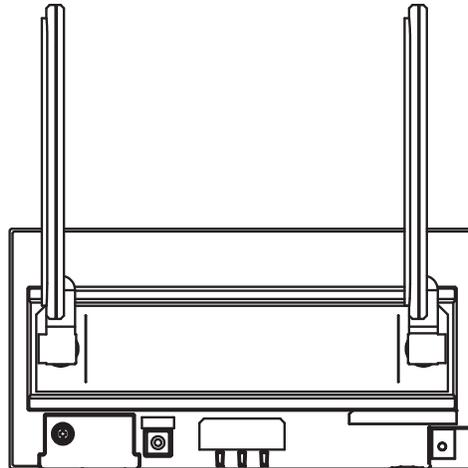


IXG SERIES

IP Multi-Tenant Video Intercom

IXGW-TGW SIM Billing Guide



Introduction

This guide covers how to set up and configure SIM billing on sites using an IXGW-TGW's mobile data feature. This must be done before mobile data or telephone dialing can be used. These settings use the pre-installed SIM card. Other SIM cards are not supported.

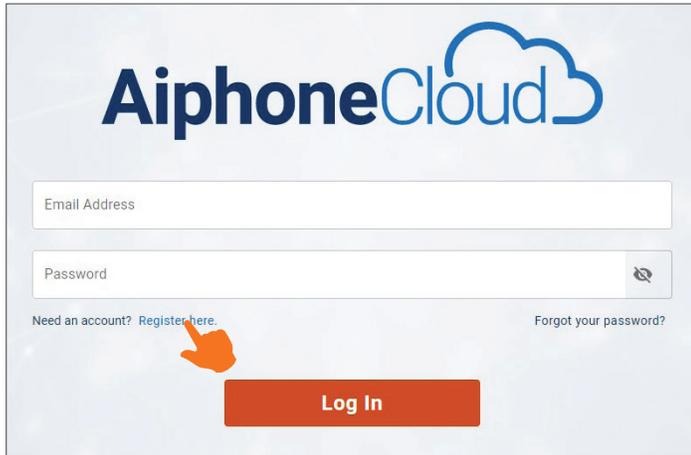
Before following these steps, the IXGW-TGW needs to be configured and programmed, and an IXG Cloud Server account must be created. See the IXG Quick Start Guide for these steps: <https://www.aiphone.com/IXG-Series-QuickStartGuide>.

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Getting Started

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

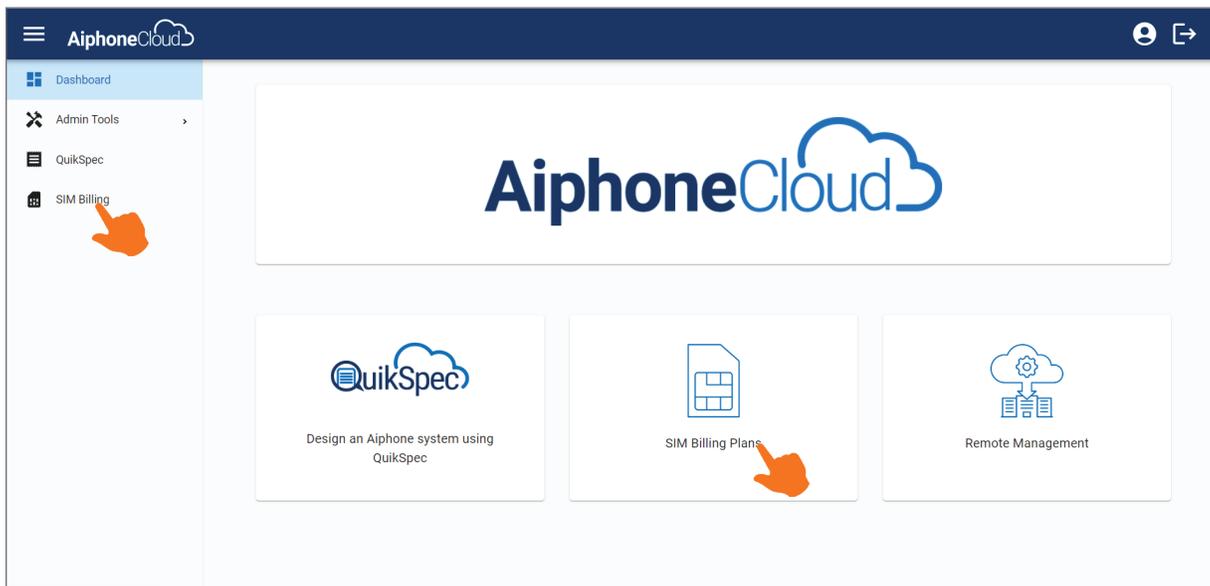


The login page features the AiphoneCloud logo at the top. Below it are two input fields: "Email Address" and "Password". A "Log In" button is positioned at the bottom center. On the left, there is a link "Need an account? Register here." with an orange arrow pointing to it. On the right, there is a link "Forgot your password?".



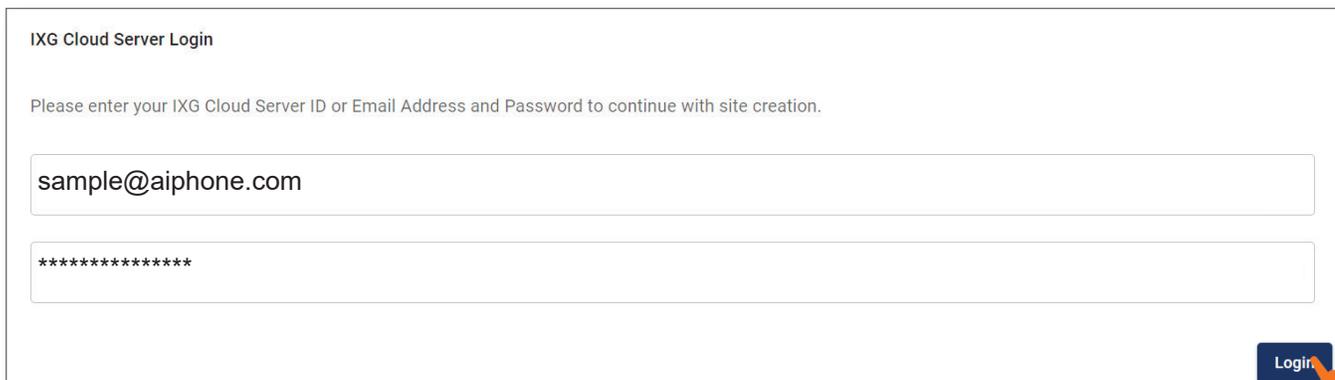
In order to access SIM billing, an AiphoneCloud account must belong to a Branch and have the role of Member or higher. Contact your local Sales Rep or Aiphone Tech Support to create your Branch in AiphoneCloud.

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



The dashboard shows a sidebar with navigation options: Dashboard, Admin Tools, QuikSpec, and SIM Billing. An orange arrow points to the SIM Billing link. The main content area features the AiphoneCloud logo and three tiles: "QuikSpec" (Design an Aiphone system using QuikSpec), "SIM Billing Plans" (with an orange arrow pointing to it), and "Remote Management".

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



The login form is titled "IXG Cloud Server Login". It contains the instruction: "Please enter your IXG Cloud Server ID or Email Address and Password to continue with site creation." Below this are two input fields. The first field contains the text "sample@aiphone.com". The second field contains a series of asterisks "*****". A "Login" button is located at the bottom right, with an orange arrow 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		 canceled
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.

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
Subscribe	Subscribe	Subscribe

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

Subscribe to 1 GB Plan

\$_____
Then \$____ per month starting on May 18, 2024

1 GB Plan \$____
Good for telephone entry or small properties
Prorated, then billed monthly \$30.00 / month after

Subtotal \$____
Sales Tax (6%) \$____
Total due today \$____

Powered by **stripe** | [Terms](#) | [Privacy](#)

Pay with card

Email

Card information

Cardholder name

Country or region

[Subscribe](#)

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.

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

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.

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. The rest of this guide covers the other sections of the SIM Billing page.

Gateway Devices

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

GW Devices

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

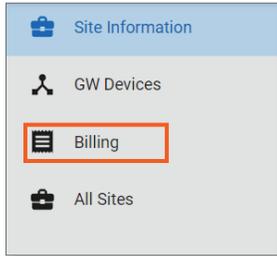
All Sites

To view another site, click **All Sites** from the left-hand menu.

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

Billing

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



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

Billing

Subscription: 1 GB Plan

Subscription Status: **past_due**

Next Payment Date: May 28, 2024

Billing History

Invoice Number	Payment Date	Description	Paid	Amount	Currency	Invoice URL
38F48FF3-0022	May 13, 2024	Additional 0.5GB Data	No	\$ _____	SCAD	🔗
38F48FF3-0021	May 13, 2024	Additional 3.5GB Data	Yes	\$ _____	SCAD	🔗 
38F48FF3-0014	May 9, 2024	Subscribe to 1 GB Plan from 09 May 2024 until 29 May 2024	Yes	\$ _____	SCAD	🔗 

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**.

CURRENT PLANS

Amount due

1 GB Plan

[View details](#) ▾

 The latest invoice for this subscription hasn't been paid.

1 GB Plan

[View details](#) ▾

Your plan renews on May 29, 2024.

PAYMENT METHOD

No payment method.

[+ Add payment method](#) 

[Pay amount due](#) 

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

Aiphone Corporation | www.aiphone.com | (800) 692-0200