

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

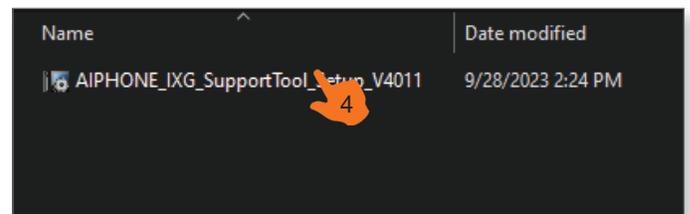
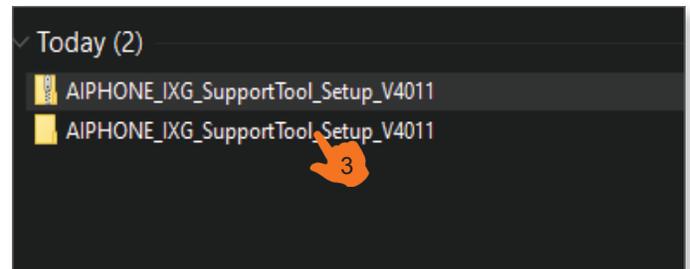
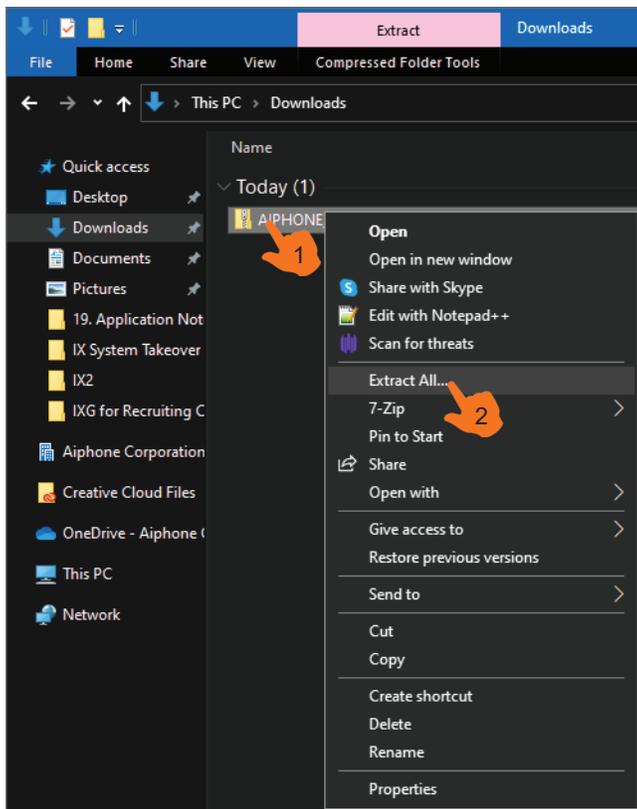
Introduction

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

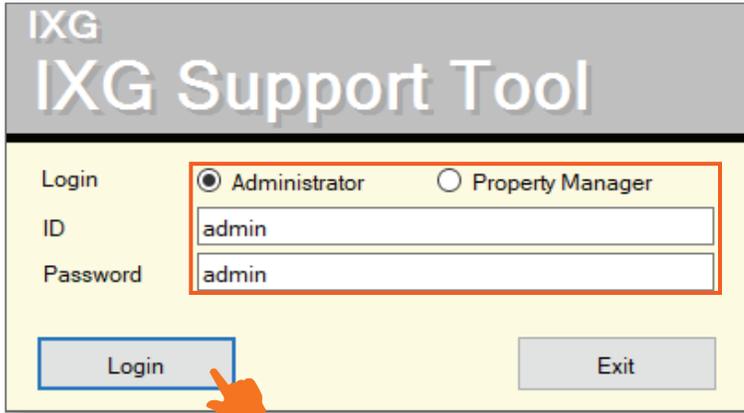
If IXG Support Tool has not been installed on the programming PC, download it here: <https://www.aiphone.com/IXG-SupportTool>

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

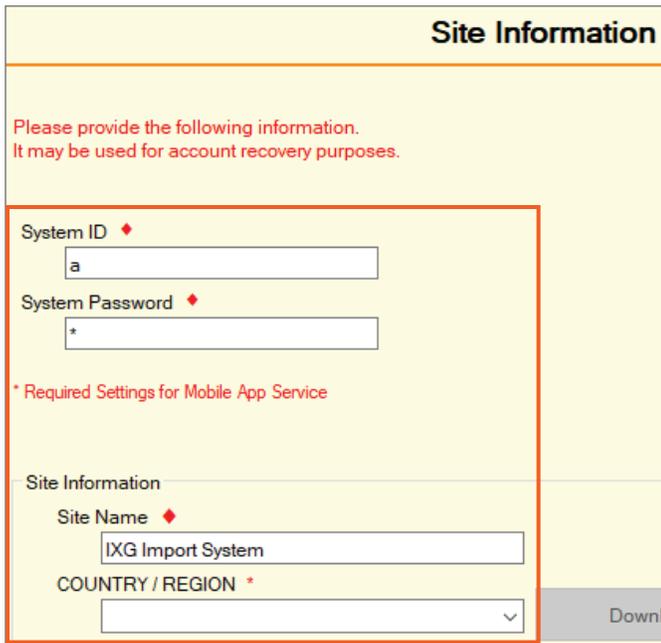
Connect the IXGW-TGW to the same PoE switch as the programming PC. Launch IXG Support Tool. Fill in the administrator ID and password. If this is the first time IXG Support Tool has been launched on the PC, the credentials will both be **admin**. There will be a prompt to change the default password.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



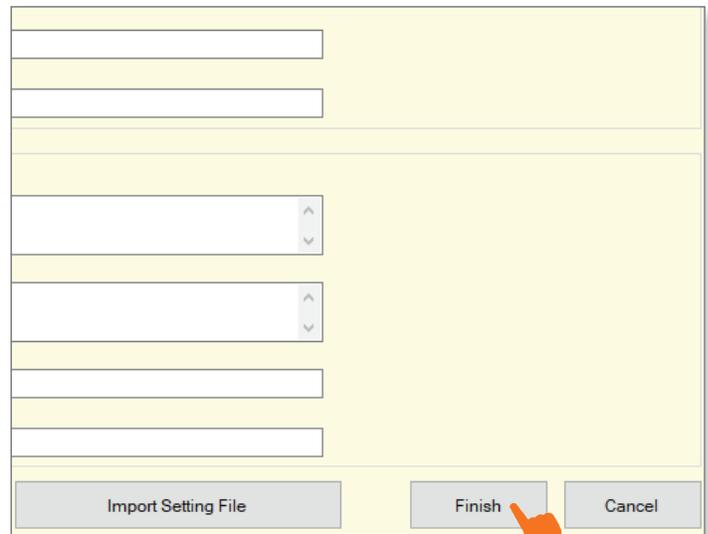
The screenshot shows the 'IXG Support Tool' login window. At the top, it says 'IXG IXG Support Tool'. Below that, there are two radio buttons: 'Administrator' (selected) and 'Property Manager'. There are three input fields: 'ID' with 'admin', 'Password' with 'admin', and a 'Login' button. An orange hand icon points to the 'Login' button. There is also an 'Exit' 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 screenshot shows the 'Site Information' form. It has a title bar 'Site Information' and a red message: 'Please provide the following information. It may be used for account recovery purposes.' Below this, there are several fields: 'System ID' with a red diamond icon and the value 'a'; 'System Password' with a red diamond icon and a '*' character; a red note '* Required Settings for Mobile App Service'; and 'Site Information' with 'Site Name' containing 'IXG Import System' and 'COUNTRY / REGION' with a dropdown menu. A 'Downl' button is visible at the bottom right.



The screenshot shows a form with multiple input fields and dropdown menus. At the bottom, there are three buttons: 'Import Setting File', 'Finish', and 'Cancel'. An orange hand icon points to 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**.

Network Settings																											
IP Address																											
Station Name	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.

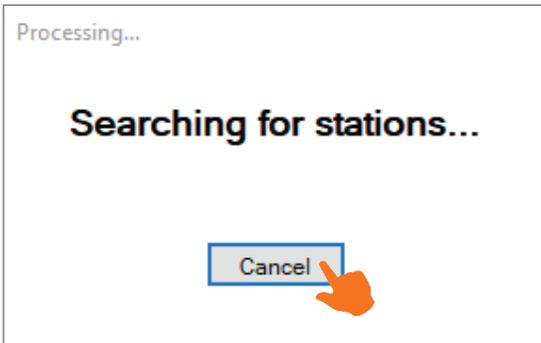
The following steps require the programming PC to have network access to the IXGW-TGW. Navigate to **File(F)**, *IXG Support Tool Settings* in the top menu. Use the drop-down menu beneath **Select NIC** to choose the proper network connection. Click **OK** to confirm the change.

Select NIC

System Settings
 IP Version

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.

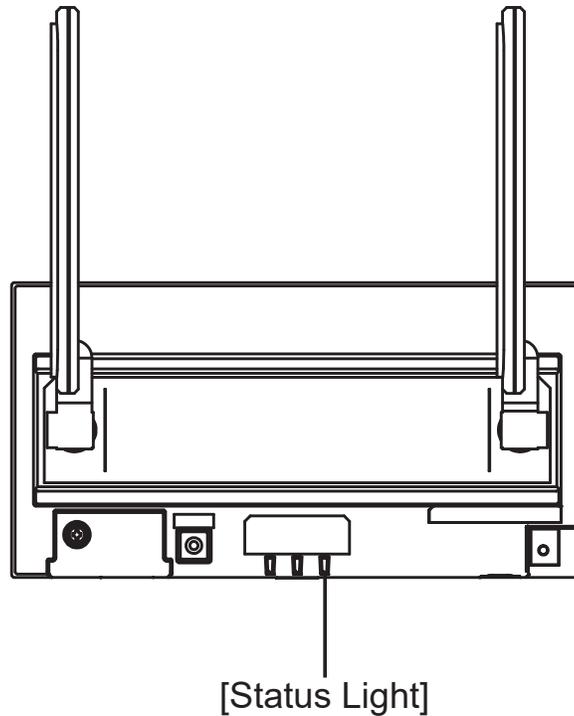
Station(s) that have been associated with a setting file are listed below.

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	-

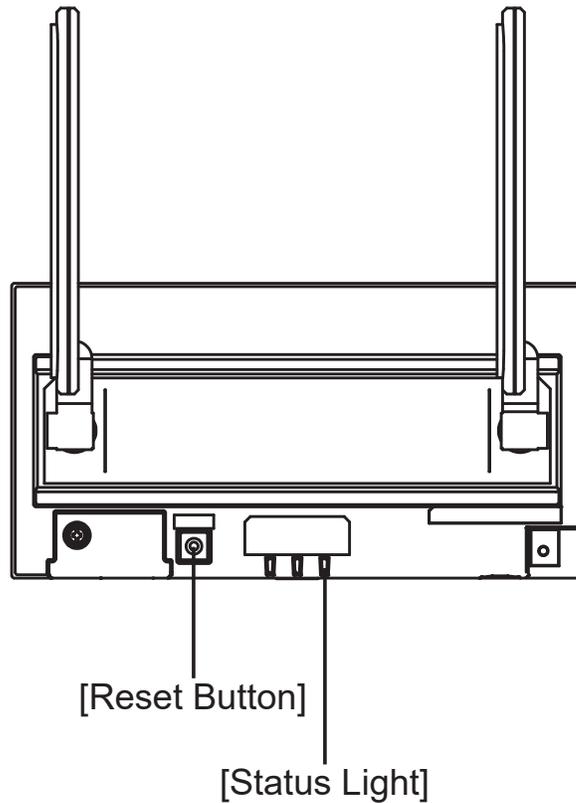
Select Station by Type.

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. Programming can resume through Remote Programming, which is accessed at <https://aiphone.cloud>.



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

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