch IP Address Configuration** near the top of the screen. Set a starting IP address and subnet mask, and select all stations to be configured. Click **OK**.

| Select | Building Nu | Unit Number | Station Name |
|-------------------------------------|-------------|-------------|-------------------|
| <input checked="" type="checkbox"/> | 01 | 1000 | Entrance Station1 |
| <input checked="" type="checkbox"/> | 01 | 1001 | Tenant Station1 |
| <input checked="" type="checkbox"/> | 01 | 1002 | Guard Station1 |
| <input checked="" type="checkbox"/> | 01 | 1003 | Master Station1 |

Enter starting IP address (IPv4 or IPv6) and subnet mask.

IPv4 Address

192

168

1

25

Subnet Mask

255

255

255

0

OK

Cancel

If the site has an IXGW-TGW, fill in the default gateway IP address under Default Gateway, a Primary DNS Server, and, optionally, a Secondary DNS Server. These can also be added for other types stations, if required.

Once everything is configured, click **Update**.

NTP

Navigate to **Network Settings**, **NTP** on the side menu. It is recommended to Enable and configure NTP settings for each station when possible. For systems with the IXGW-(T)GW Gateway Adaptor, it will have NTP enabled and an Aiphone NTP server address set by default. It is recommended to change this. Click **Update**.

| IPv4 Address | | | | | | | | | | | | | | | |
|--------------|-----|---|----|-------------|-----|-----|---|-----------------|-----|---|---|--------------------|---|---|---|
| IP Address | | | | Subnet Mask | | | | Default Gateway | | | | Primary DNS Server | | | |
| 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| 192 | 168 | 1 | 25 | 255 | 255 | 255 | 0 | | | | | | | | |
| 192 | 168 | 1 | 26 | 255 | 255 | 255 | 0 | | | | | | | | |
| 192 | 168 | 1 | 27 | 255 | 255 | 255 | 0 | | | | | | | | |
| 192 | 168 | 1 | 28 | 255 | 255 | 255 | 0 | | | | | | | | |
| 192 | 168 | 1 | 29 | 255 | 255 | 255 | 0 | | | | | | | | |
| 192 | 168 | 1 | 30 | 255 | 255 | 255 | 0 | 192 | 168 | 1 | 1 | 8 | 8 | 8 | 8 |

| Unit Number | Station Name | NTP | NTP | | |
|------------------|---------------------|---------|-------------------|-------------------|------------------------|
| | | | Synchronization I | Primary Server | |
| | | | | Address | |
| | | | | IPv4 | IPv6 |
| 1000 | Entrance Station1 | Disable | 24 | | |
| 1001 | Tenant Station1 | Disable | 24 | | |
| 1002 | Guard Station1 | Disable | 24 | | |
| 1003 | Master Station1 | Disable | 24 | | |
| 1004 | Video Door Station1 | Disable | 24 | | |
| Gateway Adaptor1 | | Enable | 24 | ntp.jo.aiphone-ap | ntp.jo.aiphone-app.net |

Custom Station Numbers & Names

To assign names to individual stations and apps, navigate to **Station Information**, **Identification** on the side menu.

Enter the desired station number and names for the stations. Click **Update**.

| Unit Number | Station Type | Identification | |
|-------------|--------------|----------------|----------------|
| | | Station Nu | Station Name |
| 1000 | IXG-DM7(-*) | 10000 | Front Entrance |

Association Settings

Station Settings List and Station List

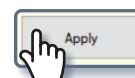
To assign network settings to the stations, navigate to **Connection(S)**, **Association Settings** on the top menu. A station search will begin immediately; click **Cancel** after a few seconds to end it.

The Station Settings List represents the settings configured in IXG Support Tool, while the Station List shows the result of the station search. Select a station from the Station Settings List and a matching station from the Station List. 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 |
| <input checked="" type="radio"/> | 01 | 1000 | Entrance Station1 | IXG-DM7(-*) | | 192.168.1.9 | 255.255.255.0 |

| Station List | | | | | | | |
|----------------------------------|-------------|-------------|---------------------|------------------|--------------|---------------|-------------------|
| Select | Building Nu | Unit Number | Station Name | Station Type | IP Address | Subnet Mask | MAC Address |
| <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(-*) | 192.168.1.10 | 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 |

This will assign the Station Name and IP Address to the station and cause it to reboot. This process usually takes several minutes.



If the Station Search fails to find any stations, go to **File**, **IXG Support Tool Settings** on the top menu. Find the **Select NIC** drop-down and choose the correct network connection, then click **OK**. Return to **Association Settings** and click **Station Search** to try again.

Select NIC

Ethernet

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

Station Address Books

To set which stations can interact and communicate with each other, navigate to **System Information, Station List** on the side menu. This will display a table where answering stations and mobile apps are listed on the left in rows, and all stations are listed in columns. Scroll right to view more stations.

| Station Name | 01 / 1000 / 10050 | | | 01 / 1001 / 10010 | | |
|-------------------|-------------------------------------|----------------|---------------|-------------------------------------|----------------|----|
| | Entrance Station1 / IXG-DM7(-*) | | | Tenant Station1 / IXG-2C7(-*) | | |
| | Select | Network Camera | or Release Bu | Select | Network Camera | or |
| Entrance Station1 | | | | <input checked="" type="checkbox"/> | | |
| Tenant Station1 | <input checked="" type="checkbox"/> | | | | | |
| Guard Station1 | <input checked="" type="checkbox"/> | | | <input checked="" type="checkbox"/> | | |
| Master Station1 | <input checked="" type="checkbox"/> | | | <input type="checkbox"/> | | |

If there is a check mark where a station or a mobile app intersects with another in the table, that station is included in the answering station's address book. Click the cell and use the drop-down menu to add or remove the check mark.

Click **Update** to save settings.

Call Settings

To configure which stations a door station calls, navigate to **Call Settings, Called Stations (Door / Sub Stations)** on the side menu. The door stations will be displayed to the left, and stations they are able to call will be displayed as columns.

If the cell is empty where two stations intersect, the door station will not call the other station. Click the cell and use the drop-down menu to set the cell to **U**.

| Called Stations (Door/Sub Stations) | | |
|-------------------------------------|--|---|
| Group 01 | | |
| Select Unit | Building Number / Unit Number / Station Number / Station Name / Station Type | |
| | 01 / 1000 / 10050 / Entrance Station1 / IXG-D | 01 / 1001 / 10010 / Tenant Station1 / IXG-2C7 |
| Select | | <div></div> |
| | | U |
| | | M |

To set the door station to call a unit's mobile apps, scroll to the right and click **Select**. Choose a unit's apps from the list and click **OK**.

Do this for each door station and click **Update** to save settings.

i A door or entrance station can only call apps from one unit.

Mobile Apps and Phone

| Building | Unit Number | Unit Name | Select Unit |
|----------|-------------|---------------|-------------------------------------|
| 01 | 1001 | Commercial200 | <input checked="" type="checkbox"/> |
| 01 | 1002 | Commercial201 | <input type="checkbox"/> |
| 01 | 1004 | Commercial203 | <input type="checkbox"/> |

Select Unit

Select a Destination Unit.

| Select | Building Number | Unit Number | Unit Name |
|-------------------------------------|-----------------|-------------|---------------|
| <input checked="" type="checkbox"/> | 01 | 1001 | Commercial200 |
| <input type="checkbox"/> | 01 | 1002 | Commercial201 |
| <input type="checkbox"/> | 01 | 1004 | Commercial203 |

OK Cancel

Upload Settings

To upload settings to the stations, navigate to **Connection(S)**, Upload Settings on the top menu.

Setting File Upload

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

| Select | Building Nu | 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 | IXGW-(T)GW | - |
| <input checked="" type="checkbox"/> | | | I/O Adaptor1 | IXW-MA | - |

Select Station by Type: All **Select** Unselect

Select file type to be uploaded.

Settings Sounds Images Schedules

i If the station upload failed, make sure that the programming PC is in the same IP range as the stations were set to on pages 6-7.

If problems persist, see the instructions on page 10 to update the stations' firmware.

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 custom images were added to an IXG-DM7-HIDA in later steps, also click **Images**. If a schedule transfer was set, click **Schedules**. After the upload, the stations will be operational.

Exporting System Configuration

Once the Upload is complete, select **File(F)**, Export System Configuration from the top menu. Click **Export** to save as a backup. This will create a folder with the name of the configuration. **This entire folder is necessary to import the site information into IXG Support Tool.** If the configuration needs to be emailed, compress it first.

Firmware Updates

All stations should have their firmware kept up to date. To check the current firmware version of the stations, select **Connection(S)**, **Station Search** on the top menu. A station search will begin automatically. Click **Cancel** after 5 seconds. The current firmware version will be displayed to the right.

| Station Search | | | | | | |
|--|-------------|-------------------|--------------|--------------|-------------------|------------------|
| Search results within the local network. | | | | | | |
| Station List | | | | | | |
| Building Nu | Unit Number | Station Name | Station Type | IP Address | MAC Address | Firmware Version |
| | | Entrance Station1 | IXG-DM7(-*) | 192.168.1.25 | 00:0B:AA:41:05:65 | 2.93 |

Update Firmware

Download the log file before updating IXG-2C7(-*), IXG-DM7(-*), and IXGW-(T)GW with version 1.02 or older. To download the log file, go to "Connection -> Download Log File".
To check the current firmware version, go to "Connection -> Station Search".

Select Firmware files:

IXG-2C7(-*)

IXG-DM7(-*)(Main)

IXG-DM7(-*)(Sub)

IXG-MK

IXGW-(T)GW

IXGW-LC

IX-MV7(-*)

Browse

Browse

Browse

Browse

Browse

Browse

Browse

IX-DV/IX-DVF(-*)

IX-DVM

IX-SSA(-*)

IX-EA/IX-EAU

IX-FA

Browse

Browse

Browse

Browse

Browse

Select Station(s) to update:

| Select | Building Nu | Unit Number | Station Name | Station Type | Status |
|-------------------------------------|-------------|-------------|-------------------------|------------------|--------|
| <input type="checkbox"/> | 01 | 1111 | Tenant Station1 | IXG-2C7(-*) | - |
| <input type="checkbox"/> | 01 | 1111 | Video Door Station1 | IX-DV/IX-DVF(-*) | - |
| <input checked="" type="checkbox"/> | 01 | 1112 | Master Station1 | IX-MV7(-*) | - |
| <input type="checkbox"/> | 01 | 1112 | Video Door Station1 | IX-DVM | - |
| <input type="checkbox"/> | 01 | 1113 | Entrance Station1(Main) | IXG-DM7(-*) | - |

Select Station by Type:

All

Select

Unselect

Update

Check the latest firmware versions at www.aiphone.com/kbtopic/firmware-ix-ixg. If a station's firmware is out of date, download and extract the compressed file for that station.

Navigate to **Maintenance, Firmware Update** on the side menu. For each type of station to be updated, click **Browse** to locate the firmware package on the PC.

Select all stations that will have their firmware updated and click **Update**. This process will take several minutes, and the stations will reboot.

Mobile

i Do not interrupt a firmware update once it has begun, including unplugging the station. Doing so can damage the station. A notification window will appear when all firmware updates are complete.

i In order to update an IXG-DM7-HIDA's sub-firmware, the built-in card reader's Wiegand connection must be connected to an access control panel.

IXG-DM7-HIDA Settings

With the settings configured up to this point, visitors can manually enter unit numbers on an IXG-DM7-HIDA to place a call. The settings shown here are the most commonly used options for entrance station programming. Refer to the full Entrance Station Setting Guide for more options.



View the guide here: www.aiphone.com/IXG-Entrance-Station-Setting-Guide

Display

To control which settings are available to visitors, navigate to **Entrance Station Settings, Display** on the side menu. Not all settings are listed; see the full guide linked above for more details, or select a setting and press **F1** on the keyboard to view a description. Once settings have been changed, click **Update**. Follow the instructions on page 9 to upload the settings to the stations.

| Setting | Description | Options | Default |
|------------------------|---|-----------------------------|----------------------------|
| Door Release Keypad | Show or hide the keypad for door release. Can also enable Scramble Pad, which changes the order of numbers on the keypad after each use. | Enable/Disable/Scramble Pad | Enable |
| Door Release QR Code | Show or hide the button to scan door release QR codes from a phone or other device. | Enable/Disable | Disable |
| Call by Unit Number | Show or hide the option to call units by entering a unit number. | Enable/Disable | Enable |
| Call by List | Show or hide a list of call buttons, which are configured under Entrance Station Settings, Direct Call List on the side menu. Cannot be used along with Call By Directory. | Enable/Disable | Disable |
| Search by Name | Show or hide the option to call units by searching for tenant or unit names. | Enable/Disable | Disable |
| Default Display Screen | Selects one of the enabled screens as the default view. | A list of available screens | Call by Unit Number Screen |
| Display Video | Display or hide video from the other station in a call with the IXG-DM7-HIDA. Only applies when the other station has a camera. | Enable/Disable | Disable |
| Language Icon | Show or hide the option to switch the display's language. | Enable/Disable | Disable |
| Available Languages | Enable or Disable the languages available for panel navigation. | Checkbox for each language | All checked |

Welcome Screen

This setting replaces the default wallpaper on the entrance station with a custom picture. Wallpapers must be 480 x 800 pixel .png images.

Navigate to **Entrance Station Settings, Welcome Screen** on the side menu. Click **Browse** to locate the image on the programming PC. Click **Preview** to view the uploaded image. Check the boxes under both Welcome Screen Wallpaper and Display to show the image. Repeat these settings and click **Update**.

i The welcome text on the default wallpaper is part of the image. Any desired text must be added to the wallpaper.

| Building Number | Unit Number | Station Name | Welcome Screen | | | | | |
|-----------------|-------------|-------------------|-------------------------------------|-------------------------------------|-----------|--------|---------|--------------------------|
| | | | Welcome Screen Wallpaper | Image Display | File name | | Delete | |
| 01 | 1000 | Entrance Station1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | Browse | Preview | <input type="checkbox"/> |

When following the instructions on Page 9, click **Images** to apply the image.

To remove an image, check the box under Delete and click **Update**.

Direct Call List

This setting creates a list of direct call buttons, with each button calling a single unit. Navigate to **Entrance Station Settings, Direct Call List** on the side menu.

| Unit Number | Station Name | Direct Call List | | | |
|-------------|-------------------|--------------------------|----------------|-------------|-------------|
| | | Display Thumbnail Image | Button Number1 | | |
| | | | Building | Unit Number | Select Unit |
| 1000 | Entrance Station1 | <input type="checkbox"/> | | | Select |

The buttons are displayed left to right. To configure a button, click **Select** under Select Unit.

Select Unit

Select a Destination Unit.

| Select | Building Number | Unit Number | Unit Name |
|--------------------------|-----------------|-------------|------------------|
| <input type="checkbox"/> | 01 | 1001 | Commercial1001 |
| <input type="checkbox"/> | 01 | 1002 | Residential1002 |
| <input type="checkbox"/> | 01 | 1003 | Outside Area 100 |

Check off a unit and click **OK**. Repeat this for each button to be enabled on the entrance panel.

i Each button in the direct call list can only call a single unit.

If multiple entrance panels will call the same stations, a direct call list can be copied. Click **Copy Direct Call List** at the top of the page. Set which a building and the station whose settings will be copied using the drop-down menus under Copy Source Station. Check Destination Units under Select item(s) to copy, and click **Select** to choose which entrance stations will receive the copy. Click **Execute**.

Repeat these settings for each entrance station and click **Update**. Follow the steps on page 9 to upload the settings to the stations.

Copy Direct Call List

Copying the thumbnail will register the thumbnail image along with the thumbnail settings.

Copy Source Station

Building Number / Building Name

01/Building1

Station Number / Station Name

10000/Entrance Station1

Select item(s) to copy

☒ Destination Units

☐ Thumbnail Images

Copy Destination Station(s)

Select

Station(s) Selected

Execute

Cancel

Access Code

Entrance stations can be unlocked by access codes. To set them, navigate to **Entrance Station Settings**, Access Code.

At the top of the page, select the building and entrance station using the drop-down menus under Filter, then click **Apply**.

By default, access codes are four digits long. To adjust the length, find the Length box at the top of the page and enter a number between 1-20.

Each unit can have one code assigned to it. Enter the code under the Access Code column. Repeat this for each entrance station and unit and click **Update**. Follow the steps on page 9 to upload the settings to the stations.

Filter

Building Number / Building Name

01/Building1

Station Number / Station Name

10000/Front Entrance

Apply

Length

5

i If the Length is changed after codes are set, the old codes will have to be deleted or changed before moving on.

| Unit Name | Access Code | Access Code | |
|----------------|-------------|------------------|----------------|
| | | with Touch Panel | |
| | | Relay Output 1 | Relay Output 2 |
| Commercial1001 | 23456 | A23456 | |

IXGW-LC Programming

If the site will include an IXGW-LC lift control adaptor, follow the full instructions at this link: www.aiphone.com/ixgw-lc-instructions



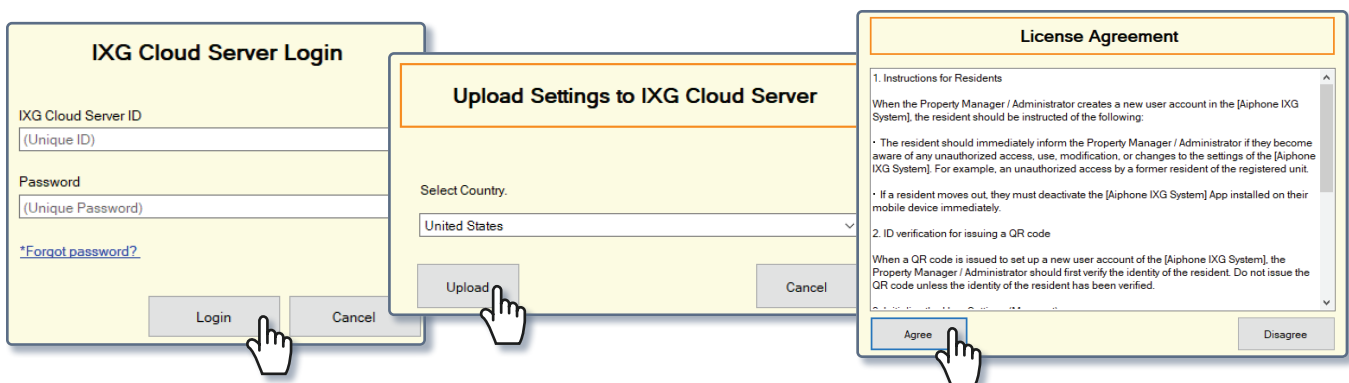
App Integration

If not already done, follow the steps on page 6 to add an IXGW-(T)GW mobile app gateway to the system. To register IXG Mobile apps to the system, there must first be an IXG cloud server administrative account. If there is an existing account that will be used to manage this site, enter it in **App Integration, Upload Settings to IXG Cloud Server** on the top menu and move on to the **Assigning the Gateway to Units** step.

Create a New Administrator Account

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

A verification code will be sent to the registered email. Once the code has arrived, navigate to **App Integration(C), Activate** on the top menu. Enter the **Administrator ID** and **Verification Code**. Click **Activate**. The newly created account can be managed at <https://portal.ixg.iphone-app.net/>.



Assigning the Gateway to Units

Navigate to **Gateway Settings, Gateway Selection** on the side menu. For each unit that will have mobile apps registered, use the drop-down menu under **Gateway Number** to select the desired gateway. Most sites will only have a primary gateway, but a secondary gateway can be assigned using the same steps. Click **Update** to save settings.

| Unit Name | Gateway Selection | | |
|------------------|-------------------|-----------------|----------------|
| | Primary | | Secondary |
| | Gateway Number | Station Name | Gateway Number |
| Outside Area 100 | | | |
| Commercial200 | 1 | Gateway Adaptor | |

Uploading Settings to IXG Cloud Server

Navigate to **App Integration, Upload Settings to IXG Cloud Server** on the top menu. Log in with the IXG cloud server account, select the country that the site is registered to, and agree to the licensing agreement.

Export App Registration QR Code

Each mobile device will be registered to a single unit. Navigate to **App Integration(C), Export QR Code for App Registration** on the top menu. Place a check mark next to the desired units and click **Export QR Code for App Registration**. This will create a separate PDF with a set of QR codes for each unit. Each code can be used once; after that, it is disabled.

Downloading the IXG Mobile App

The IXG Mobile app is available for Apple iOS® and Android® devices with Google Play™. It is free to download from the device's respective app store.

Apple App Store™

Google Play™ Store

www.iphone.com/ixg-mobile-ios

www.iphone.com/ixg-mobile-android

Once installed, there will be a prompt to accept a licensing agreement. Then, the phone's camera will open to scan an activation QR code. Follow the prompts from there.

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 will blink orange. It will change to a solid green once it has synced with the IXG cloud server. Registered apps will be functional at this point.

Configuring Door Stations to Call Mobile Apps

If this is not already done, see the call setting steps on pages 8–9 to configure door stations to call a unit's apps. Once finished, upload the settings to all stations following the steps on page 9.

Property Manager Accounts

Property manager accounts allow users limited access to IXG Support Tool. These users are able to perform basic functions like moving tenants in and out and enrolling new IXG Mobile app users, but are prevented from adjusting network and other critical settings.

Creating a Property Manager Account

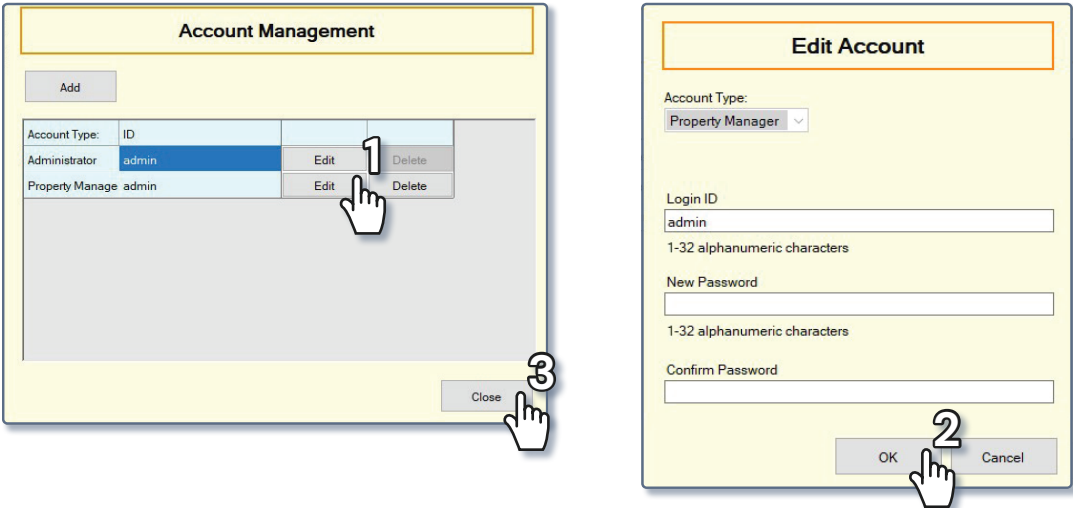
Navigate to **App Integration(C)**, [Site List/Property Manager Account Settings](#) on the top menu. A prompt will appear to log into the site's IXG Cloud Server account; do so. If an account does not exist, one will need to be created. See page 14 under the Mobile App Integration section for more instructions.

The next screen will display all sites linked to the IXG Cloud Server account. Click **OK** on the desired site.

On the next page, create a new Property Manager ID and enter an email address to assign to the account. **This must be a different email than the IXG Cloud Server account.** Click **Create/Add**. A temporary password will be sent to the email.

| Site ID | Site Name | Property Manager | Email | Property Manager |
|---------|----------------|------------------|-------|------------------|
| 1759 | Training Bench | | | OK |
| 3885 | test156 | | | OK |

The property manager will also need a local account. Navigate to **File(F)**, Account Management on the top menu. Click **Edit** next to Property Manager to assign the account the desired ID and password. These credentials are separate from those created in the previous step. Click **OK** , then **Close** .



Accessing Property Manager Settings

Navigate to **View(V)**, Property Manager Account Settings on the top menu. Select Property Manager Settings from the list, then enter the IXG Support Tool credentials. Once logged in, navigate to **App Integration(C)**, Property Manager Account Settings on the top menu. Enter the property manager email and temporary password, then follow the prompts to create a final password. From there, the user will have access to the property manager view.

Follow this link for dedicated property manager instructions:

www.aiphone.com/IXG-Series-Property-Manager-Guide-app-note



IXW-MAA Programming

IX|IXG Series door stations have built in door release relays. When these trigger, they can send SIF signals to the IXW-MAA multi-purpose adaptor, allowing the relays on the adaptor to be used for door release instead. If not already done, follow the steps on page 6 to add the IXW-MAA to the system.

SIF Settings

Navigate to **Function Settings**, SIF on the side menu. For each door or entrance station that will signal the IXW-MAA, set SIF Functionality to Enable. Under the SIF Settings column, set the Program Type to 0100, enter the IP address of the IXW-MAA under IPV4, set the Destination Port to 65014, SSL to Enable, and Connection to Socket.

| | SIF Functionality | SIP URI Format | SIF Settings | |
|---------------------|-------------------|----------------|--------------|--------------|
| | | | Program Type | IPv4 |
| Video Door Station1 | Enable | Disable | 0100 | 192.168.1.31 |

| Destination Port | SSL | Connection |
|------------------|--------|------------|
| 65014 | Enable | Socket |

| Transmission Trigger | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| Begin Out | Begin Cor | Door Rele | End Com | Change contact |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

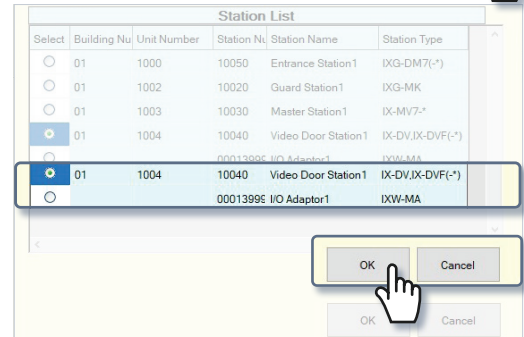
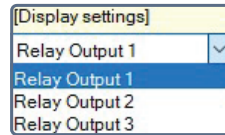
Scroll right to the Transmission Trigger section. For each door station signaling the IXW-MAA, check off Change Contact. Click **Update** .

Relay Settings

Navigate to **Option Input /Relay Output Settings**, **Relay Output** on the side menu. Door stations can be assigned to all ten outputs on the IXW-MAA. Relay Output 1 will be displayed by default. The **Display settings** menu at the top of the page can be used to switch to other relay outputs. Once a relay output is chosen, set the **Function** on the IXW-MAA to **Contact Change SIF Event**.

Scroll right to the **Contact Change SIF Event** column. Click **Select Station** to display a list of stations. Select the door station that will trigger the relay and click **OK**.

Click **Update** to save settings. Repeat these steps for each IXW-MAA output to be programmed.



Upload Settings to Stations

Upload settings to all stations, following the steps on page 9.

Call Transfer Settings

Call transfers allow answering stations to transfer and retransfer calls to other stations, units, or groups of apps. The three types of transfers covered are Delay Transfers, Absent Transfers, and Schedule Transfers.

Terminology and Rules

A **Transfer** occurs when an answering station receives a direct call and hands it off to another group of stations. A **Retransfer** occurs when a station receives a transferred call and hands it off to another station. A station receiving a retransfer can retransfer the call to another station, and so on until the call times out.

Stations can transfer and retransfer to any answering station or group of apps in their address book. See page 8 for instructions on adding stations to address books.

Transfers from IX-MV7-* and IX-SOFT answering stations will be sent to individual stations.

Transfers from IXG-MK answering stations will go to all stations in selected unit.

Other answering stations and apps are not able to make a transfer. Any answering station can receive a transfer or retransfer.

Once a call is transferred to a unit's IXG Mobile apps, it cannot be transferred or retransferred to another group of apps.

Call Settings

For all transfer types, the door stations need to not call the transfer destination. Use the call setting steps on pages 8 and 9 to remove the U from the cells where the calling and transfer destinations intersect.

Delay Transfers

Delay Transfers are always active. When a call is received, it will be handed off to transfer and retransfer destinations after a set period of time.

Navigate to **Transfer Settings**, Delay Transfer on the side menu. On the station receiving the call, set Delay Transfer to Enable. Adjust the delay under Delay Time, which is how long the call will dwell during a transfer or retransfer before being handed off. Click **Select Station** or **Select** depending on the type of answering station.

| Unit Number | Station Name | Delay Transfe | Delay Transfer | |
|-------------|-----------------|---------------|------------------|---------------------------|
| | | | Delay Time [sec] | Transfer Destination List |
| 1001 | Master Station1 | Enable | 30 | Select |
| 1002 | Guard Station1 | Enable | 30 | Select |

Select the transfer destination and click **OK**. The unit or stations selected will be listed to the right.

Select Stations

Select Station. (1/10)

Station List

| Select | Building Nu | Unit Number | Station No | Station Name | Station Type |
|-------------------------------------|-------------|-------------|------------|-------------------|--------------|
| <input type="checkbox"/> | 01 | 1000 | 10060 | Entrance Station1 | IXG-DM7(-*) |
| <input checked="" type="checkbox"/> | 01 | 1002 | 10020 | Guard Station1 | IXG-MK |

OK Cancel

| Transfer Destination List | | | |
|---------------------------|----------------|----------------|-------|
| Select Unit | Select Station | Station Number | |
| | | No.01 | No.02 |
| Select | Select Station | 10020 | |
| Select | Select Station | 2000 | |

Scroll right and click **Select** to choose a unit's apps to be included in the transfer. Click **OK**.

| Mobile Apps and Phone | | | |
|-----------------------|-------------|---------------|-------------|
| Building Nu | Unit Number | Unit Name | Select Unit |
| 01 | 1001 | Commercial200 | Select |

Select Unit

Select a Destination Unit.

| Select | Building Number | Unit Number | Unit Name |
|-------------------------------------|-----------------|-------------|---------------|
| <input checked="" type="checkbox"/> | 01 | 1001 | Commercial200 |
| <input type="checkbox"/> | 01 | 1002 | Commercial201 |
| <input type="checkbox"/> | 01 | 1004 | Commercial203 |

OK Cancel

To configure a retransfer, scroll right. On the answering station that has received a transfer, select an answering station or a unit's mobile apps using the same procedure.

| Re-Transfer Destination | | | | |
|-------------------------|----------------|-----------------------|-------------|-------------|
| Select Station | Station Number | Mobile Apps and Phone | | |
| | | Building Number | Unit Number | Unit Name |
| Select Station | | | | Select Unit |
| Select Station | | | | Select |

Repeat these steps for each transfer and retransfer to be configured. Click **Update** to save settings. Upload settings to stations using the steps on page 9.

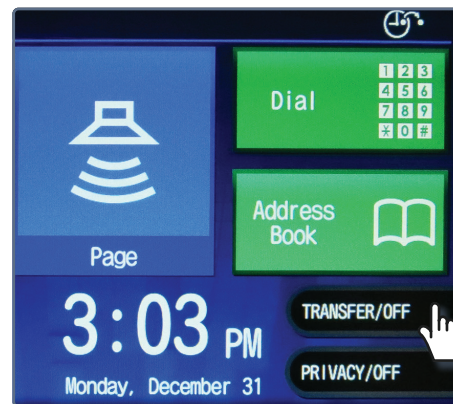
Absent Transfers

Absent Transfers are toggled on and off, allowing a user to route calls to another answering station when they are not available. To configure an absent transfer, navigate to **Transfer Settings**, Absent Transfer on the side menu.

These are configured in the same way as delay transfers. The only exceptions are that a delay time is not needed, since absent transfers are instantaneous when active.

i Absent transfer is enabled every time settings are uploaded to the station. Disable it by pressing the button after each upload.

Absent transfers are enabled or disabled by pressing **Transfer** on the answering station's home screen.



Schedule Transfers

Schedule Transfers are active during particular times. If a schedule transfer is active, calls to the answering station will be immediately transferred or retransferred. To create a Schedule Transfer, navigate to **Transfer Settings**, Schedule Transfer on the side menu.

Schedule transfers are configured in the same way as delay transfers, except for the need to set schedules.

Schedules can either be set as a recurring weekly schedule, or on a particular date in the future. Each station can have a combination of 12 daily or weekly schedules active on any given day.

| Station Name | Weekly Schedule (Sun) 01 | | | |
|-----------------|--------------------------|--------|----------|--------|
| | Start Time | | End Time | |
| | Hour | Minute | Hour | Minute |
| Guard Station1 | 09 | 00 | 18 | 00 |
| Master Station1 | | | | |

Schedules are entered in 24-hour time. Click the cells beneath the desired schedule to set a Start Time and End Time. For example, a schedule that runs from 9 AM to 6 PM would be entered with a start time of 9:00 and an end time of 18:00.

If a schedule transfer starts on one day and ends after midnight on the next, set the start time later in the day and the end time earlier on the same day. For example, to have a schedule that runs from 10:00 PM to 7 AM, set the start time as 22:00 and the end time as 07:00.

Scroll left to right to view different schedules. Use the **Display Settings** menu at the top of the page to adjust which days are displayed by clicking to **Schedule View Adjustment**, select a schedule for a future date under Daily Schedule, skip to a particular day of the week using the drop-down menu under Move to Related Settings, or adjust which weekly schedules are displayed under Display Range.

[Display settings]

[Weekly Schedule]

Schedule View Adjustment

[Daily Schedule]

7/8/2025

Display Range

1

-

12

[Move to Related Settings]

Thu

Additional Resources

After finishing this quick start guide, the equipment will now be configured for the most common features. For additional information, including guides, application notes, product information, and videos, visit the links below.

IX|IXG Product Page

www.aiphone.com/products/ix-ixg-series/



Technical Knowledge Base

www.aiphone.com/kbtopic/ixg-series



Aiphone YouTube Channel

www.youtube.com/Aiphonecorp/videos

