

No Door Release Slider on IXG Mobile

Introduction

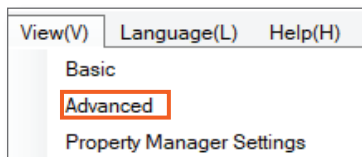
In some situations, the IXG Mobile app is able to receive calls from a door station, but the door release slider is missing.

Solution

This is an issue with the mobile app's address book. This usually happens when the mobile app and the calling station are in different units. Updating the affected mobile app's address book to include the door station will resolve the issue.

Resolving the Issue

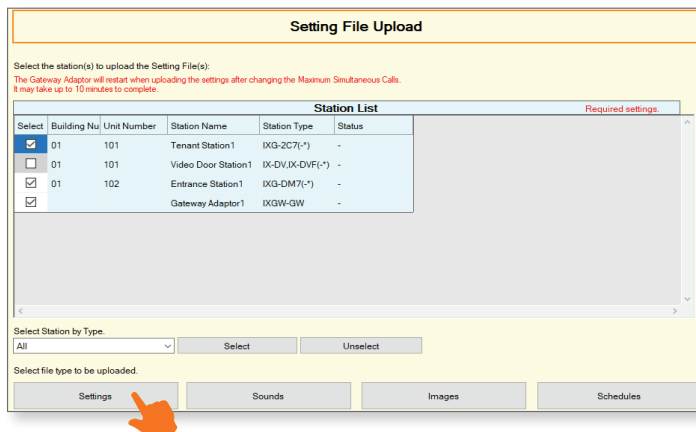
Open IXG Support Tool. Use the **View** tab and switch to Advanced. This will reveal more settings.



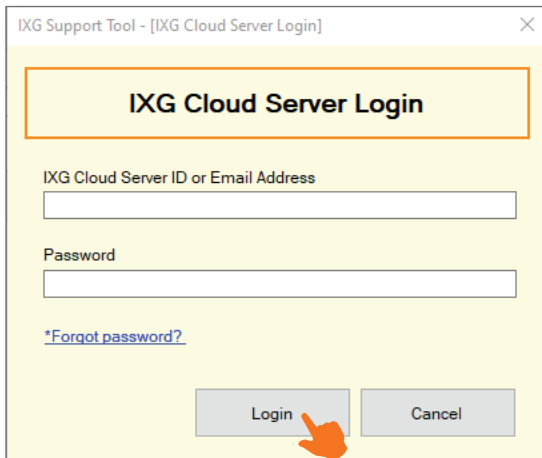
Navigate to **System Information**, Station List. This will present the address book for all stations. Locate the Intercom Apps under the Station Name column and scroll right to the column for the desired door station or stations. The cell where the Intercom App and the door station intercept will be blank. Use the drop-down to change the blank cell to a checkmark. Repeat these steps for each app and tenant station that will unlock the affected doors. Click **Save**.

Building Nu	Unit Number	Station Name	System Information					
			1010			1011		
			Tenant Station1 / IXG-2C7(-*)			Video Door Station1 / IX-DV,IX-DVF(-*)		
			Select	Network Camera	or Release But	Select	Network Camera	Door Release Button
01	101	Tenant Station1				✓		
01	101	Intercom App1				✓		Display 1 Only
01	101	Intercom App2				✓		Display 1 Only
01	101	Intercom App3				✓		Display 1 Only
01	101	Intercom App4				✓		Display 1 Only
01	101	Intercom App5				✓		Display 1 Only
01	101	Intercom App6				✓		Display 1 Only
01	101	Intercom App7				✓		Display 1 Only
01	101	Intercom App8				✓		Display 1 Only
01	102	Entrance Station1	✓					

Navigate to **Connection**, Upload Settings. Select all stations and click **Settings**.



This will finalize the local settings, but the cloud server will also need to be updated. Navigate to **App Integration**, Upload Settings to IXG Cloud Server. The the account credentials and follow the prompts to upload the updated settings to the server.



IXG Support Tool - [IXG Cloud Server Login]

IXG Cloud Server Login

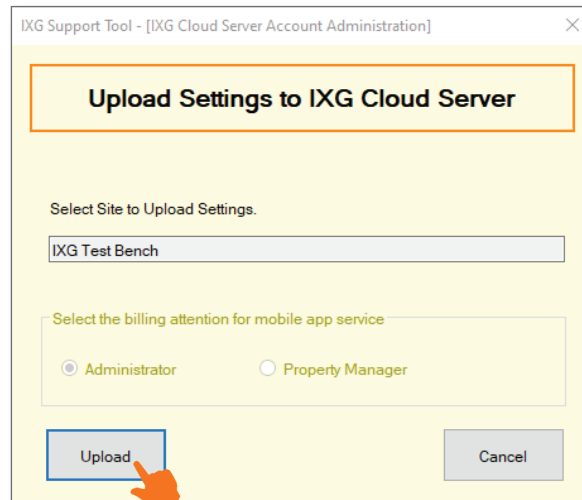
IXG Cloud Server ID or Email Address

Password

[*Forgot password?](#)

Login Cancel

An orange arrow points to the Login button.



IXG Support Tool - [IXG Cloud Server Account Administration]

Upload Settings to IXG Cloud Server

Select Site to Upload Settings.

IXG Test Bench

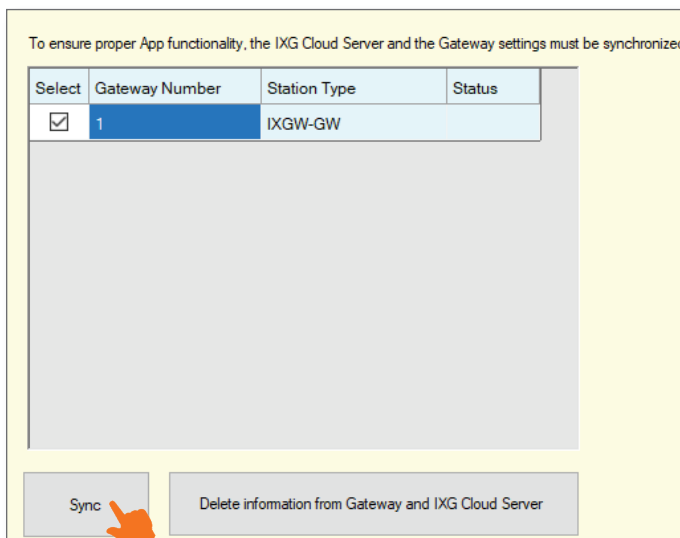
Select the billing attention for mobile app service

☒ Administrator ☐ Property Manager

Upload Cancel

An orange arrow points to the Upload button.

Navigate to **App Integration**, Manual IXG Cloud Server and Gateway Sync. Click **Sync**.



To ensure proper App functionality, the IXG Cloud Server and the Gateway settings must be synchronized

Select	Gateway Number	Station Type	Status
<input checked="" type="checkbox"/>	1	IXGW-GW	

Sync Delete information from Gateway and IXG Cloud Server

An orange arrow points to the Sync button.