AIPHONE

IXG System

Tenant Station
Tenant Station (with handicap support)
IXG-2C7
IXG-2C7-L

Operation Manual

Software version 1.00 or later



IXG-2C7



IXG-2C7-L

Important

- Be sure to read this document (Operation Manual) in advance to use the product in the proper manner.
- The illustrations and images used in this manual may differ from the actual items.

Literature information

The important information concerning correct operation and what you should observe is marked with the following symbols.

	Indicates that users may require caution (including warning / caution).
	Alerts users to prohibited actions.
	Restricts user actions / provides instructions.
	Tips and additional information for operation.

- Terms and button names displayed on the station and PC screens are indicated as **[XXXX]**.
- Page reference are shown as "Title (→ page XX)".
- In this document, the Video Door Station and Door Stations without cameras are collectively referred to as the “Door Stations.”

Precautions

Warning — **This symbol means that operating the device incorrectly ignoring these precautions may cause severe injury or death.**

Do not disassemble or modify the station.
This may result in fire or electrical shock.

Keep the station away from liquid.
If this happens, remove the LAN cable. Otherwise, this may result in fire or electrical shock.

Keep the station away from flammable materials.
If this happens, remove the LAN cable from the station. This may result in fire or electrical shock.

If there is smoke, abnormal odor, abnormal sound, or if the station is damaged, immediately disconnect the LAN cable from the station.
This may result in fire or electrical shock.

Do not, under any circumstances, open the station.
Voltage within some internal components may cause electrical shock.

Caution — **Negligence could result in injury to people or damage to property.**

Do not attempt to cover, insulate, or coat the station in any way.
This may result in fire or malfunction.

Do not apply excess pressure to the LCD screen.
If the screen is punctured it may result in injury.

If the LCD is punctured, do not touch the liquid crystal inside.
Inflammation could result.

- If liquid crystal is ingested, immediately gargle with water and consult your doctor.
- If contact should occur, flush or rinse area with water thoroughly and consult your doctor.

Do not puncture the LCD screen with a sharp object.
If the screen is punctured, it may result in injury.

Do not put your ear close to the speaker when using the station.
May cause harm to the ear if a sudden loud noise is emitted.

Precautions on operation

Requests
• Keep the unit more than 1m (3.3') away from radio or TV set. • Keep the station at least 20 cm (7-7/8") away from wireless devices such as wireless routers, or cordless telephones. These devices may cause the image or sound distortion. • When making hands-free calls, talk within 30cm (12") or less from the station. If you stand too far away, it may be difficult for the other person to hear the communication. • In order to prevent unexpected problems from occurring due to leaking unique information stored in the device, it is the customer's responsibility to delete settings, recorded video/audio, and other information stored in the device, when discarding, transferring, or returning the device. To delete this information, contact the guard or management company. • When using doorbells or other devices from a non-Aiphone brand with this system, do so according to the specifications and guarantees provided by the manufacturer and seller. • Do not install the station under direct sunlight. If it is necessary, shield the station from sunlight or the screen may be difficult to view.

Notices

- Aiphone is not to be held responsible for any and all damages resulting from content or specifications of this product.
- Aiphone is not to be held responsible for any and all damages resulting from malfunctions, defects, or misuse of this product.
- This station cannot be used during power outages.
- If the station is used in areas where there are business-use wireless devices such as a transceiver or mobile phones, it may cause malfunction.
- This station is for indoors use only. It cannot be used outdoors.
- This station is not meant to protect lives or property. Aiphone is not to be held responsible for any and all resulting serious accidents, disaster accidents, or physical damage.
- It must be noted in advance that the LCD panel inevitably will have a very small portion of its picture elements always lit or not lit it at all. This is not considered a station malfunction.
- The main unit may become slightly warm. However, this is not a malfunction.
- Hands-free calls are a method of automatically switching between the transmitter and receiver so that the louder of the two is prioritized, making it audible by the quieter of the two. (depending on the destination station) If the surrounding area is loud, the call may be interrupted, making it difficult to respond.
- During communication, the voice may not come through clearly when speaking before the other party has finished talking. Communication will proceed smoothly when waiting until the other party has finished before speaking.
- The noise reduction function may determine that certain tones are noise and cut transmission of those tones. This is not a malfunction.
- Warm-color lighting shining on the door station may change the tint of the image on the screen.
- If light enters the camera, the brightness of the LCD could flicker, while the subject of the camera could become darker due to the backlight. This is not a malfunction.
- When wall-mounted, the top of the station may darken. This does not indicate a malfunction.
- The background or colors could differ from the actual image if a striped pattern or other fine pattern is displayed. This is not a malfunction.
- If light from an LED light, fluorescent light, etc., enters the camera on the Video Door Station or other product, black stripes could appear on the LCD, the screen could flicker, or the colors could change. This is not a malfunction.
- If the outside temperature rapidly drops (such as after it rains), fogging could occur due to the temperature difference between the outside and inside of the Video Door Station, Entrance Station, or network camera, making the image blurry. However, this is not a malfunction and it will return to normal once there is no difference in temperature.
- Aiphone assumes no responsibility for corruption of saved information (such as changes to or deletion of saved information). Be aware of this in advance.
- If communication becomes congested or calls are made from multiple Video Door Stations in the system, the audio could drop, become delayed, or otherwise not operate normally.
- AIPHONE is not to be held responsible for any and all damages resulting from delays or inabilities to provide this service or mistakes/losses in communication methods for any reason outside the responsibility of AIPHONE, such as network device or Internet service outages, or line or communication method outages.
- Aiphone is not to be held responsible for any damages resulting from customer PINs or other transmitted information being leaked due to interception, unauthorized access, or other reasons along the communication path through the Internet.
- Available functions and services are limited according to the specifications of the installed system.

Notices

- The illustrations used in this manual may differ from the actual ones.
- Using a fluorescent light could periodically alter the color of the screen (color rolling). This is not a malfunction.
- The date and time displayed on this station will return to the initial value if the product loses power, such as during a power outage.
- This station is for installations on walls and vertical surfaces only.
- Station maybe unoperatable while updating the system settings.
- When putting a hearing aid into T-mode and approaching the unit, the intercom system may be affected by radio frequency interference etc., depending on the installation environment.
- If the calling destination is located in an environment prone to echoing, your voice and ambient noise may echo and be heard on the station during a call. This can be improved by adjusting the microphone volume on this station or the receive volume on the other station.

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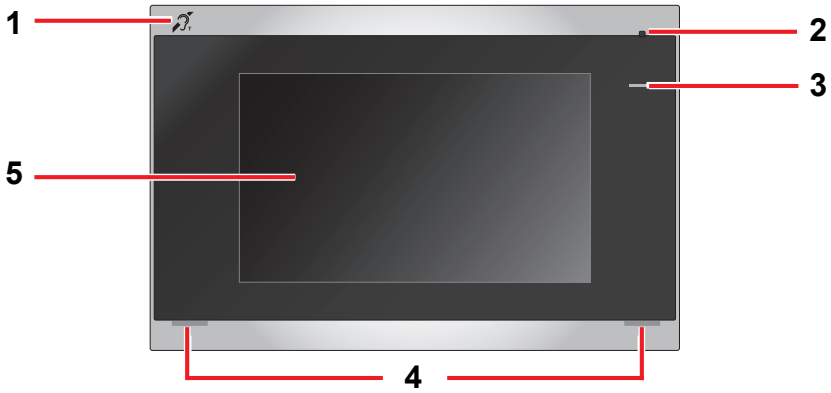
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Part Names

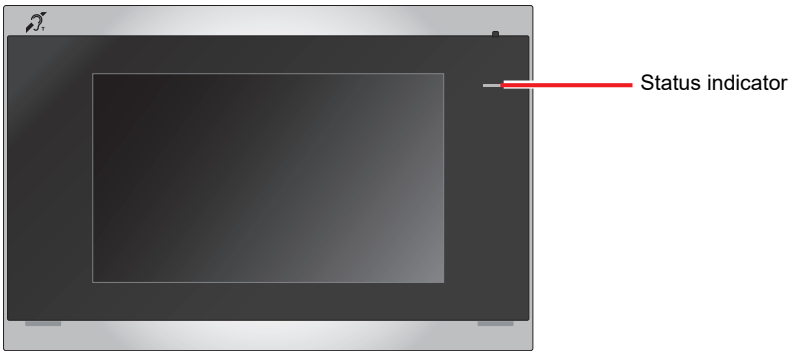
Tenant Station IXG-2C7 and IXG-2C7-L (Hearing aid compatible)



No.	Name & description
1	Hearing aid T-mode compatibility symbol (IXG-2C7-L only) Creates a hearing loop to make it easier to hear audio on a hearing aid equipped with T-mode.
2	Microphone
3	Status indicator (Blue) Shows the status of this station. “Status Indicators (→page 10)”
4	Speaker
5	Touchscreen LCD Remove the protective film before use.

Status Indicators

IXG-2C7-L



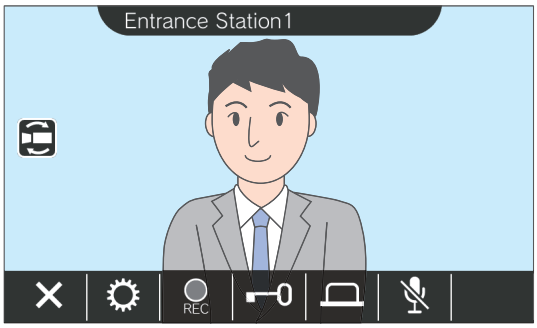
: On, : Off

Name	Status (Pattern)		Description
Status indicator	Blue light		Standby
	Blue flashing	1sec → 1sec, Repeat 3 times, then turn on	Calling destination busy
		2sec → 2sec	Incoming Page
		0.75sec → 0.75sec	Booting
		0.25sec → 0.25sec	Outgoing Call Monitoring
		0.25sec → 0.25sec → 0.25sec → 0.75sec	Incoming Call
		0.5sec → 0.5sec	Missed Call Door Release*1
		0.5sec → 4sec	Communication failure
		1sec → 0.25sec → 0.25sec → 0.25sec → 0.25sec → 0.25sec	Firmware version updating

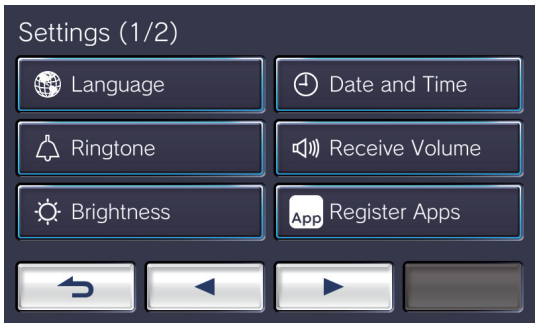
*1 If the door release timeout is set to 3 seconds or less, it will flash at a 3 second interval.

Buttons

Ex: Communication Screen



Ex: Settings Screen



Button	Description
	Tap to cancel any of the following • Outgoing call • Incoming call • Communication • Monitoring • Paging
	The following items can be adjusted.  : Change the volume of the Ringtone, Doorbell Ringtone, Auto Answer Tone, and the Paging Pretone. The changes will be saved.  : Change the volume of the receiving sound, Ringback Tone, Communication Timeout Notification, Busy Response Tone, Call Failed Tone, Door Release, and the End Communication Notification Tone. The changes will be saved.  : Change the screen brightness. The changes will be saved.  : Apply backlight compensation and nighttime sensitivity correction for the Entrance Station or Video Door Station.“Adjusting video to enhance visibility (→page 32)”
	Tap to display the video of the network camera. “Switching the video (→page 34)”
	Tap to begin communication.
	Tap to turn this station's microphone off during communication, so that the audio is not sent to the other party. To cancel, tap  or end communication.
	Tap to unlock the door. “Unlocking a door (→page 30)” Depending on the installed system, this may control an external device instead of unlocking the door release.
	Tap to unlock the door. “Unlocking a door (→page 30)” Depending on the installed system, this may control an external device instead of unlocking the door release.
	Tap to record audio and video. “Recording Video / Audio (→page 31)”
	Tap to display the previous screen. If it is tapped on the first screen, it displays the last screen.

Button	Description
	Tap to display the next screen. If it is tapped on the last screen, it displays the first screen.
	Tap to return to the Home Screen. If it is tapped on the Settings Screen, it will return to the previous screen.

• Button display varies depending on the installed system.

User Interface

Screen display varies depending on the settings.
In standby mode, the LCD display is OFF.

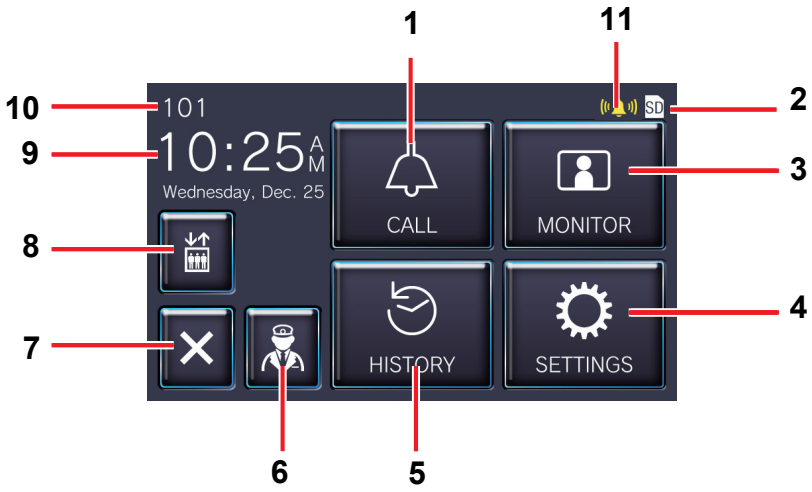
Note

- When there are no calls or other operations, the display will switch to standby mode in the following situations.
  - If there are no screen operations for approximately 60 seconds
  - Tap  .

Home Screen

Display the Home Screen in the following situations.

- Tap the Touchscreen LCD when the station is in standby mode
- Receive an incoming call from the doorbell



No.	Description
1	Tap to call the specified station from the Address Book. "Calling the other party (→page 18)"
2	Displays when a micro SD card is inserted.
3	Tap to monitor the specified station. "Monitoring a door station (→page 25)"
4	Tap to configure various settings. "Making Setting Changes (→page 41)"
5	Tap to check the History and Recordings. If there are unconfirmed Missed Calls, the edges of the button light up in blue as shown in the image below. "Calling from call history (→page 17)", "Viewing the Call History (→page 35)", "Viewing Missed Calls (→page 37)", "Viewing the recording history (→page 39)" 
6	Tap to call the Guard Unit. *1 "Calling the Guard Unit (→page 19)"
7	Tap to turn off the screen.
8	Tap to call the elevator to the unit floor. *1 "Calling the elevator (→page 23)"
9	Displays the current date and time.
10	Displays the Unit Number.

No.	Description
11	Displays when an incoming call is received from the doorbell.

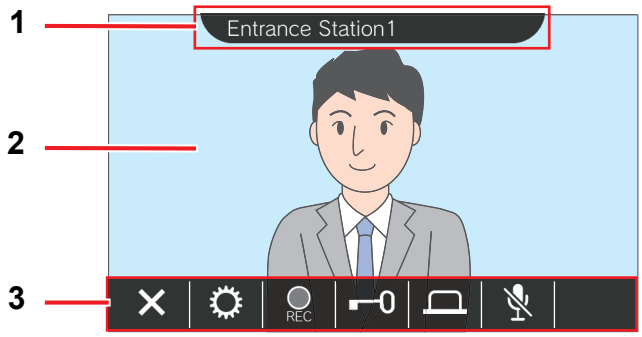
*1 May not be displayed depending on settings.

Operation Screen

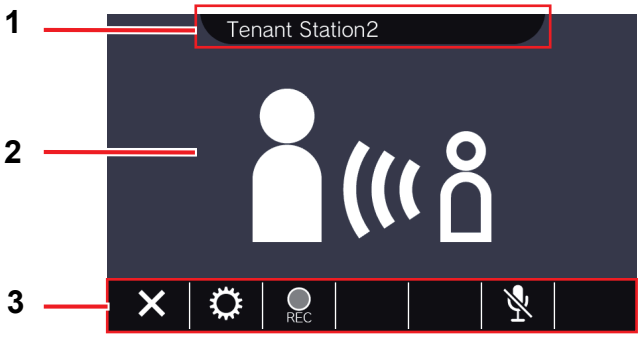
The following screen is displayed when starting a communication with the other party.

Ex: Communication Screen

When receiving a call from a video station



When receiving a call from an audio station

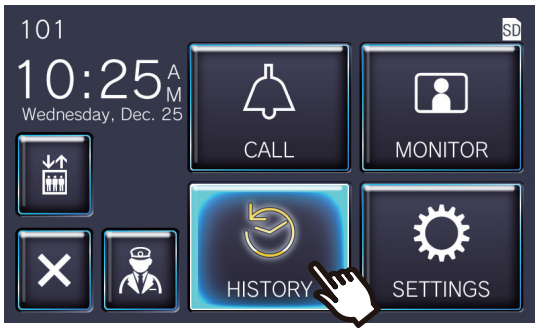


No.	Description
1	Displays information about the destination station. Tap to display detailed information.
2	Displays video of the other party. Video may not be displayed depending on the destination station.
3	Displays the various operation buttons. Tap any part of the screen other than the buttons while the video is displayed to hide the buttons for approximately three seconds. Tap the screen again to display the buttons. “Buttons (→page 11)”

Calling from call history

If there is no response when a call is received, the incoming call history is retained as missed calls.
If there are missed calls, the edges of the **[HISTORY]** button light up in blue.
The edges of the button do not light up in blue if another station answered.
Place a call from the history if the call was not from a Entrance Station or Door Stations.

1. Tap **[HISTORY]** on the Home Screen.

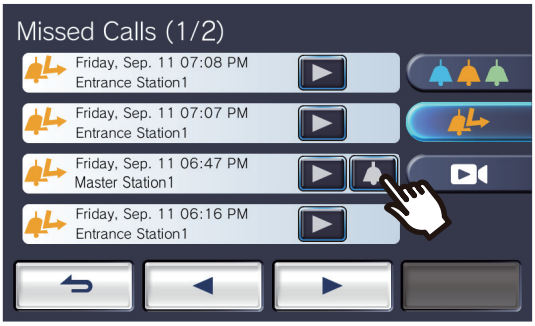


2. Tap  .

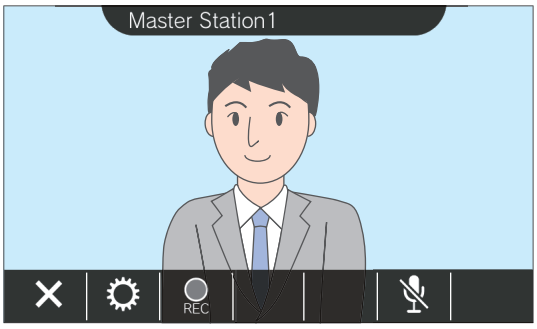
- The Missed Calls screen is displayed.



3. Tap the  icon to place a call.



4. Speak when the other party answers.



- Refer to "Buttons (→page 11)" for the operations available during a call.

5. Tap ✕ to end communication.

Note

- The call timeout may differ depending on the settings.
- If a page with a higher priority is received from another station while making an outgoing call or during communication, the outgoing call or call will be interrupted and the station will switch to the page.
- If the call continues for approximately three minutes, the communication will automatically end. A notification sound will play approximately 10 seconds before ending.
- The call duration cannot be extended on the station. If the communication is extended on the destination station, the call duration will be extended by approximately 10 minutes.
- The call priority is "Normal."

Calling the other party

Place a call using call button to one of the following units or stations.
- Guard Unit
- Common Area
- Commercial Unit
- Another Tenant Station that is registered in the same unit
- Mobile Apps that is registered in the same unit.

Call will be placed to all the registered Mobile Apps if multiple Mobile Apps are registered within the same residential unit. It communicates with the first Mobile App that responds.

1. Tap **[CALL]** on the Home Screen.



2. Tap the call destination.

- The call will be placed to the selected party.



- The ringback tone is heard.

3. Speak when the other party answers.



- Video may not be displayed depending on the destination station. The "When receiving a call from an audio station" screen in section "Operation Screen (→page 16)" is displayed.
- Refer to "Buttons (→page 11)" for the operations available during a call.

4. Tap ✕ to end communication.

Note

- The call timeout may differ depending on the settings.
- If a page with a higher priority is received from another station while making an outgoing call or during communication, the outgoing call or call will be interrupted and the station will switch to the page.
- If the call continues for approximately three minutes, the communication will automatically end. A notification sound will play approximately 10 seconds before ending.
- The call duration cannot be extended on the station. If the communication is extended on the destination station, the call duration will be extended by approximately 10 minutes.
- The call priority is "Normal."

Calling the Guard Unit

The registered Guard Unit can be called by using the guard button.

Depending on the settings of this station,  may not be displayed. In this case, it cannot be used.

1. Tap  on the Home Screen.



- The ringback tone will be played.

2. Speak with the other party.



- Refer to "Buttons (→page 11)" for the operations available during a call.

3. Tap ✕ to end communication.

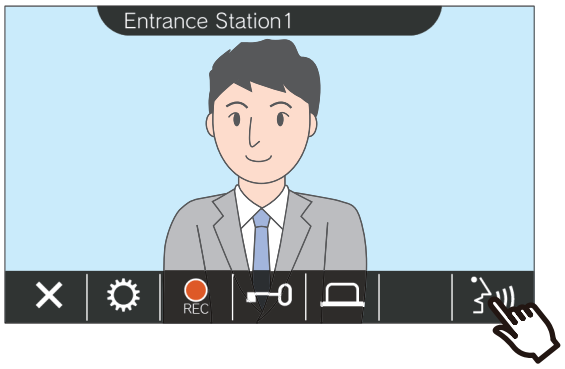
Note

- The call timeout may differ depending on the settings.
- If a page with a higher priority is received from another station while making an outgoing call or during communication, the outgoing call or call will be interrupted and the station will switch to the page.
- If the call continues for approximately three minutes, the communication will automatically end. A notification sound will play approximately 10 seconds before ending.
- The call duration cannot be extended on this station. If the communication is extended on the destination station, the call duration will be extended approximately 10 minutes.
- The call priority is "Normal."

Answering a call

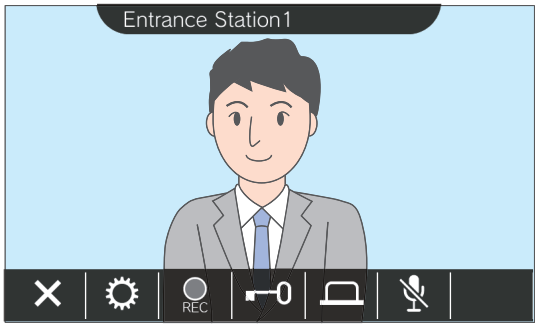
When there is an incoming call, the status indicator flashes and the ringtone plays.
Video of the destination station is displayed, and it is able to communicate by answering the call.
When there is an incoming call from another Tenant Station in the same residential unit, the auto answer tone plays, and it automatically initiates communication.

1. Tap  when receiving an incoming call.



- Video may not be displayed depending on the destination station. The "When receiving a call from an audio station" screen in section “Operation Screen (→page 16)” is displayed.
- Refer to “Buttons (→page 11)” for the operations which are available when receiving an incoming call and during a call.

2. Speak with the other party.



3. When the communication ends, tap ✕ .

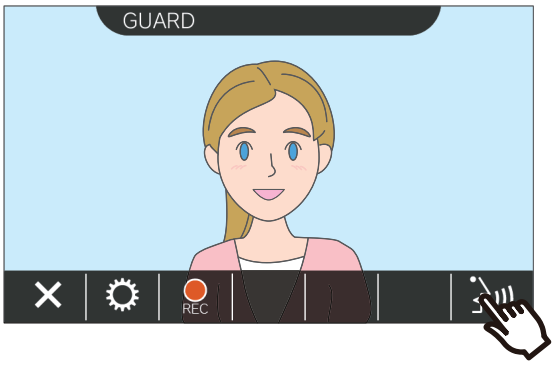
Note

- The ringtone may not be played depending on the settings.
- If a page or a call with a higher priority is received from another station while making an incoming call, the incoming call will be interrupted and the station will switch to the page or call with a higher priority.
- If a page with a higher priority is received from another station during communication, the call will be interrupted and the station will switch to the page.
- If the call continues for approximately three minutes, the communication will automatically end. A notification sound will play approximately 10 seconds before ending.
- The call duration cannot be extended on this station. If the communication is extended on the destination station, the call duration will be extended approximately 10 minutes.
- The incoming call will automatically end after approximately 10 seconds if the door is released during the incoming call or communication from Entrance Station.
- The incoming call may be recorded depending on the installed system.

Receiving a transferred call

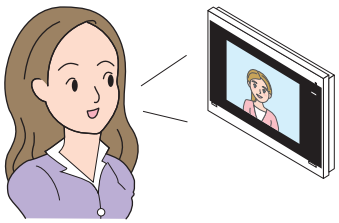
This station can receive a call transferred from another station. The status indicator flashes when receiving the transfer.

1. Tap  when receiving an incoming call from the transferring station.

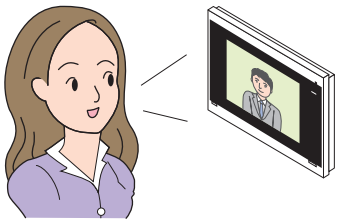


- Video may not be displayed depending on the destination station. The "When receiving a call from an audio station" screen in section "Operation Screen (→page 16)" is displayed.
- Refer to "Buttons (→page 11)" for the operations which are available when receiving an incoming call and during a call.

2. Speak with the transferring station.



3. When the transferring station hangs up, the call is transferred and communication with the other party begins.



4. Tap ✕ to end communication.

Note

- If communication is ended at the transfer destination before the transfer origination station, the transfer will not be completed.
- If the call duration that was previously set on the transfer origination station elapses, communication will automatically end. A notification tone will play approximately 10 seconds prior to communication ending.
- The call duration cannot be extended on the station. If the communication is extended on the destination station, the call duration will be extended by approximately 10 minutes.
- The incoming call or communication will automatically end after approximately 10 seconds if the door is released during communication with an Entrance Station.
- The incoming call may be recorded depending on the installed system.

Receiving an incoming call from the doorbell

An incoming call can be received from a door bell.

When receiving an incoming call from the doorbell...

The doorbell ringtone plays, and is displayed in the upper right part of the screen.



- The icon disappears when the incoming call from the doorbell ends.

Note

- If a page or a call is received from another station while receiving a doorbell call, the doorbell ringtone will stop playing, and the station will switch to the page or other call. In the following situations, the doorbell ringtone does not play, and is displayed even if a doorbell call is received.
  - During outgoing call
  - In communication
  - If a page or a call with a higher priority is received from another station

Calling the elevator

The elevator can be called to the unit floor.

Depending on the settings of this station,  may not be displayed. In this case, it cannot be used.

1. Tap  on the Home Screen.





 changes to  for approximately three seconds, and the elevator moves to the unit floor.



Note

- The elevator operations may differ according to the elevator control equipment. Moreover, it may not operate as desired due to the usage conditions.

Receiving a Page

A page can be received from the following locations. The status indicator flashes when receiving the page.
- Guard Unit
- Common Area
- Commercial Unit

Receiving a page

The paging pretone will be played, then paging will begin.



- Refer to “Buttons (→page 11)” for the available operations during paging.

Note

- If a page with a higher priority is received from another station while paging, the page will be interrupted and the station will switch to the page with the higher priority.
- ✕ may not be displayed depending on settings.

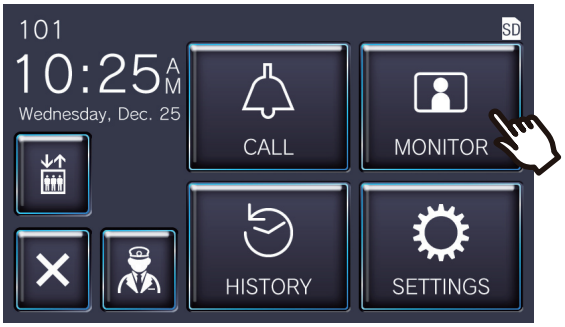
Monitoring a door station

Video and audio of the following stations can be monitored.
- Entrance Station
- Door Stations
- Network cameras

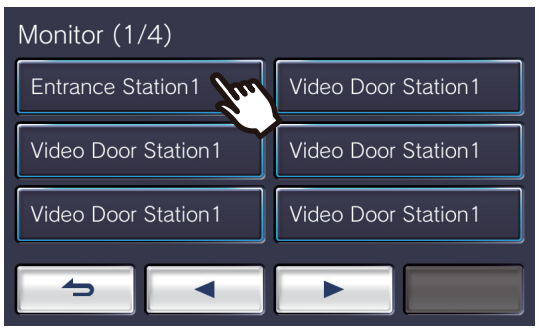
Only audio will be monitored on Audio Door Stations.
If a network camera is associated with an Audio Door Station, video will be monitored from the network camera, and audio will be monitored from the Audio Door Station.
Audio from this station cannot be heard by the other party during monitoring. However, the other party may be notified that they are being monitored using a notification tone or flashing LED, depending on the settings of the destination station.

Monitoring may not be able to be performed if the destination station is in any of the following situations.
- During an outgoing call
- During an incoming call
- Incoming Page
- In communication
- Set to prevent being monitored

1. Tap **[MONITOR]** on the Home Screen.

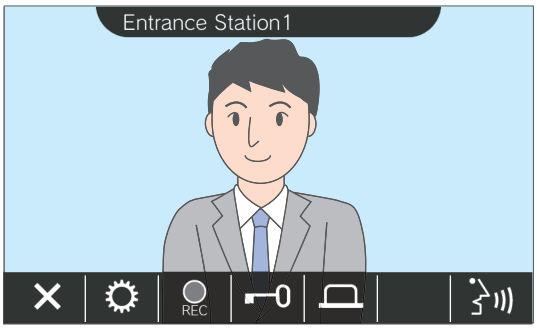


2. Select a station to monitor.



- The calling tone plays until monitoring begins.

3. View the video and audio.



- Refer to "Buttons (→page 11)" for the available operations during monitoring.

4. Tap ✕ to end monitoring.

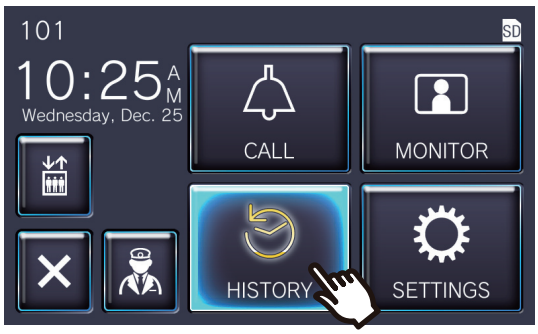
Note

- The monitoring will automatically end after approximately 60 seconds. A notification sound will play approximately 10 seconds before ending.
- If a page or call is received from another station during monitoring, the monitoring will end.
- If a network camera is associated with the Intercom and does not have a microphone function, the receiving audio from the Intercom will be recorded even if the video of the network camera is displayed.
- Video of the network camera may not be recorded due to the size of the image.

Viewing Recordings

Video / audio recordings can be selected from the history to be viewed.

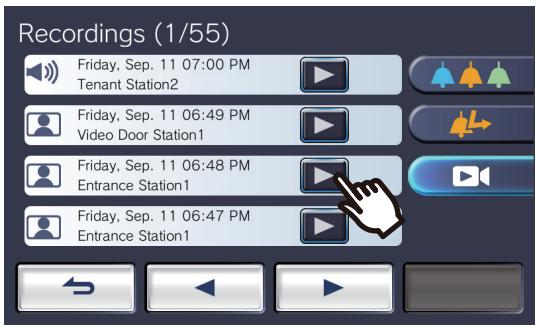
1. Tap **[HISTORY]** on the Home Screen.



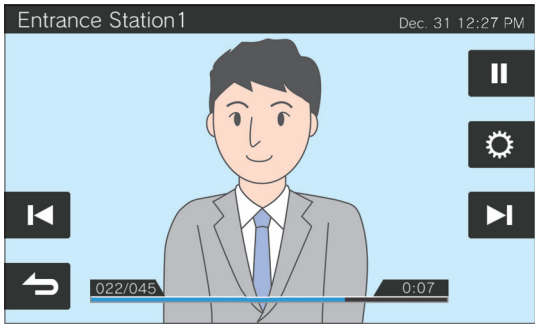
2. Tap  .



3. Tap the  icon of the recording to play.



4. View the video and audio.



- Refer to "Playback Screen (→page 28)" for how to view the screen when playing a recording.

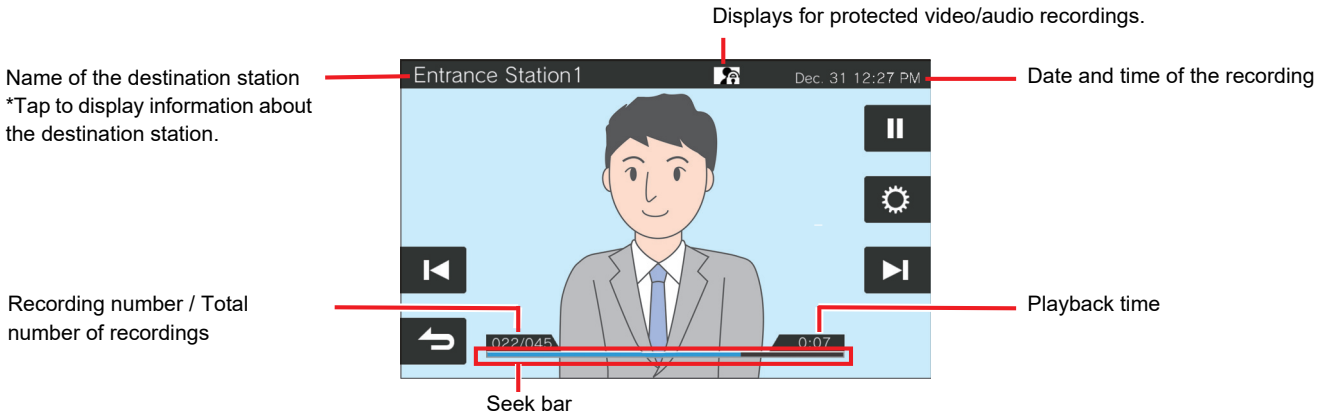
◆Icon explanations

Icon	Description
	Displays for audio only recordings. It shows the recording date / time and information about the destination station.
	Displays for video and audio recordings. It shows the video / audio recording date and information about the destination station.

- Tap any part of the screen other than the buttons while the video is displayed to hide the buttons for approximately three seconds. Tap the screen again to display the buttons.
- The button displays vary depending on the installed system.

Playback Screen

When playing video / audio recording



When playing audio recording



◆Button explanations

Button	Description
▶	Tap to play the recording.
⏸	Tap to pause the recording.
⚙	Tap to change the various settings. : Change the volume of the Receive Sound, Ringback Tone, Communication Timeout Notification, Busy Response Tone, Call Failed Tone, Door Release, and the End Communication Notification Tone. The changes will be saved. : Change the brightness of the screen. The changes will be saved. : Tap to protect the displayed video / audio recording. A recording cannot be overwritten when it is protected. Tap to remove the protection.
⏭	Tap to display the playback screen of the previous recording. If the icon is tapped while the first recording is displayed, then it shows the last recording.

Button	Description
	Tap to display the playback screen of the next recording. If the icon is tapped while the last recording is displayed, then it shows the first recording.
	Return to the recording history screen.

- Tap any part of the screen other than the buttons while the video is displayed to hide the buttons for approximately three seconds. Tap the screen again to display the buttons.
- The button displays vary depending on the installed system.

Note

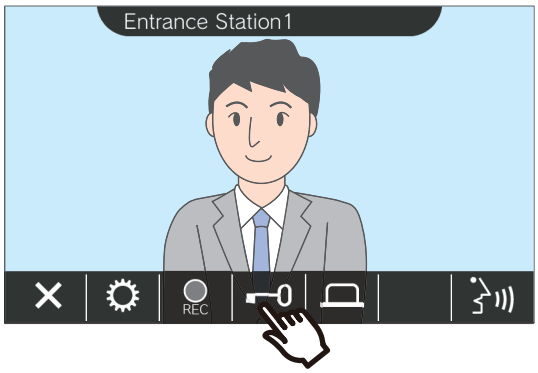
- Depending on the communication status when recording video / audio, the recorded data may not be saved properly and may unable to be played back properly.

Unlocking a door

The door release can be unlocked in the following situations.
- During an incoming call (Only when video is displayed)
- In communication
- While monitoring

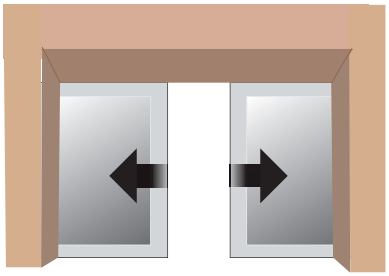
Depending on the settings of this station,  or  may not be displayed. In this case, it cannot be used.

1. Tap  or  .





The door will be unlocked.



Auto lock example

- The release tone plays when the door is unlocked, and approximately three seconds later  or  changes to  or  .

Note

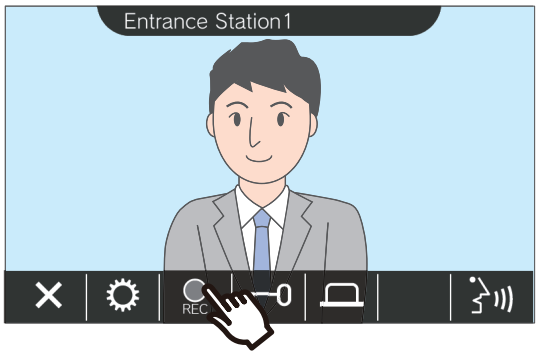
- If the door cannot be released, an error tone will sound.
- The unlock time differs depending on the configuration of the destination station.  or  returns to  or  approximately three seconds later regardless of the configured time.
- The incoming call or communication will automatically end after approximately 10 seconds if the door is released during the incoming call or communication with an Entrance Station.
- The external device may be controlled instead of unlocking the door depending on the settings.

Recording Video / Audio

Record the video shown on the Touchscreen LCD during the incoming call.
The video shown on the Touchscreen LCD and audio can be recorded during a call or while monitoring.
If no video is shown on the Touchscreen LCD, only audio will be recorded.
The audio on both sides is recording during the call.

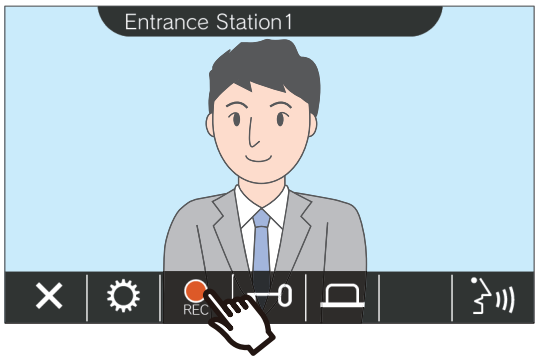
If SD is not be displayed on the Home Screen, this function cannot be used.

1. Tap REC .



- The REC icon changes to REC and the video / audio recording starts.

2. Tap REC to end video / audio recording.



- The REC icon changes to REC and the video / audio recording ends.

Note

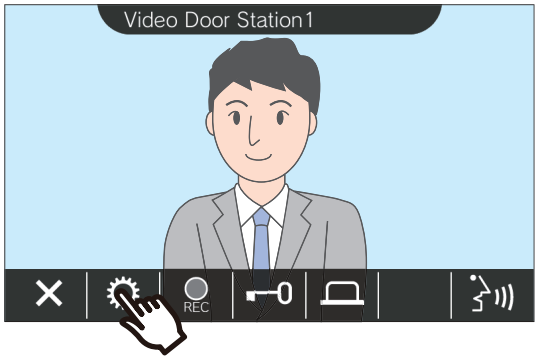
- If a network camera does not have a microphone function, the audio received from the Intercom during communication will be recorded even if the network camera video is displayed.
- The recording automatically ends approximately 10 seconds after the start.
- In the following cases, recording automatically ends even if approximately 10 seconds have not elapsed from the start of recording.
  - When the incoming call, communication, or monitoring ends
  - When the other party puts communication on hold
  - A transfer was received
- The oldest data is overwritten with the newest data if the SD card becomes full.
- The video shown on the Touchscreen LCD during an incoming call may be automatically recorded depending on the settings.
- If a network camera is associated with the Intercom, the audio received from the Intercom will be recorded even if the network camera video is displayed during monitoring.
- Because the camera cannot be selected while recording, the icon is not displayed.

Adjusting video to enhance visibility

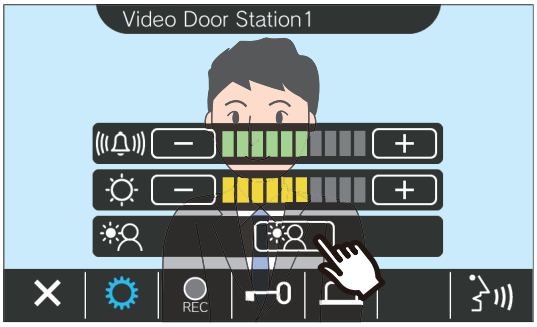
In the following situations, the video of the Entrance Station or Video Door Station can be adjusted to enhance visibility.

- During incoming call
- In communication
- While monitoring

1. Tap .



2. Tap .

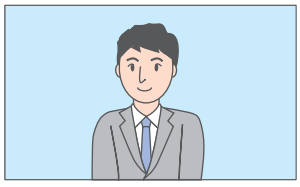


- Because the video of the network camera cannot be adjusted when is tapped, the  icon is not displayed.
- This setting will not be saved.
- The image will be adjusted. A sample is shown below.

<Backlight compensation>



Before compensation



After compensation

<Nighttime compensation>



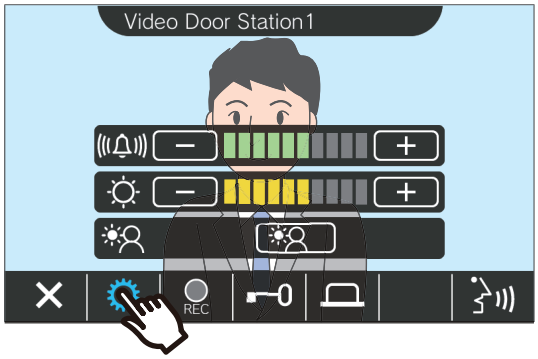
Before compensation



After compensation

3. Tap  .

• Return to the original screen.



Note

• Tap  after compensation to return the image before the compensation.

• Video of a network camera, Guard Station, Master Station, and Tenant Station cannot be adjusted.

Switching the video

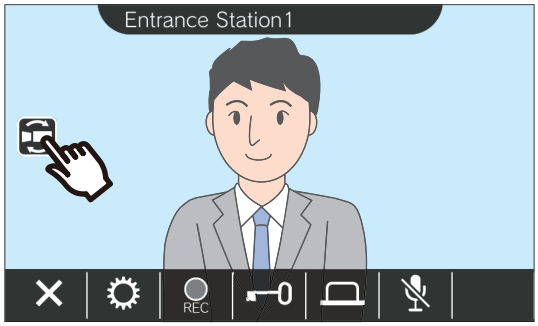
If a network camera is associated with the following stations, the video can be switched to the video of the network camera.

- Entrance Station
- Video Door Station
- Guard Station
- Master Station

The video display can be switched in the following situations.

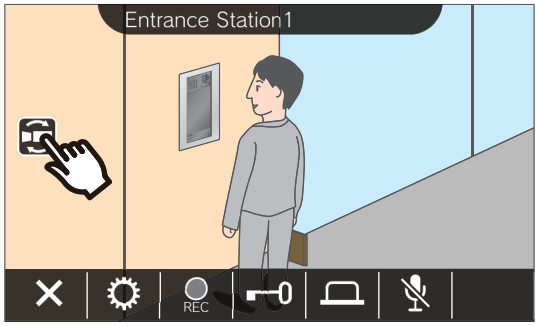
- During an incoming call
- In communication
- While monitoring

1. Tap to switch the video.



- It will display the video of the network camera.

2. To return to the video of the Intercom, tap the icon again.



Note

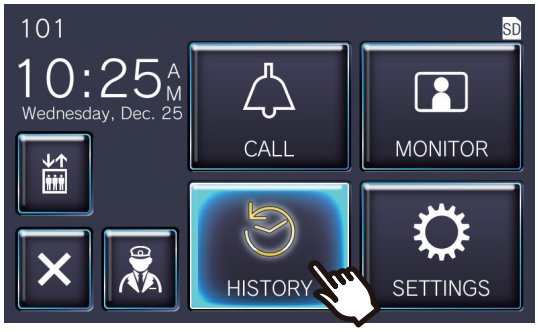
- does not appear while is displayed.

Reviewing Call History

Viewing the Call History

Incoming and outgoing call history can be viewed.
Up to 20 incoming call and outgoing call history records can be saved. New records will be saved over the oldest records if the number of records exceeds 20.

1. Tap **[HISTORY]** on the Home Screen.



2. Check the Call History.



◆Icon and button explanations

Icons and buttons	Description
	This is displayed for unanswered calls in the history. This icon is displayed next to unconfirmed entries on the "Viewing the Call History (→page 35)" or "Viewing Missed Calls (→page 37)" screens.
	This icon is displayed next to the answered incoming call. It shows the date and time of the call and information about the destination station.
	This icon is displayed next to the missed call history. It shows the date and time of the call and the name of the destination station.  is displayed if another station answered.
	This icon is displayed next to the outgoing call history. It shows the date and time that the call was placed and information about the calling destination.
	This icon is displayed next to the received page history. It shows the date and time that the page was received and the name of the destination station.
	Tap to play the recording. "Viewing Recordings (→page 27)" This icon is displayed when there is a video / audio recording.
	Tap to call the station which originated the call (except for Entrance Station or Door Stations) or the call destination.
	Tap to display the Missed Calls Screen. "Viewing Missed Calls (→page 37)"
	Tap to display the recording history. "Viewing the recording history (→page 39)"

• The button displays vary depending on the installed system.

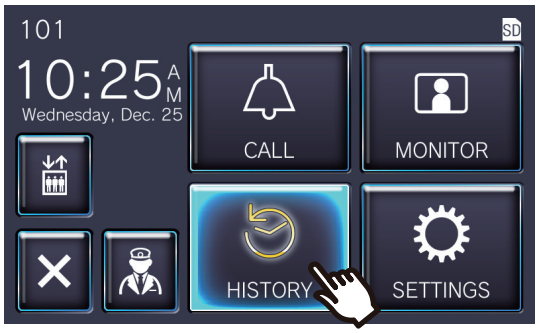
Note

- The most recent entries are displayed first.

Viewing Missed Calls

View the missed call history.
If another station answered, the entries are displayed in the incoming call history.

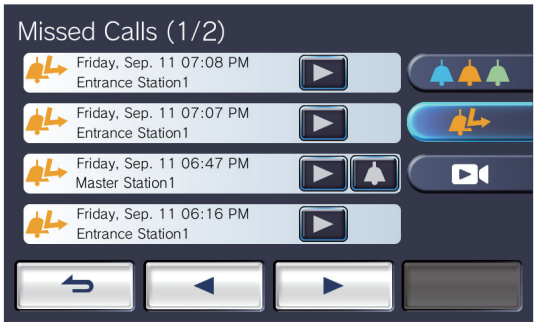
1. Tap **[HISTORY]** on the Home Screen.



2. Tap  .



3. View the missed calls.



◆Icon and button explanations

Icons and buttons	Description
	This is displayed for unanswered calls in the history. This icon is displayed next to unconfirmed entries on the "Viewing the Call History (→page 35)" or "Viewing Missed Calls (→page 37)" screens.
	This icon is displayed next to the missed call history. It shows the date and time of the call and the name of the destination station.  is displayed if another station answered.
	Tap to play the recording. "Viewing Recordings (→page 27)" This icon is displayed when there is a video / audio recording.
	Tap to call the station which originated the call (except for Entrance Station or Door Stations).
	Tap to display the History Screen. "Viewing the Call History (→page 35)"
	Tap to display the recording history. "Viewing the recording history (→page 39)"

• The button displays vary depending on the installed system.

Note

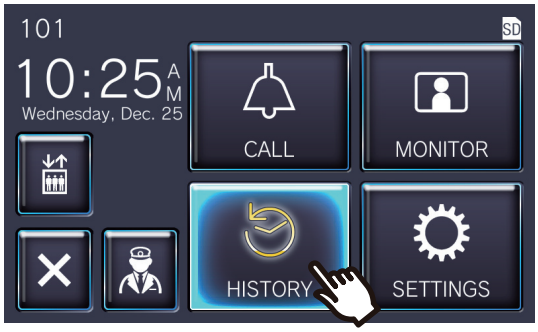
• The most recent entries are displayed first.

Viewing the recording history

A maximum of 999 recordings can be viewed for the following recording types.

- During an incoming call
- In communication
- While monitoring

1. Tap **[HISTORY]** on the Home Screen.



2. Tap  .



3. View the video / audio recordings in the history.



◆Icon and button explanations

Icons and buttons	Description
	Displays for audio only recordings. It shows the recording date / time and information about the destination station.
	Displays for video and audio recordings. It shows the video / audio recording date and information about the destination station.
	Tap to play the recording. “Viewing Recordings (→page 27)”
	Tap to display the History Screen. “Viewing the Call History (→page 35)”
	Tap to display the Missed Calls Screen. “Viewing Missed Calls (→page 37)”

- The button displays vary depending on the installed system.

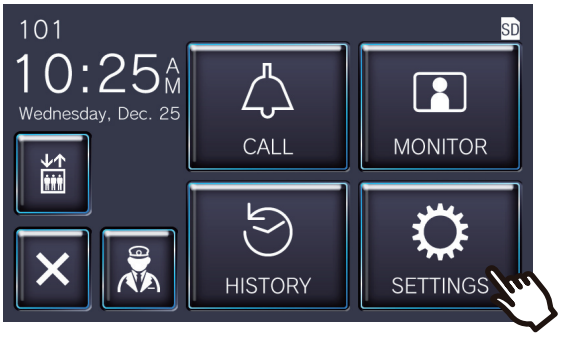
Note

• The recordings are displayed by date.

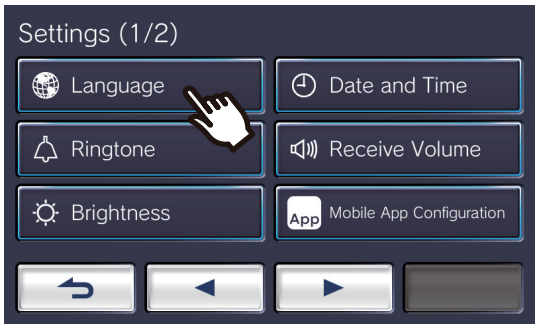
Making Setting Changes

Changing various settings.
Example: Changing the language

1. Tap **[SETTINGS]** on the Home Screen.



2. Tap the setting to change.



3. Make desired changes.



4. Tap ✓ .



- The settings are saved, and it returns to the Settings screen.

The following settings can be configured on the Settings screen.

Entry		Description	Settings	Default values
Language*1		Configure the display language.	English Français Nederlands Español Deutsch Italiano Norsk Suomi Türk 繁體中文 简体中文 日本語	English
Date and Time	Current Time*2	Current Time is used for video / audio recordings and the call history, so be sure to configure this item. Current Time does not need to be configured if it is acquired from an NTP server.	-	00:00, January 1, 2020
	Daylight Saving Time	Configure whether to automatically adjust Daylight Saving Time.	ON (adjust) OFF (do not adjust)	OFF
Ringtone	Ringtone*3	Configure the Ringtone for an incoming call (type of sound).	Call Pattern 1 Call Pattern 2 Call Pattern 3 Call Pattern 4 Call Pattern 5 Call Pattern 6	Call Pattern 1
	Ringtone Count	Configure the Ringtone count time.	3 Infinite (keeps ringing until the call is answered or the caller hangs up.)	Infinite
	Ringtone Volume	Configure the Ringtone Volume. All of the following volumes are changed. • Ringtone volume • Doorbell Ringtone volume • Auto Answer Tone volume • Paging Pretone volume	"0" silence Levels "1" through "10"	"6"
Receive Volume		Configure the Receive Volume. All of the following volumes are changed. • Receive volume • Outgoing call volume • Communication Timeout Notification volume • Busy Response Tone volume • Call Failed Tone volume • Door Release Tone volume • End Communication Notification Tone volume	Levels "1" through "10"	"6"
Brightness		Adjust the brightness of the screen.	Levels "1" through "10"	"6"

Entry		Description	Settings	Default values
Mobile App Configuration	Registered App Status*4	Confirm the registration status of the Residential Mobile App. To cancel the Mobile App registration, touch **[Disconnect]**. If the registration is canceled, you will not be able to receive calls to the Residential Unit on the Mobile App.	-	-
	Register Apps*4	Register a Mobile App in the Residential Unit. You can receive a call to the Residential Unit even on a Mobile App by registering. Refer to "Registering Apps (→page 44)" for more information.	-	-
Station Information		Check the following station information. • Firmware Version • IP Address • MAC Address • Station Number	-	-
Restart		Restart the station. Use this function when the station does not operate normally, etc.	-	-

*1 Changing the display language may cause the unit name and other text to not display correctly.

*2 A maximum of 1 minute time gain / loss can occur in the displayed time over a month. It is recommended to correct the time periodically.
If the power is turned off due to a power outage or other event, the date and time will return to the default setting. The default value of the date and time varies depending on the time zone. If this occurs, configure the date and time again.
If the date and time are changed, it may take some time for the setting to be updated.

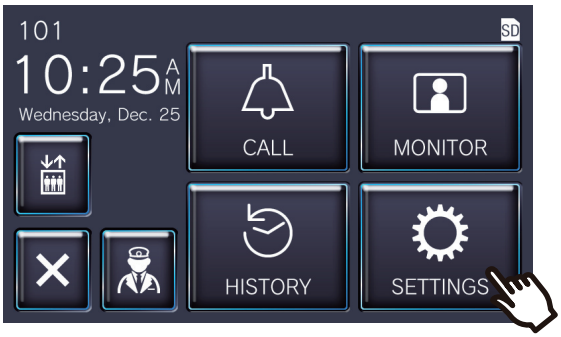
*3 If a doorbell incoming call is received during configuration, the doorbell tone will ring.

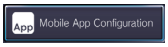
*4 Depending on the installed system, Mobile Apps may not be registered in some cases. Please contact the guard unit or property management company.

Registering Apps

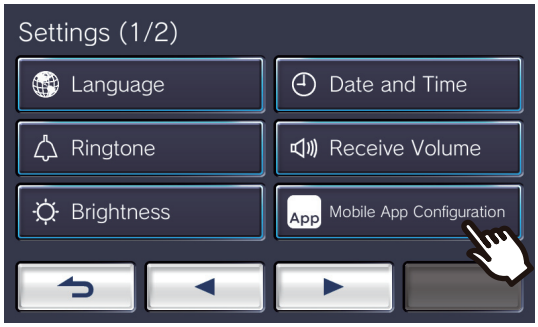
Register a Mobile App in the Residential Unit.
Mobile App can receive a call to the Residential Unit by registering a Mobile App.
Refer to "App Initial Settings" in the "Intercom App AIPHONE IXG Operation Manual" before proceeding with the following procedure to prepare the Mobile App registration.

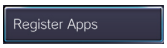
1. Tap **[SETTINGS]** on the Home Screen.

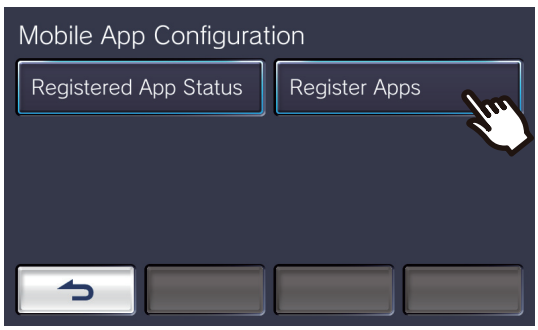


2. Tap 

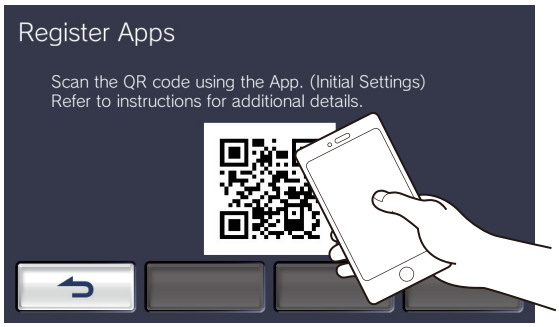
.



3. Tap 



4. Tap "Initial Settings > Next" in the App to scan the QR code.



- The App registration is complete.

Note

- Depending on the installed system, Mobile Apps may not be registered in some cases. Please contact the guard unit or property management company.
- QR code is a registered trademark of Denso Wave Incorporated.

Troubleshooting

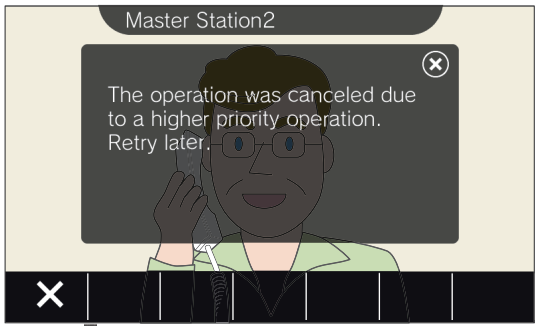
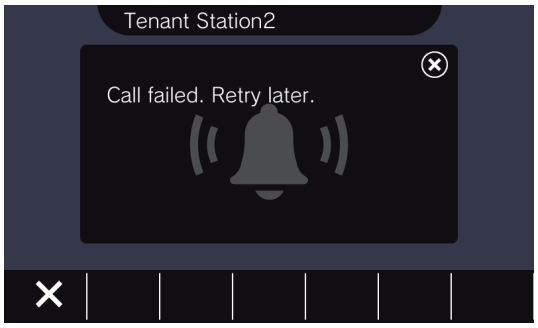
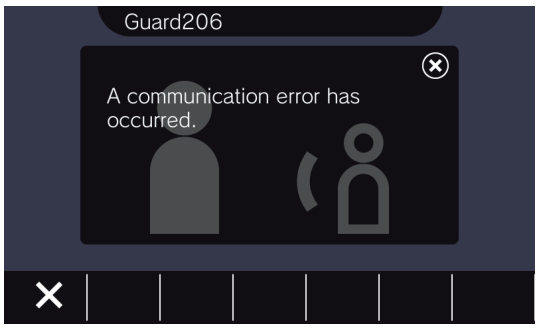
If the station does not function normally, please check the following causes and solutions. If the problem is not resolved or the phenomenon does not match the "symptoms" described in the items, contact the Property Management Company, place of purchase, or our customer support center.

Symptom	Cause	Solution
The screen is white or displays white vertical lines or rings.	When sunlight or other strong light strikes the lens of the Entrance Station or Video Door Station, it may become difficult to view. (This is not a malfunction.)	Pressing  may improve the symptom. “Adjusting video to enhance visibility (→page 32)”
The screen is a bit white or black and difficult to see.	The screen may become difficult to see due to the screen brightness.	Adjust the brightness. “Buttons (→page 11)”
The Entrance Station or Door Stations ringtone does not play.	Is the ringtone volume set to "0?"	Adjust the ringtone volume.
The status indicator continuously flashes during standby.	-	“Status Indicators (→page 10)”

Error Screen Troubleshooting

If the following error screens are displayed, refer to the following information for the possible solutions.

■ Error Screen List

Error screen	Description	Solution
	• Canceled because a higher priority operation occurred.	• Wait for a while and retry the operation.
	• The call destination may be busy. • The call destination may be disconnected. • The settings may be incorrect.	• Wait for a while and retry the operation. • If the problem is not resolved by waiting a few moments and retrying the operation, contact the guard unit or property management company.
	• The call destination may be disconnected. • The settings may be incorrect.	• Contact the guard unit or property management company.
	• The call destination may be disconnected. • The settings may be incorrect.	• Contact the guard unit or property management company.

Specifications

Power	PoE (IEEE802.3af Class 0 standard)
Power consumption	IXG-2C7: Standby 1.9W, Max 5.9W (48 VDC) IXG-2C7-L: Standby 1.9W, Max 6.0W (48 VDC)
Communication	Full duplex audio (depending on the destination station)
Display	7" TFT LCD display WVGA 800×480 (Approx. 1.15 million pixels)
LAN	Ethernet (10BASE-T, 100BASE-TX), Auto MDI/MDI-X-compatible
Audio codec	G.711 (u-law, A-law)
Video codec	H.264/AVC, motionJPEG
Protocol	IPv4, IPv6, TCP, UDP, SIP, RFC3261, HTTP, HTTPS, RTSP, RTP, RTCP, IGMP, MLD, SMTP, FTP, DHCP, NTP, DNS, TLS
Encryption system	TLS1.0, TLS1.1, TLS1.2
Packet transmission system	Unicast and multicast
Number of units in address book	Max. 9,999 units (Number of stations that can be registered as call destinations:IX/IXG stations: Max.500 stations + mobile applications: Max.9,999)
Operating temperature	0 to +40°C (+32 to +104°F)
Mounting	Wall-mounting
Materials	Fire-retardant resin
Color	White
Dimensions	227 mm (8 - 15/16") [W] x 148 mm (5 - 13/16") [H] x 25.3 mm (1") [D]
Weight	Approx. 560 g (1.24 lbs)

Maintenance

- Clean the station gently with a soft, dry cloth. For difficult stains, dip a soft cloth in neutral detergent diluted with water, wring it out well, and then clean unit.
- Use a soft, dry cloth (for use in wiping mirrors) when wiping the display.

Important

- Do not use chemicals such as benzene or paint thinner. You may damage the surface of the device, or cause discoloration.

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Jean-loup Gailly jloup@gzip.org
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NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Supplier's Declaration of Conformity
47CFR §2.1077 Compliance Information

Unique Identifier:

Trade Name : AIPHONE
Model : IXG-2C7, IXG-2C7-L, IXG-DM7, IXG-DM7-HID, IXG-MK, IXGW-LC, IXGW-GW

Responsible Party – U.S. Contact Information

Company Name : AIPHONE CORPORATION
Location of Office : 6670 185th Ave NE, Redmond, WA, 98052, USA
Telephone Number : (800) 692-0200
Email Address : tech@aiphone.com
Website : https://www.aiphone.com/home

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Issue Date: Aug.2020 Ⓑ P0820 RQ 63027