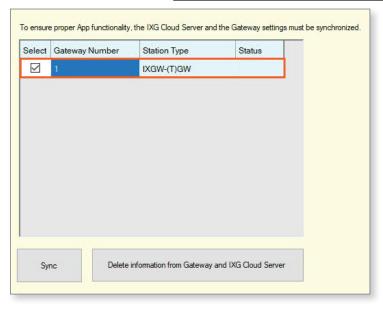
Replacing an IXGW-(T)GW Gateway

Introduction

This guide shows how to replace an existing IXGW-GW gateway with a new one. It is assumed that the system has already been programmed and is otherwise working, and that a copy of its existing programming is available. The steps are the same whether the new gateway is an IXGW-GW or an IXGW-TGW. There will be additional steps for an IXGW-TGW to activate its telephony and 4G LTE features. Refer to the documentation included with the IXGW-TGW for those additional settings.

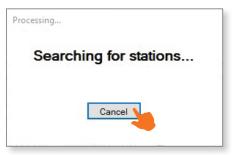
Saving the Existing Gateway (optional)

As an optional first step, it is possible to reuse the existing gateway as part of a different site. To do so, it will need to be removed from the existing site. Navigate on the top menu to App Integration (C), Manual IXG Cloud Server and Gateway Sync. Select the existing gateway from the list and click Delete information from Gateway and IXG Cloud Server.



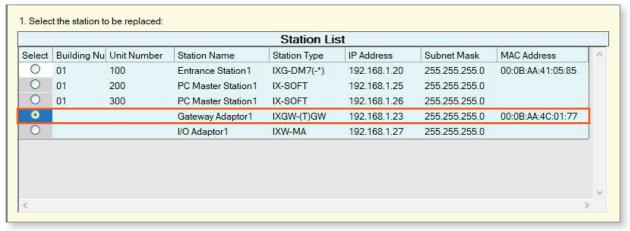
Using Station Replacement

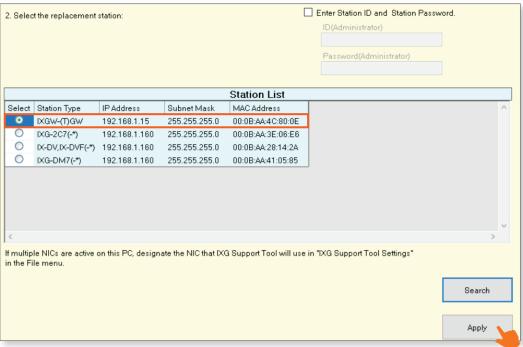
Station replacement is the preferred method, when possible, since it automates the process. Unplug the existing gateway from the switch, and plug in the new one. Give it a few minutes to boot up. Navigate to Connection(S), Station Replacement. A station search will begin automatically. After a few seconds, click Cancel to end the search.



Using Station Replacement (optional)

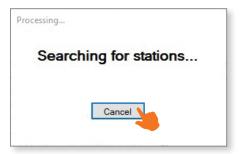
Select the gateway to be replaced from the first list on the page. Locate the new gateway from the second list. Click **Apply**. This will begin the station replacement process, which will take several minutes. Do not unplug the new gateway, since that will interrupt the process. When IXG Support Tool is done, a status message will appear showing either success or failure. If it was successful, skip to page 4. Otherwise, follow the steps in the next section.





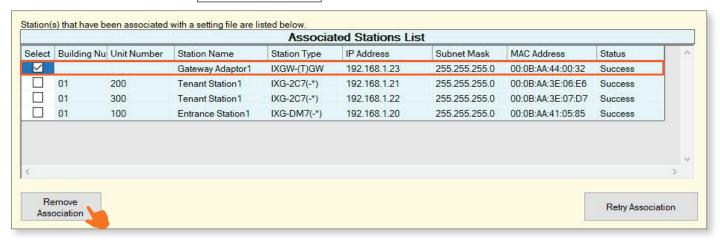
Manually Removing and Replacing the Gateway

If station replacement failed, the steps that make up station replacement can be done one at a time. In IXG Support Tool, navigate to Connection(S), Association Settings on the top menu. A station search will begin; click **Cancel** to end it early.



Manually Removing and Replacing the Gateway (continued)

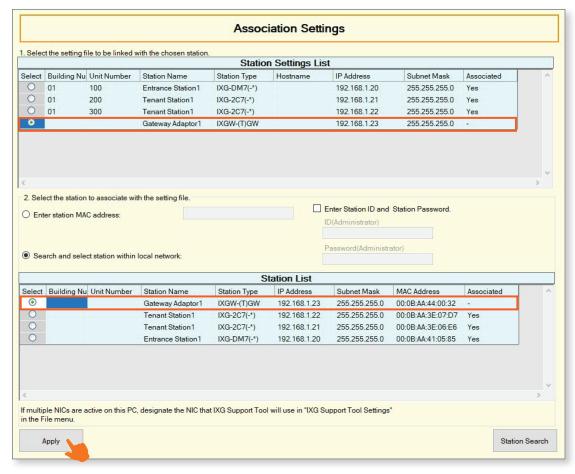
Scroll to the Associated Stations List at the bottom of the page. Locate the existing gateway, select it by adding a check mark next to it under the Select column, and click **Remove Association**.



Under Station List, click **Station Search**. This will initiate a broadcast, which should find the new IXGW-TGW. If it is new, it will not have a Station Name or Unit Number. If it has either of these, verify that the station had been removed from the prior system using the steps on page 1 of this guide.

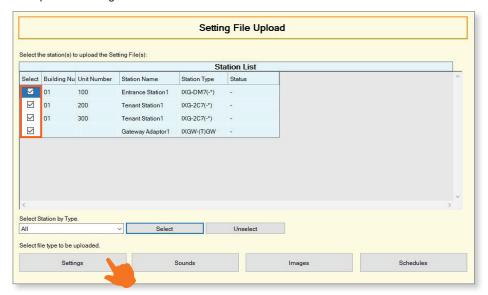


Scroll back up the page. Select the existing gateway programming under Station Settings List. Then, find the new IXGW-TGW under the Station List. Select it, then click **Apply**. The station will reboot as it has its new IP address assigned to it. Wait for the status light on the gateway to be a solid orange or green.



Pushing Settings to the Gateway and Cloud

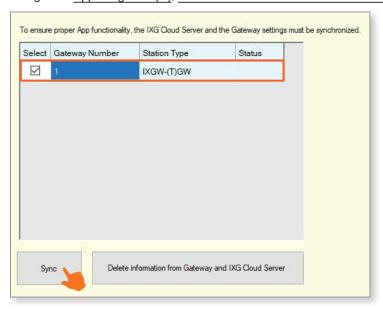
Navigate to Connection(S), Upload Settings. Select all stations in the system and click **Settings**. This will push the updated settings to the stations.



Navigate to App Integration(C), Upload Settings to IXG Cloud Server. Sign in with the account's credentials and follow the prompts to push the settings to the IXG Cloud Server.



Navigate to App Integration(C), Manual IXG Cloud Server and Gateway Sync. Select the Gateway and click Sync.



The status light on the IXGW-(T)GW needs to be solid green for this last step to work.

4