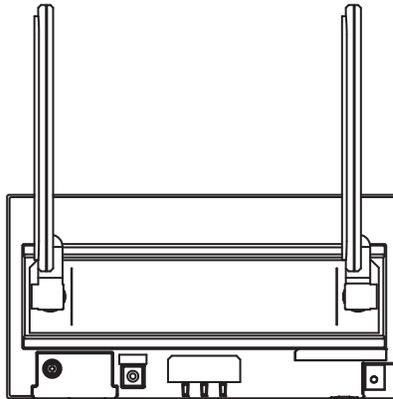


# IXG SERIES

## IXGW-TGW Gateway Settings and Telephone Registration Guide

IXG Support Tool version 5.0.1.0



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# Overview

This guide covers configuring the IXGW-TGW gateway adaptor to use the included SIM card for network and telephone connections. It also includes instructions to provide end users on registering their phone numbers to the IXGW-TGW.

This guide assumes that the rest of the IXG Series system has been programmed and is operational, including providing the IXGW-TGW with an IP address, assigning it to the desired units, and configuring it for mobile app use (if required). If these steps have not been completed, consult the IXG Quick Start Programming Guide here: <https://www.aiphone.com/IXG-Series-QuickStartGuide> IXG Support Tool is needed to set up the system, and can be downloaded here: <https://www.aiphone.com/IXG-SupportTool>

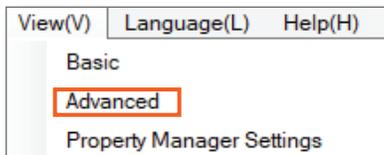
## Hardware Notes

The IXGW-TGW comes with an AT&T® SIM card already installed. Other SIM cards and mobile providers are not supported.

The two antennas that come included with the IXGW-TGW screw onto the front of the unit. These can be adjusted to improve the wireless connection on the station. See **pages 6 and 7** for instructions on how to determine the wireless connection status and strength on the station.

## Advanced Mode

To access the settings covered in this guide, select **View, Advanced**.



## Gateway Registration

Navigate to **Gateway Settings, Gateway Registration**. Most of these settings will have already been configured, but there are a few that relate to telephone registration and wireless network configuration.

The guidance language will be used if an end user registers their phone number by calling the IXGW-TGW directly. The **Default Guidance Language** is English, which can be changed using the drop-down menu. Users will be able to select any of the available languages from the phone directory.

Gateway Settings				
Gateway Registration				
Enable	Station Name	Cancel Priority Rule	Maximum Simultaneous Calls	Default Guidance Language
<input checked="" type="checkbox"/>	Gateway Adaptor1	Enable	8	English

The checkboxes beneath **Available Languages** can be used to remove languages from that list.

Available Languages								
English	French	Dutch	Spanish	German	Italian	Norwegian	Finnish	Japanese
<input type="checkbox"/>	<input checked="" type="checkbox"/>							

## Gateway Registration (continued)

**Key Input Wait Time [sec]** controls how long a user has between key presses when entering a password. If the time is exceeded, they will need to try again. This only applies when a user is registering their phone with the system by calling the IXGW-TGW directly.

The **Internet Connection** setting controls what network connections the IXGW-TGW will use. The default option is to use the wired LAN connection as the primary, with the cellular connection as a backup. The drop-down menu can be used to configure other settings instead. Once all settings are configured, click **Save**.

<b>Key Input Wait Time [sec]</b>	<b>Internet Connection</b>
15	Wired LAN / Cellular (Back up)

## Gateway SIM Settings

Next, the IXGW-TGW will need to be configured to operate the installed SIM card. Navigate to **Gateway Settings**, Gateway SIM Settings. Fill in the following information:

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

APN: **iot0723.com.atz**

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**. This is entirely optional, and doing so 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 all settings are configured, click **Save**.

## Enabling Phone Calls

Navigate to **Site Settings**, Units/Stations. For each unit that will have a phone number, set **Phone Registration** to Enable. Once all settings are configured, click **Save**.

Site Settings							
Units / Stations							
Building Nu	Unit Numbe	Unit Type		Unit Name	First Name	Last Name	Phone Registration
01	100	Guard	Select	Guard100			Disable
01	200	Entrance	Select	Entrance200			
01	301	Residential	Select	John Doe			Enable
01	302	Residential	Select	Richard Roe			Enable
01	303	Residential	Select	Jane Doe			Enable
01	304	Residential	Select	John Smith			Enable

## Uploading Settings to Stations

Before proceeding, the local networking information will need to be applied to the IXGW-TGW. Navigate to **Connection(S)**, *Upload Settings*. Set the station type to All using the drop-down menu, click **Select** to select all stations, and click **Settings** to push the settings to the 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

Unselect

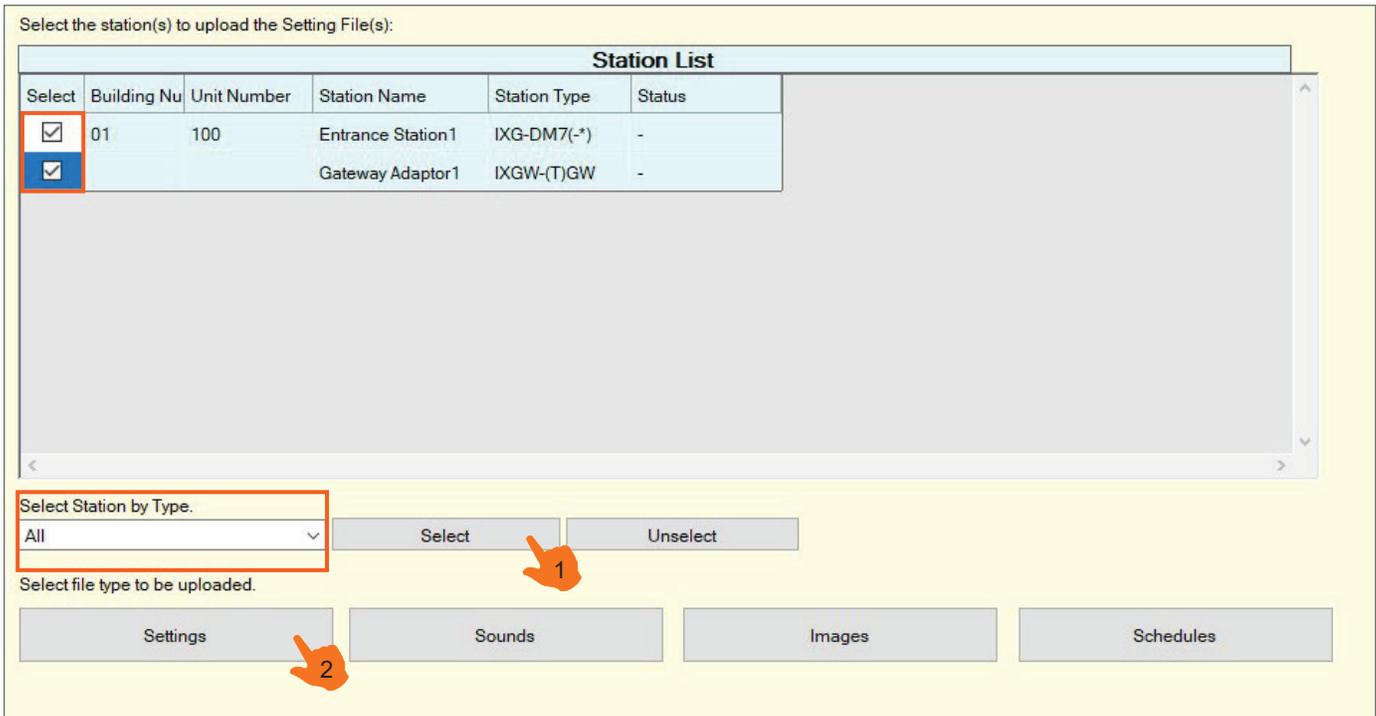
Select file type to be uploaded.

Settings

Sounds

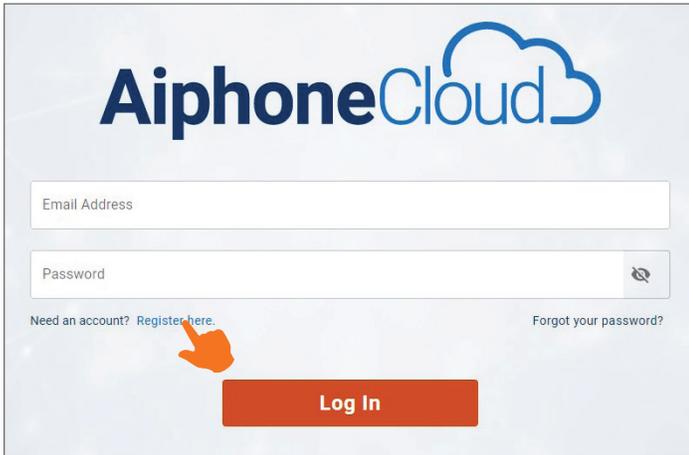
Images

Schedules



## Registering the IXGW-TGW with AiphoneCloud

Navigate to <https://aiphone.cloud>. Use an existing AiphoneCloud account to log in, or click **Register Here** to create a new account.

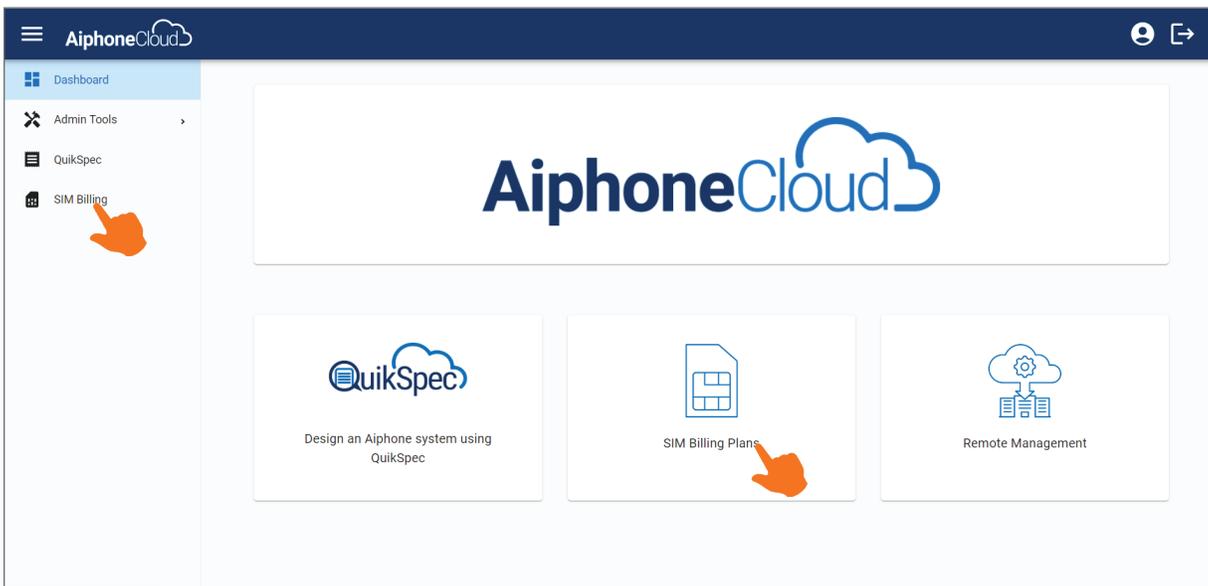


The image shows the AiphoneCloud login page. At the top is the AiphoneCloud logo. Below it are two input fields: "Email Address" and "Password". The "Password" field has a small eye icon to toggle visibility. Below the fields are two links: "Need an account? Register here." and "Forgot your password?". At the bottom is a large orange "Log In" button. An orange hand icon points to the "Register here" link.



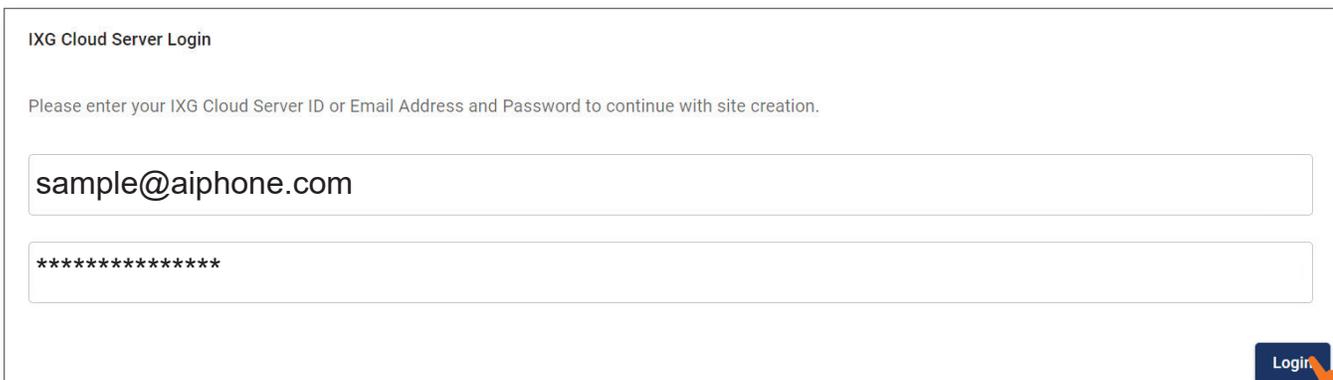
In order to access SIM billing, an AiphoneCloud account must belong to a Branch and have the role of Member or higher. Contact your local Sales Rep or Aiphone Tech Support to create your Branch in AiphoneCloud.

Next, navigate to one of the two SIM Billing links.



The image shows the AiphoneCloud dashboard. The top navigation bar includes the AiphoneCloud logo and a user profile icon. The left sidebar contains a menu with "Dashboard", "Admin Tools", "QuikSpec", and "SIM Billing". An orange hand icon points to "SIM Billing". The main content area features the AiphoneCloud logo and three tiles: "QuikSpec" (Design an Aiphone system using QuikSpec), "SIM Billing Plans" (with an orange hand icon pointing to it), and "Remote Management".

Enter the IXG Cloud Server account associated with the site and click **Login**.



The image shows the IXG Cloud Server Login form. The title is "IXG Cloud Server Login". Below the title is the instruction: "Please enter your IXG Cloud Server ID or Email Address and Password to continue with site creation." There are two input fields: the first contains "sample@aiphone.com" and the second contains "\*\*\*\*\*". At the bottom right is a blue "Login" button with an orange hand icon pointing to it.

## Site Information

Logging in will display the SIM Billing Dashboard, which shows all sites associated with the account, as well as their current subscription status. Click on a site to bring up its information.

### Sim Billing Dashboard

Manage the SIMs for your sites. Subscribe data plans and manage your billing

#### My Sites

Site Id	Site Name	Address	Subscription Status ↓
7916	QA IXG Support tool test		<b> canceled </b>
5071	Maple Street Corp	1825 Maple Ave NE, Redmond, WA 98052	

If the site uses an IXGW-GW mobile app gateway without a built-in SIM card, an error message will be displayed.

### Site Information

**Error**  
This property is not eligible for SIM Billing.

Otherwise, the current status of the site will be displayed. This includes the site's name, address, and which data plan has been selected, if any.

### Site Information

**Name:** Maple Street Corp.

**Address:** 1825 Maple Ave NE, Redmond, WA 98052

**No plan is subscribed.**

## Site Information (continued)

### Selecting a Data Plan

There are three data plans available, with different amounts of wireless data available. The wireless data is always used to place telephone calls. It can also stream audio and video to the Aiphone IXG mobile app when the hardwired network connection is not in use. It can either be the main network connection (in which case it will always be used), or a backup to the hardwired connection (in which case it will only occasionally be used). Select the appropriate plan for the size and needs of the site and click **Subscribe**, then **Confirm** on the pop-up window.

1 GB PLAN	2 GB PLAN	5 GB PLAN
\$ _____ /month	\$ _____ /month	\$ _____ /month
Good for telephone entry or small properties	Good for most properties	Good for large properties
<a href="#">Subscribe</a>	<a href="#">Subscribe</a>	<a href="#">Subscribe</a>

**Subscribe**

Are you sure you want to subscribe to this data plan?

[Cancel](#) [Confirm](#)

A payment page will be displayed. A prorated cost for the remainder of the month will be displayed, with the ongoing monthly cost (including any fees) listed below. Fill out the payment card information to the right and click **Subscribe**.

Aiphone Corporation		Pay with card	
<b>Subscribe to 1 GB Plan</b>		Email <input type="text" value="sample@aiphone.com"/>	
\$ _____		<b>Card information</b>	
Then \$ _____ per month starting on May 18, 2024		<input type="text" value="1234 1234 1234 1234"/>	
<b>1 GB Plan</b>	\$ _____	<input type="text" value="MM / YY"/>	<input type="text" value="CVC"/>
Good for telephone entry or small properties		<b>Cardholder name</b>	
Prorated, then billed monthly	\$30.00 / month after	<input type="text" value="Full name on card"/>	
<b>Subtotal</b>	\$ _____	<b>Country or region</b>	
Sales Tax (6%)	\$ _____	<input type="text" value="United States"/>	
<b>Total due today</b>	\$ _____	<input type="text" value="ZIP"/>	
<a href="#">Powered by stripe</a>   <a href="#">Terms</a>   <a href="#">Privacy</a>		<a href="#">Subscribe</a>	
		By confirming your subscription, you allow Aiphone Corporation to charge you for future payments in accordance with their terms. You can always cancel your subscription.	



The billing period will always be on the 18<sup>th</sup> of the month. The data cap will reset on the 19<sup>th</sup> at midnight UTC time. Data rollover is not available.

## Site Information (continued)

### Adding Additional Data

If a site is running low on data, a notification email will be sent to the managing account when 80% of the data has been used. If more than 100% of the plan data is used, additional data will be automatically purchased using the payment method on file. Additional data is purchased in 0.5 GB increments, and a receipt will be emailed.

To check the site's status, navigate back to the SIM Billing Dashboard and select the site. The data usage will be listed, along with the capacity. A new data plan can be selected going forward, if needed, and a prorated cost difference for the rest of the billing period will be charged to the payment method. The payment method can be changed later as needed.

### Site Information

Name: Maple Street Corp.  
Address: 1825 Maple Ave NE, Redmond, WA 98052

---

### Site Sim Data

Data Used: **1.25 / 2 GB**

60%

Subscription Status: **active**

Once the data plan is selected and paid for, the IXGW-TGW's wireless connection will be active, and no further action is needed in AiphoneCloud. Before returning to IXG Support Tool related settings to finish registering the site, there are a few items in the SIM Billing page that need to be used to manage the site going forward.

## Site Management

### Viewing Gateway Status

To check the current status of gateways associated with the site, navigate to **GW Devices** on the left-hand menu. This will list the gateways' name, MAC address, SIM card ID, SIM status, and its phone number.

- Site Information
- GW Devices**
- Billing
- All Sites

Device Name	MAC Address	SIM Card ID	SIM Status	Phone #
Gateway Adaptor1	00:0B:AA:88:88:88	7777861324364154111	ACTIVATED	15551234567
Gateway Adaptor2	00:0B:AA:88:88:89	7777861324364123894	ACTIVATED	15553456789



If this information is missing, click **Add ICCID** to enter it manually. The ICCID is listed on a sticker on the bottom of the IXGW-TGW. Once entered, the rest of the missing information will populate.



### All Sites

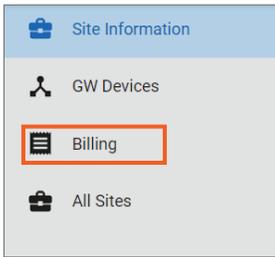
To view another site, click **All Sites** from the left-hand menu. This will display a list of sites under the account.

- Site Information
- GW Devices
- Billing
- All Sites**

# Site Management (continued)

## Billing

To view the site's billing history, navigate to **Billing** on the left-hand menu.



This page displays the subscription status and billing history for the site. To view an invoice, click **Invoice URL**.

The screenshot shows the 'Billing' page. At the top, it displays 'Subscription: 1 GB Plan', 'Subscription Status: past\_due', and 'Next Payment Date: May 28, 2024'. Below this is a 'Billing History' table with the following data:

Invoice Number	Payment Date	Description	Paid	Amount	Currency	Invoice URL
38F48FF3-0022	May 13, 2024	Additional 0.5GB Data	No		\$CAD	<a href="#">[icon]</a>
38F48FF3-0021	May 13, 2024	Additional 3.5GB Data	Yes		\$CAD	<a href="#">[icon]</a>
38F48FF3-0014	May 9, 2024	Subscribe to 1 GB Plan from 09 May 2024 until 29 May 2024	Yes		\$CAD	<a href="#">[icon]</a>

This will show the status of the bill. To pay a due bill, make sure there is a payment method selected. If there is no pay method listed, click **Add payment Method** and follow the prompts to enter the information. Once a billing method is selected, click **Pay amount due**.

The screenshot shows the 'CURRENT PLANS' section. It displays 'Amount due' and '1 GB Plan' with a blue 'Pay amount due' button. Below this, there is a 'View details' link and a warning message: 'The latest invoice for this subscription hasn't been paid.' Another '1 GB Plan' entry is shown below with its own 'View details' link and a note: 'Your plan renews on May 29, 2024.' At the bottom, under 'PAYMENT METHOD', it says 'No payment method.' and includes a '+ Add payment method' link.

## Telephone Entry Settings

Once the IXGW-TGW is configured and registered with AiphoneCloud, the tenants' telephone numbers will need to be registered. This can be done either through IXG Support Tool, or by calling the IXGW-TGW's phone number directly. Some settings will need to be done in IXG Support Tool first, regardless of which registration method is used.

To start, go back to IXG Support Tool and navigate to **Gateway Settings**, Telephone Entry Settings. A pop-up will appear saying that the phone information is being downloaded from the IXGW-TGW. This may take several minutes to complete.

### Shared Settings

In the top right, there are two cells for **Phone Entry Codes**. These are numerical codes that can be entered during a telephone call to unlock Relay Output 1 or 2 on the door or entry station making the call. These can be between one and twenty digits long, but should be a reasonable length for end users to remember. If no other settings are being adjusted on this page, click **Save**.

Phone Entry Codes

Relay Output 1

Relay Output 2

Information listed in the table below is used later, but some settings will initially be empty. The default password is entered when calling the IXGW-TGW to register a phone number for the first time. The default passwords are generated by the IXGW-TGW, while the password will be assigned during call-in registration. All current passwords are automatically downloaded to IXG Support Tool upon navigating to **Gateway Settings**, Telephone Entry Settings.

Select	Building	Unit Number	Unit Name	Registered Phone Number	Status
<input type="checkbox"/>	01	101	Residential101		No Phone Service
<input type="checkbox"/>	01	102	Residential102	*****4519	Registration status is cur
<input type="checkbox"/>	01	301	Commercial301		No Phone Service

Password	Default Password	Gateway Adaptor	Gateway Phone Number
-	-	YS IXGW-TGW	15551234567
162739	286163	YS IXGW-TGW	15551234567
-	-	YS IXGW-TGW	15551234567

### Registering Phone Numbers by IXG Support Tool

To register phone numbers through the IXG Support Tool, enter them in the **Registered Phone Number** next to the appropriate unit. Click **Save**.

Select	Building Nu	Unit Number	Unit Name	Registered Phone Number
<input type="checkbox"/>	01	100	Guard100	
<input type="checkbox"/>	01	301	John Doe	*****1234
<input type="checkbox"/>	01	302	Richard Roe	*****2345
<input type="checkbox"/>	01	303	Jane Doe	*****3456
<input type="checkbox"/>	01	304	John Smith	*****4567

## Telephone Entry Settings *(continued)*

### Registering Phone Numbers by Telephone

If any settings changes were made under Telephone Entry Settings, upload settings to all stations in **Connection(S)**, *Upload Settings* before performing phone registration.

Provide whoever will register the phone with the **Gateway Phone Number**, their **Unit Number**, and the **Default Password** set for that unit (or the **Password**, if one has already been generated), and a new six digit **Password** to assign to the unit if one was not already listed in IXG Support Tool. The rest of these steps will be from the perspective of the person placing the call. There is also a version of these instructions to provide to end users at the end of this guide.

Call the **Gateway Phone Number**. Follow the prompts and select a language from the phone tree; press **1** for English.

Enter the appropriate unit number, followed by **#**.

Enter the password, followed by **#**. If prompted, enter a new six digit password, followed by **#**. Re-enter the new password, followed again by **#**.

A message will play indicating that the password was changed. Press **1** to return to the menu, then **1** to register the phone number. Press **1** again to finish registering the phone number. It is safe to hang up at that point.

### Backing Up and Downloading Phone Information

Once phone numbers have been registered to the IXGW-TGW, information can be downloaded to IXG Support Tool or exported by using the buttons along the top of the screen.

**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.



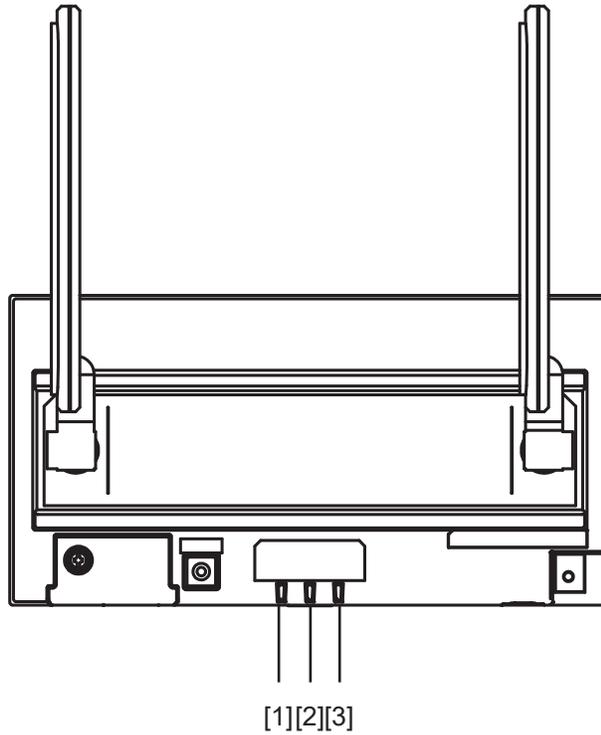
### Uploading Settings to Stations

Once all settings have been configured, navigate to **Connection(S)**, *Upload Settings*, and follow the steps shown in on page 4 to upload the settings to all stations stations.

# Status Light Codes

The lights on the front of the IXGW-TGW can be used to read the status and strength of the station's wireless connection.

## IXGW-TGW



### Legend

- [1] Signal strength indicator (green)
- [2] Wireless indicator (green)
- [3] Status indicator (orange/green)

### [1] Signal Strength Indicator

Light Color, Status	Light Pattern	Description
Green, Solid	Not applicable	SIM card PIN lock (incorrect PIN code has been entered three times; the PUK code is needed to recover from the PIN lock state).
Green, Flashing	Flashes 4 times, pauses for 1.125 seconds	Reception level 5 (strongest signal)
	Flashes 3 times, pauses for 1.375 seconds	Reception level 4
	Flashes 2 times, pauses for 1.625 seconds	Reception level 3
	Flashes 1 time, pauses for 1.875 seconds	Reception level 2
Green, Off	Not applicable	Reception level 1 (no connection, out of range).

### [2] Wireless Indicator

Light Color, Status	Light Pattern	Description
Green, Flashing	Flashes 1 time for .5 seconds, pauses for .5 seconds	No 4G LTE connection (including connection issues or no contract signed for the account).
	Flashes 1 time for .3 seconds, pauses for 2.7 seconds	Has a 4G LTE connection.
Green, Solid	Not applicable	Communication module shutting down.
Green, Off	Not applicable	Communication module shut down.

## IXGW-TGW Status Light Codes (continued)

### [3] Status Indicator

Light Color, Status	Light Pattern	Description
Orange, Solid	Not applicable	Not configured to connect with the IXG Cloud Server, or "Gateway Registration" has been set to "None" in IXG Support Tool.
Orange, Flashing	Flashes on and off at a .75 second interval  Flashes 1 time, pauses for 4 seconds  Flashes 1 time for one second, flashes on and off twice at a .25 second interval  Flash 1 time for one second, flashes on and off once at a .25 second interval	Booting up  IXG Cloud Server (Amazon Web Services) communication failure  Firmware version updating  Initializing
Green, Solid	Not applicable	In communication with the IXG Cloud Server.
Green, Flashing	Flashes 1 time, pauses for 4 seconds	The primary connection (wired or wireless) connection to the IXG Cloud Server fails during startup. Can also occur if one of these connections is set as the backup and that backup connection is in use. In either case, reboot the IXGW-TGW once the connection has been reestablished to end this status.

For more details about the features and information above, please contact Technical Support.

Aiphone Corporation | [www.aiphone.com](http://www.aiphone.com) | (800) 692-0200

# 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.