

Configuring an IXGW-TGW for Remote Management on a Network without DHCP

Getting Started

It is assumed that the installer already has an AiphoneCloud account that is registered to a Branch. If this is not the case, navigate to <https://aiphone.cloud> and follow the prompts to create an account. Once an account is created, it needs to be assigned to a Branch, which can be done by reaching out to the local sales representative at <https://www.aiphone.com/sales/regional-sales> or an AiphoneCloud administrator at cloudadmin@aiphone.com

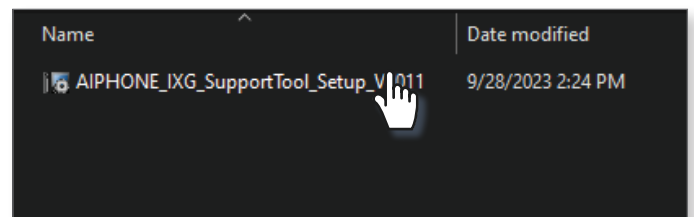
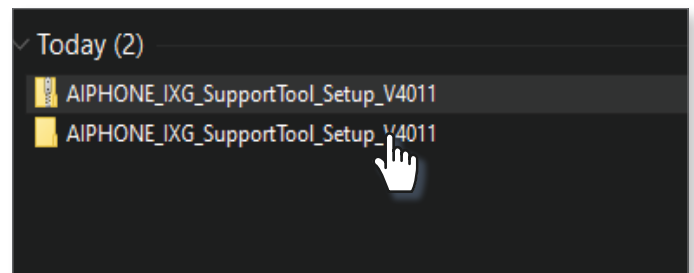
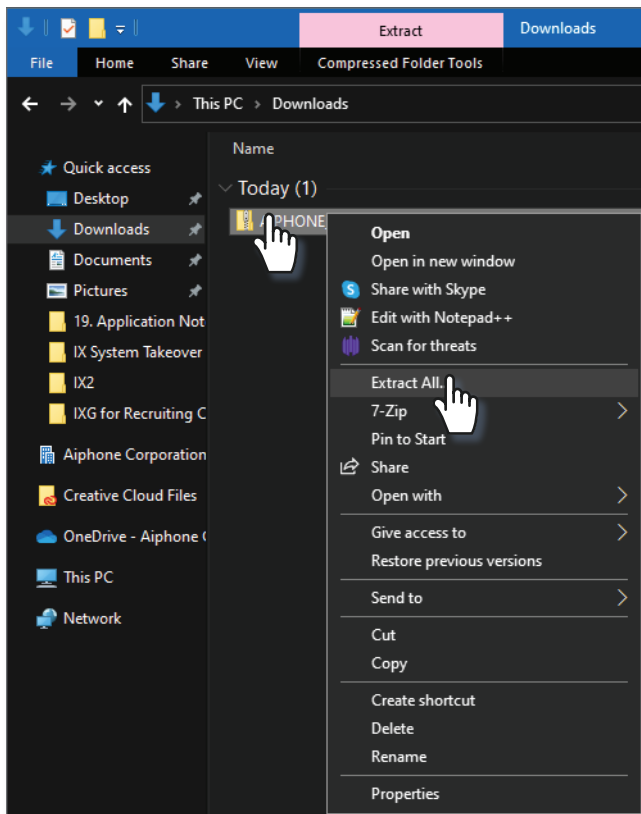
Introduction

These instructions help resolve situations where an IXGW-TGW or IXGW-GW gateway (both will be referred to as the IXGW-TGW in this document) is being configured for Remote Management at <https://www.aiphone.cloud> without access to a DHCP server. This can prevent the IXGW-TGW from connecting to AiphoneCloud. To solve this issue, the IXGW-TGW's network information needs to be manually configured using IXG Support Tool. Once this is done, the IXGW-TGW's administrator credentials can be reset, which will allow the station to be programmed by Remote Management, overwriting the temporary settings. **Note: These steps are not required when the LTE connection is being used to configure the IXGW-TGW instead of the ethernet connection.**

Installing IXG Support Tool

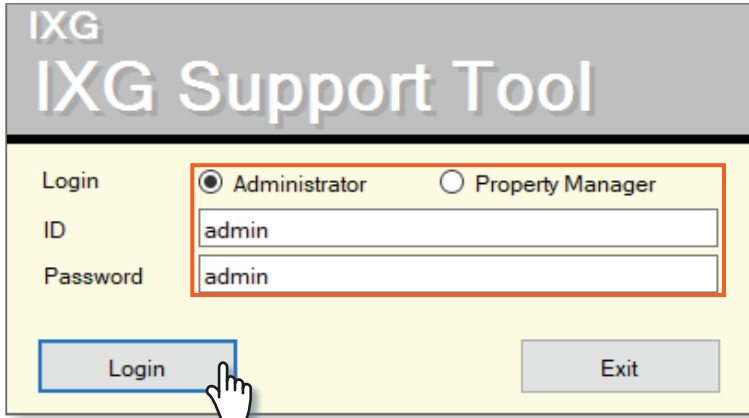
If IXG Support Tool has not been installed on the programming PC, download it here: <https://www.aiphone.com/IXG-SupportTool>

The software will be downloaded as a compressed folder, which will need to be decompressed. Right click the folder and select **Extract All**. Open the extracted folder and double click the software package. Follow the prompts to install IXG Support Tool.



Initial Setup

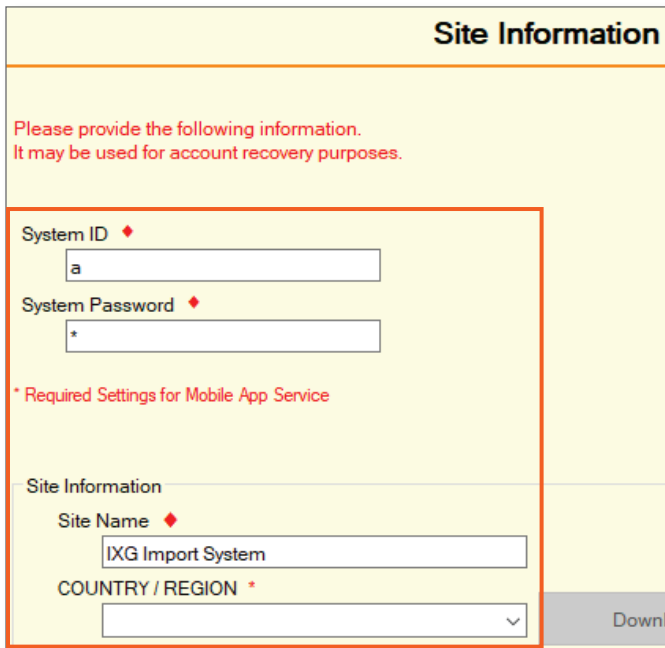
Connect the IXGW-TGW to the same PoE switch as the programming PC. Launch IXG Support Tool. Fill in the administrator ID and password. If this is the first time IXG Support Tool has been launched on the PC, the credentials will both be **admin**. There will be a prompt to change the default password. Enter a new password and record it for future reference. Click **Login** to proceed.



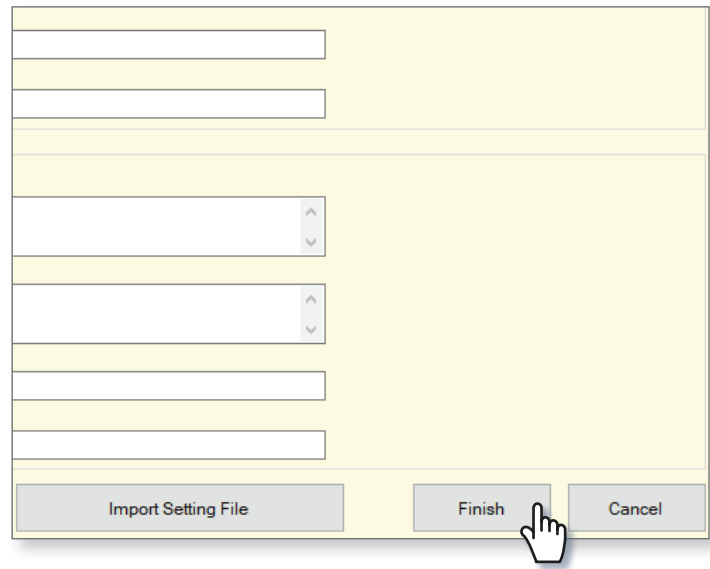
The image shows the login interface of the IXG Support Tool. At the top, it says "IXG IXG Support Tool". Below that, there are two radio buttons: "Administrator" (selected) and "Property Manager". There are two text input fields: "ID" with the value "admin" and "Password" with the value "admin". At the bottom, there are two buttons: "Login" and "Exit". A hand cursor is pointing at the "Login" button.

i The newly changed password cannot be **admin**. The ID will remain as **admin** unless changed under **File(F), IXG Support Tool Settings**

If this is the first time that IXG Support Tool has been launched on the PC, a window will appear to create a new system. If it does not, navigate to **File(F), Create New System** on the top menu. Fill in any field marked by a red diamond. The most important setting is to enter the proper **Country / Region**. The rest of the required information will be overwritten later, so any text can be added. Most fields will accept a single letter or number. Once everything is filled out, click **Finish**.



The image shows the "Site Information" form. At the top, it says "Site Information". Below that, there is a red text prompt: "Please provide the following information. It may be used for account recovery purposes." There are two text input fields: "System ID" with the value "a" and "System Password" with a red asterisk. Below that, there is a red text prompt: "* Required Settings for Mobile App Service". There is a section titled "Site Information" with two text input fields: "Site Name" with the value "IXG Import System" and "COUNTRY / REGION" with a dropdown menu. At the bottom right, there is a "Downl" button.



The image shows a form with multiple text input fields and dropdown menus. At the bottom, there are three buttons: "Import Setting File", "Finish", and "Cancel". A hand cursor is pointing at the "Finish" button.

Configuring the IXGW-TGW

Navigate to **Gateway Settings**, Gateway Registration on the left menu. Check off **Enable** on the first row, then click **Save**.

| Gateway Registration | | Gateway Registration | |
|----------------------|--------------|-------------------------------------|------------------|
| Gateway Number | Station Type | Enable | Station Name |
| 1 | IXGW-(T)GW | <input checked="" type="checkbox"/> | Gateway Adaptor1 |
| 2 | IXGW-(T)GW | <input type="checkbox"/> | |
| 3 | IXGW-(T)GW | <input type="checkbox"/> | |
| 4 | IXGW-(T)GW | <input type="checkbox"/> | |



Navigate to **Network Settings**, IP Address in the left menu. Under **IPv4 Address**, fill in the **IP Address**, **Subnet Mask**, **Default Gateway**, a **Primary DNS Server**, and optionally a **Secondary DNS Server**. Once everything is filled out, click **Save**.

| Station Name | Network Settings | | | | | | | | | | | | | | | | | | | | | | |
|------------------|------------------|------------|---------------|--------------|---|---|---|-------------|---|---|---|-----------------|---|---|---|--------------------|---|---|---|--------------------|--|--|--|
| | IP Address | | | | | | | | | | | | | | | | | | | | | | |
| | Hostname | IP Version | Static / DHCP | IPv4 Address | | | | | | | | | | | | | | | | | | | |
| | | | | IP Address | | | | Subnet Mask | | | | Default Gateway | | | | Primary DNS Server | | | | Secondary DNS Serv | | | |
| 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | | | | |
| Gateway Adaptor1 | | IPv4 | Static | | | | | | | | | | | | | | | | | | | | |



i The information in this screenshot is intentionally left blank. Consult the site's network administrator for the proper settings.

The following steps require the programming PC to have network access to the IXGW-TGW. Navigate to **File(F)**, *IXG Support Tool Settings* in the top menu. Use the drop-down menu beneath **Select NIC** to choose the proper network connection. Click **OK** to confirm the change.

Select NIC

Ethernet v

System Settings
 IP Version

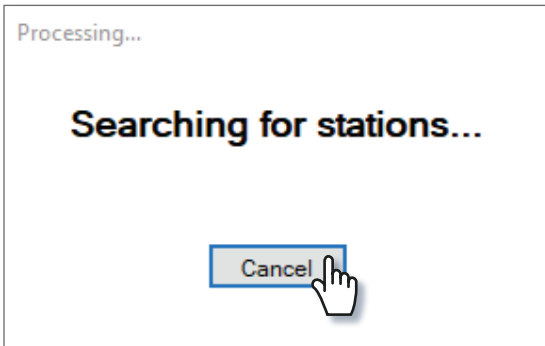
IPv4 v

OK

Cancel

Configuring the IXGW-TGW (continued)

Navigate to **Connection(S)**, *Association Settings* on the top menu. A station search will begin. After a few moments, click **Cancel** to end the search.



Select the IXGW-TGW from both **Station Settings List** and **Station List** on the page. Click **Apply** to set the IP address on the station. The station will appear in the **Associated Station List** at the bottom of the page, which will show if the association was successful in the **Status** column. The station will reboot, which will take several minutes.

Association Settings

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="checkbox"/> | | | Gateway Adaptor1 | IXGW-(T)GW | | 192.168.1.150 | 255.255.255.0 | - |

2. Select the station to associate with the setting file.

Enter station MAC address: Enter Station ID and Station Password.

ID/Administrator

Password/Administrator

Search and select station within local network:

| Station List | | | | | | | | |
|-------------------------------------|-------------|-------------|--------------|--------------|------------|---------------|-------------------|------------|
| Select | Building Nu | Unit Number | Station Name | Station Type | IP Address | Subnet Mask | MAC Address | Associated |
| <input checked="" type="checkbox"/> | | | | IXGW-(T)GW | 192.0.0.37 | 255.255.254.0 | 00:0B:AA:4C:03:C0 | - |

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.

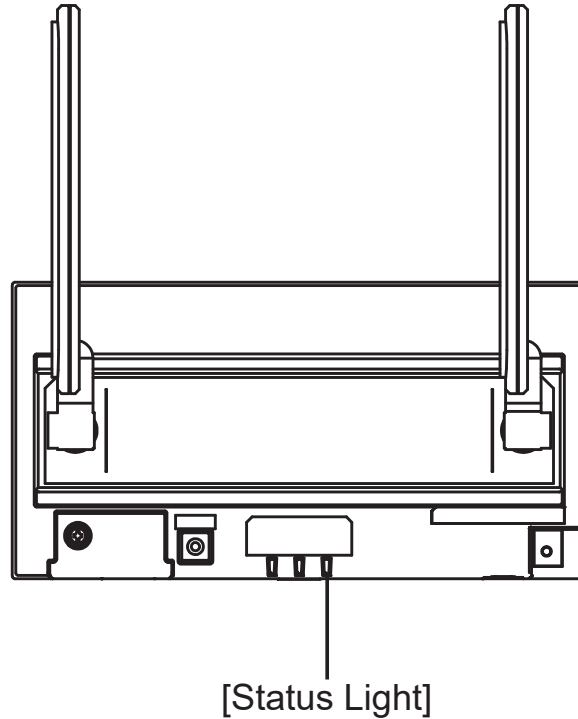
Station(s) that have been associated with a setting file are listed below.

| Associated Stations List | | | | | | | | |
|--------------------------|-------------|-------------|------------------|--------------|---------------|---------------|-------------------|---------|
| Select | Building Nu | Unit Number | Station Name | Station Type | IP Address | Subnet Mask | MAC Address | Status |
| <input type="checkbox"/> | | | Gateway Adaptor1 | IXGW-(T)GW | 192.168.1.150 | 255.255.255.0 | 00:0B:AA:4C:03:C0 | Success |

Uploading Settings to Stations

The IP address and subnet mask on the IXGW-TGW will have been set, but the other network settings will need to be configured. While the station is rebooting, set the NIC selected in the previous step to be in the same IP range as the IXGW-TGW's new IP address. Consult the network administrator for instructions if needed.

Watch the status lights on the IXGW-TGW. The reboot is complete once the rightmost status light switches to solid orange. If it does not, try unplugging the station and plugging it back in again.



Navigate to **Connection(S)**, *Upload Settings* on the top menu. Select the gateway under **Station List**, then click **Settings** push the settings to the station.

Setting File Upload

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"/> | | | Gateway Adaptor1 | IXGW-(T)GW | - |

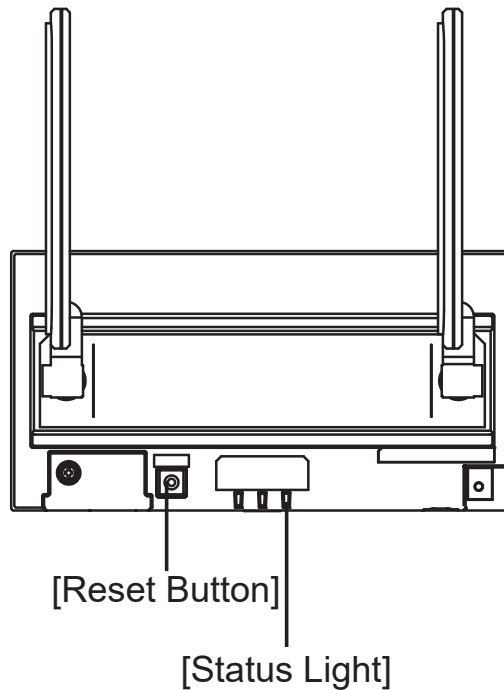
Select Station by Type.

All

Select file type to be uploaded.

Resetting IXGW-TGW Credentials

After the upload, the IXGW-TGW's network settings should be finalized. To allow the gateway to connect to Remote Management, the station credentials set in IXG Support Tool will need to be removed. Hold down the reset button on the front of the station for approximately five seconds. Once the button is released, the status light will flash orange for a moment before going back to solid orange.



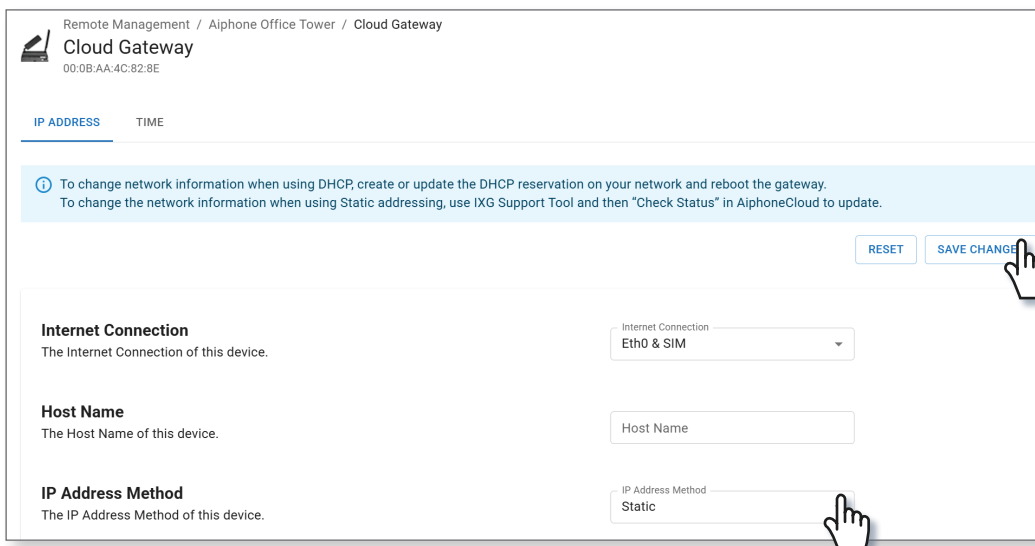
Remote Management Settings

Before syncing the network settings from Remote Management with the IXGW-TGW, it is **vital** to change the station's network settings. Remote Management defaults to DHCP for stations. **If these settings are applied to the station when there is no DHCP server available, the station will need to be factory reset and the whole process started over.**

Navigate to <https://aiphone.cloud>, log in, and create the site under **Remote Management** on the left side menu.

Follow the programming steps laid out at this link to configure the site: <https://www.aiphone.com/remote-management-qsg>. However, **do not push settings to the stations yet.**

Select the gateway from the list of stations and click **Network Info** on the side menu. Change the IP Address Method from DHCP to Static using the drop-down menu. Enter the desired IP Address, Subnet Mask, IPV4 Default Gateway, IPV4 Primary DNS, and optionally a Secondary DNS. Click **Save Changes**. Proceed with programming as normal.



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