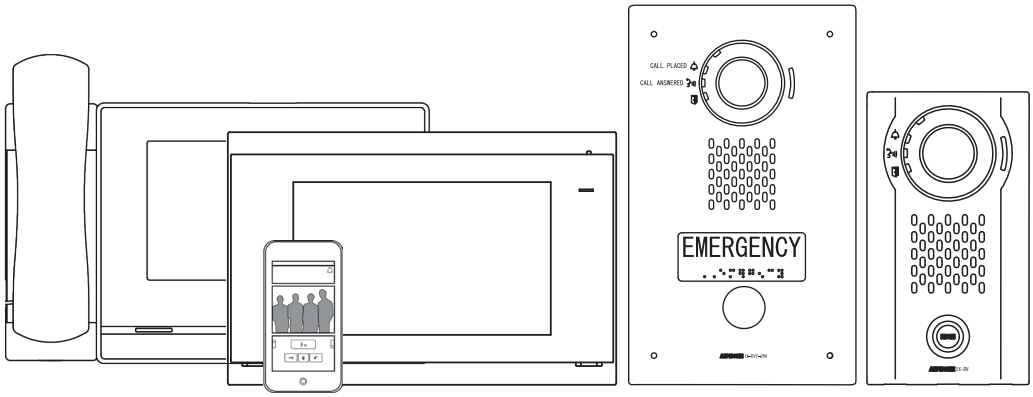
AIPHONE

IXG SERIES

IP Multi-Tenant Video Intercom

Commercial Quick Start Programming Guide



ATTENTION:

This is an abbreviated programming manual addressing basic program settings for an IXG System using the IXG Support Tool. A complete set of instructions *(IXG Operation Manual / IXG Support Tool Setting Manual)* can be found at www.aiphone.net. In North America, visit www.aiphone.com/IXG for additional literature and media.

GENERAL OVERVIEW

Support Tool

The IXG Support Tool is designed to batch configure all stations simultaneously, by finding each station on the network by its MAC address. The IXG Series is designed to function on a managed network, however, the broadcast method used to find stations during the programming process may require advanced network configuration or routing to function properly in this environment.

It is possible for Windows Defender or other firewalls and antivirus software to block the broadcast the Support Tool uses to search for stations. Typically, temporarily disabling these for a short time during the programming process prevents interruption or failure. Also, disabling all other network connections and adaptors during this time will ensure the PC sends the broadcast to the right location. **This includes Wi-Fi, VPN, and Bluetooth connections**. To ensure the correct NIC is selected, once the system has been created (Page 4), go to **File** from the top menu and select **IXG Support Tool Settings**. Find the Select NIC drop-down and select the correct NIC Support Tool should use, and click **Okay**.

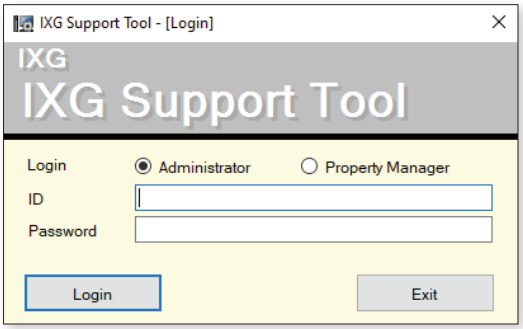
It is recommended, when possible, that stations and the programming PC are placed on the same unmanaged network for initial programming. Once completed, the stations may be removed from this environment and deployed where needed.

Download and install the IXG Support Tool programming software. The latest version of Support Tool and IXG Series station firmware can always be found here *https://www.aiphone.net/support/software-documents/ixg/*

CREATING A NEW SYSTEM

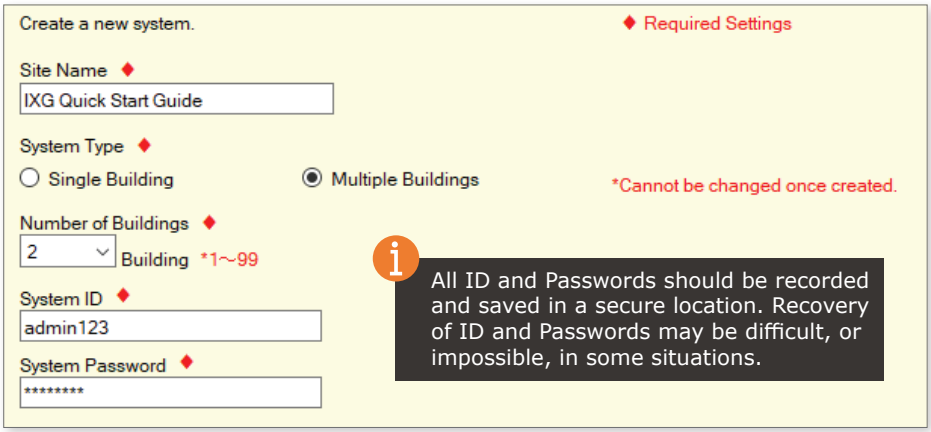
Launching Support Tool

There are two login options for Support Tool, **Administrator** and **Property Manager**. For the purposes of this guide, login as Administrator. The default ID and Password is **admin/admin**.



Getting Started

If this is the first time launching Support Tool, the Create a New System screen will automatically appear. Otherwise, click **File** and select **Create New System**.



Single building systems cannot be changed to multi-building systems once created. Be sure the System Type chosen correctly reflects the application.

Enter the required configuration information above and fill in the **Site**, **Installer**, and **Property Management Company Information**. This information is a requirement for system or account recovery when using the IXG App. Click **Finish** to continue.

Site Settings

From the side menu, expand **Site Settings**. Starting from the top setting option, Site Information, configure and customize the system.

Site Information

Site, Installer and End User information that is set when creating a new system can be found and edited here.

Building Information

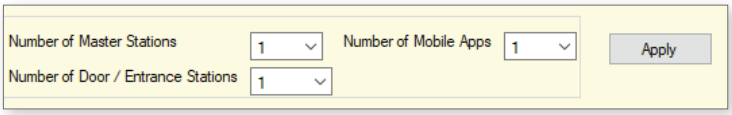
Name the building (or buildings) that Units and their stations will reside in. Place a check mark in the Enable column to add buildings. This is typically only needed in multi-building systems.

Building Number	Enable	Building Name
01	☑	North Building
02	☑	South Building

To have more than a single building, the **Multiple Buildings** option must have been selected when creating a new system. Single-building systems cannot be changed once the system has been created.

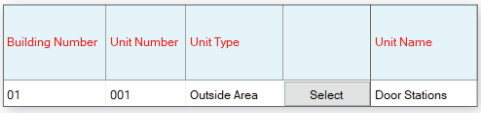
Units / Stations

Units and their stations will be added to the system here. First, look to the top of the screen for the Display Settings section. By default, each Unit is set to have one Master Station, one Entrance/Door Station, and one Mobile App. Use the drop-downs to select the number of stations the Units will have, then click **Apply**.

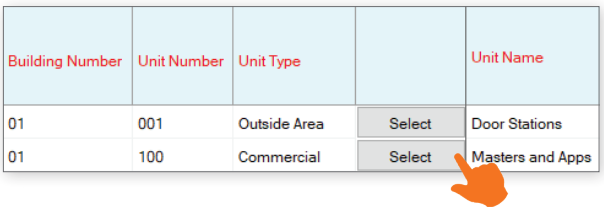


This is a universal setting. Select quantities that reflect your largest unit. All units will share the same number of available stations, even if some units use less than others.

From left to right, select the Building Number the Unit will belong to, set the Unit Number, and click the Unit Type button to select a Unit type.

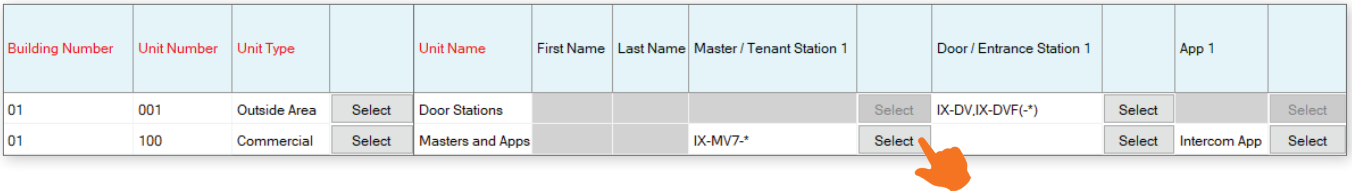


Once all Units have been added, enter a Unit Name for each. At any point during this process, click **Update** to save the configured settings.

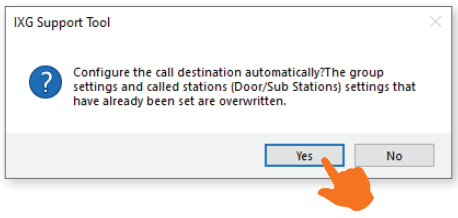


When adding multiple of the same Unit Type, select a completed Unit Number field and press the Enter key. This will auto-populate the next field.

Continue by selecting the stations for each Unit, including Mobile Apps. Once every unit has been created and stations have been added, click **Update**.



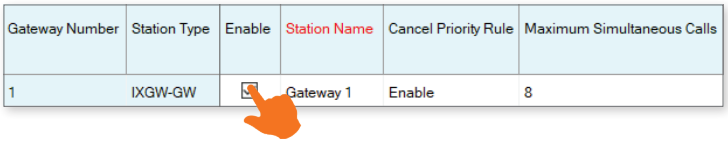
When the Update button is clicked, the popup below will appear. Clicking **Yes** will **automatically enable communication between all appropriate stations and units for new systems as well as configure and enable door release**. Clicking **No** will require manual configuration of these settings, a process that this guide ***does not*** cover.



Site Settings Cont.

Gateway Registration

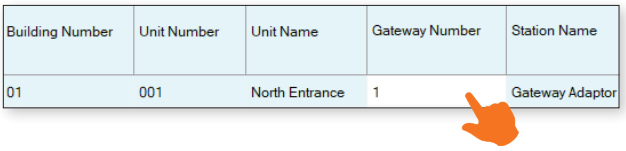
If the system contains Mobile Apps, the Gateway (IXGW-GW) is required. To add the Gateway to the system, select Enable, then optionally edit its Station Name, and review the other settings. Once configured, click **Update**.



Gateway Number	Station Type	Enable	Station Name	Cancel Priority Rule	Maximum Simultaneous Calls
1	IXGW-GW	☑	Gateway 1	Enable	8

Gateway Selection

Use the drop-down menu under Gateway Number to select the Gateway added in the previous step.



Building Number	Unit Number	Unit Name	Gateway Number	Station Name
01	001	North Entrance	1	Gateway Adaptor

Station Information

Identification

Edit the Station Number and Name for each station in the system.

Building Number	Unit Number	Station Type	Station Number	Station Name
01	001	IX-DV,IX-DVF(-*)	0010	Front Door
01	100	Intercom App	100000	Bobs Phone
01	100	IX-MV7-*	1001	Break Room

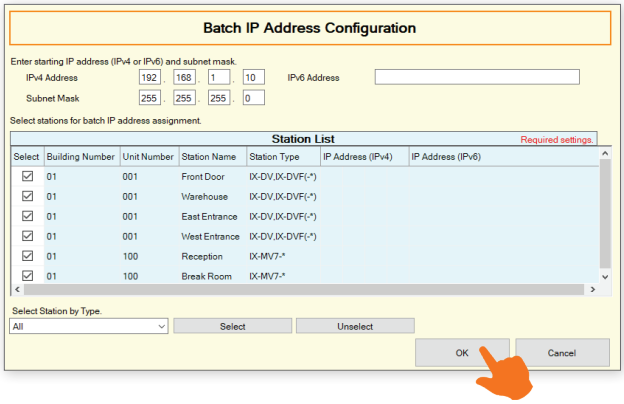
ID / Password *(Optional)*

Edit the Admin ID and Password for each station, as well as optionally create an ONVIF and RTSP ID and Password for each station. **It is recommended that the Admin ID and Password are not adjusted once set**.

Network Settings

IP Address

From the side menu, expand **Network Settings** and select IP Address. Each station can be manually assigned an IP address, or click **Batch IP Address Configuration** near the top of the screen to enter an IP address range to automatically assign all stations.



For systems with the IXGW-GW Gateway Adaptor, **a Default Gateway must be added for the adaptor**, and optionally for all other stations. Consult the Network Admin for more information if needed.

DNS

For systems with the IXGW-GW Gateway Adaptor, a DNS Address is required for the adaptor, and optionally for all other stations. Consult the Network Administrator for more information if needed.

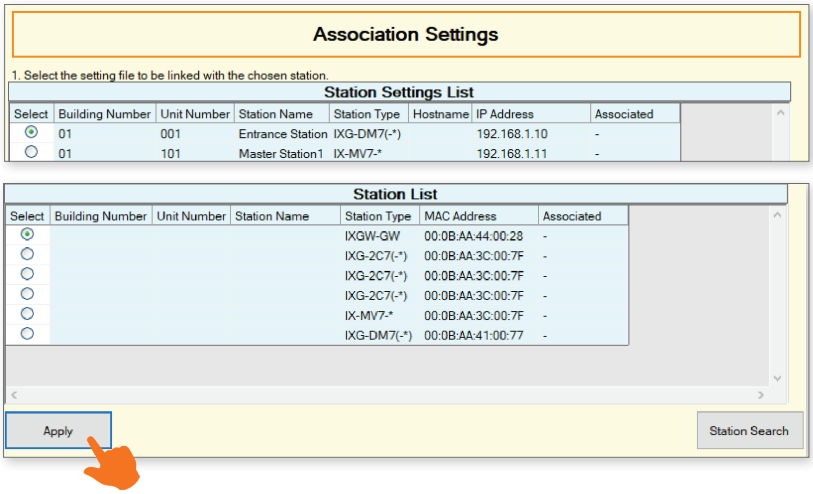
NTP

For systems with the IXGW-GW, it will have NTP enabled by default and will populate NTP settings to match that of the IXG Cloud Server. Do not edit or copy these values for other stations in the system.

Association Settings

Station Settings and Station List

From the top menu, select **Connection** and click Association Settings. Here, stations created in the previous steps will be associated to stations found on the network. Select a station from the Station Settings List and one from the Station List below. Clicking **Apply** will assign the Station Name and IP Address to the station, and that station will quickly reboot.



Typically, stations deployed across a managed network cannot be found by Support Tool unless the network is configured to allow this broadcast search. In this case, it may be easier to move the stations to a switch local to the programming PC than it would be to configure the network to allow a network-wide broadcast.

If a Station Search fails immediately, go to **File** from the top menu and select **IXG Support Tool Settings**. Find the Select NIC drop-down and select the correct NIC Support Tool should use, and click **Okay**. Return to Association Settings to try again. If the Station Search continues to fail immediately, a local antivirus or firewall may be preventing this action. Disabling either of these during the short programming process may be a simple solution in finishing the system configuration.

Advanced View

The following settings are found under the **Advanced View** in Support Tool. Click **View** on the top menu and select Advanced to switch views.

System Information

Station List

From the side menu, expand **System Information** and select Station List. Here, use the drop-down boxes under Select to place a check mark between every master station the stations that should be on its Station List.

Doing this allows master stations to call to these stations, as well as enables features like monitoring and door release when the Update button is pressed. Removing check marks is also a way to partition a system and prevent stations from communicating to one another.

Unit Number	Station Name	0010		
		Front Door / IX-DV,IX-DVF(-*)		
		Select	Network Camera	Door Release Button
100	Reception	✔		
100	Bobs Phone			Display 1 Only
100	Break Room	✔		

This is a setting specifically for master stations. Continue with the next steps to enable the same functions for Mobile Apps and Door Stations.

Mobile App List

Enable calling and communication between stations and Mobile Apps the same way by expanding **System Information** and selecting Mobile App List.

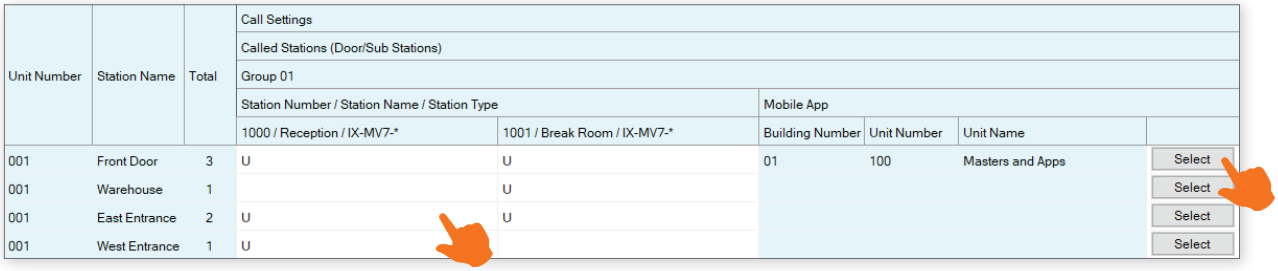
Unit Number	Station Name	Mobile App
		Building Number01
		100 / Masters and Apps
100	Reception	✔
100	Break Room	✔

Call Settings

Called Stations (Door/Sub Stations)

To enable a call from a door station to a master station, expand **Call Settings** from the side menu and select Called Stations (Door/Sub Stations). Use the drop-down between a door station and a master station and select "**U**". To place a "**U**" here, the master station must have been added to the door station's Station List in the previous step.

To call all of the Apps of a single Unit, scroll to the right and find "Mobile App" and click **Select** . By selecting a single Unit here, the door station will call all the Apps within it. Removing a "**U**" is also a way to partition a system and prevent stations from communicating with one another.



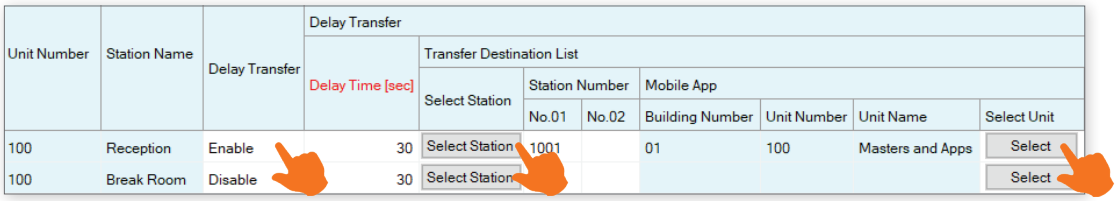
Unit Number	Station Name	Total	Call Settings / Called Stations (Door/Sub Stations) / Group 01					
			Station Number / Station Name / Station Type		Mobile App			
			1000 / Reception / IX-MV7-*	1001 / Break Room / IX-MV7-*	Building Number	Unit Number	Unit Name	
001	Front Door	3	U	U	01	100	Masters and Apps	Select
001	Warehouse	1		U				Select
001	East Entrance	2	U	U				Select
001	West Entrance	1	U					Select

Call Transfer *(Optional)*

IX-MV7 master stations can transfer incoming calls in three ways; Delayed, Absent, and Scheduled. Delay will transfer an incoming call after a preset amount of time, Absent will transfer an incoming call immediately, and Scheduled will transfer an incoming call based on time and day.

A call can be transferred to 10 different master stations and a single Unit's Mobile Apps, and can also be re-transferred to another master station that can be set to it's own transfer rules and destinations. Below is an example of a Delayed Transfer.

Expand **Transfer Settings** on the side menu and select Delayed Transfer. Use the drop-down menu to **Enable** the transfer, set the **Delay Time**, and click **Select Station** to chose the transfer destinations. To select a Unit to transfer to its Mobile Apps, find **Select** on the far right of the screen.



Unit Number	Station Name	Delay Transfer	Delay Transfer / Delay Time [sec]	Transfer Destination List / Select Station	Station Number		Mobile App			
					No.01	No.02	Building Number	Unit Number	Unit Name	Select Unit
100	Reception	Enable	30	Select Station	1001		01	100	Masters and Apps	Select
100	Break Room	Disable	30	Select Station						Select

Additional Settings

Volume

Some stations can adjust their inbound and outbound audio volumes. Adjust these by expanding **Station Settings** and clicking Volume. For example, adjust the "Transmit" setting to lower the volume of a station's ringback tone.

Door Station Release Timer

The time the door release relay output is triggered can be adjusted for the Door Stations on the system. Adjust these times by expanding **Option Input / Relay Output Settings** and clicking Relay Output.

By default, the output timers are set to 400msec. Use the drop-down under Output Time Range to select a time range of either **200-2000msec** or **3-600sec**. Then, manually enter the amount of time the relay should trigger.

Call Timeout / Entrance Station Audio Guidance

Adjust the amount of time a Door Station calls in for by expanding **Call Settings** and clicking Call Origination.

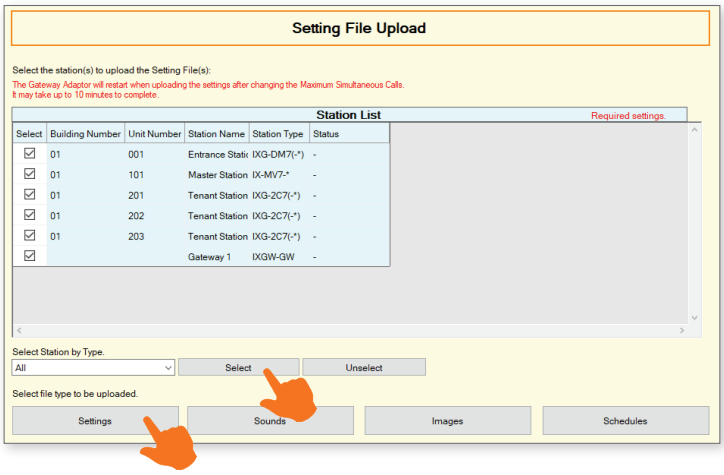
The Call Timeout duration is set to 60sec by default, for both Entrance and Door Stations. Adjust this by manually entering a time under Call Timeout (10-600sec).

Use the drop-down under Ringback Tone to select a different ringback tone, or audio guidance for Entrance Stations.

Upload Settings

Once associated, each station will need to have its setting file uploaded to it. This setting file contains all other system information and is required for the station to function. To upload the settings to each station, select **Connection** on the top menu and click Upload Settings.

Select each station by placing a check mark next to it, or click **Select** to select all stations. Click **Settings** to upload station settings. If Sounds, Images, or Schedules were configured, click their respective buttons.



If any stations fail, they may still be booting up from the Association Settings step. It is also important to ensure that the programming PC is in the same subnet range as the station. For example, if the stations are set to 192.168.1.xx, the PC should also be set to this.

Exporting System Configuration

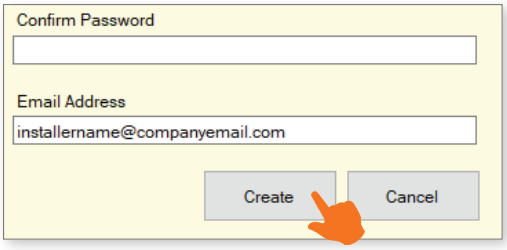
Once the Upload is complete, select **File** from the top menu and click Export System Configuration. Export this system's configuration to save as a backup if the settings are lost, or if they need to be moved to a new PC and Support Tool. It is recommended that a copy of the configuration file is left on-site with the system.

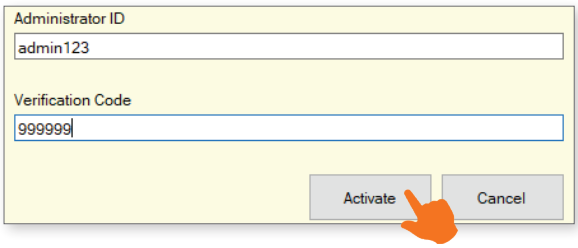
Mobile App Integration

If IXG Mobile Apps are to be part of the system, the first step is to create an administrative account for the app server.

Create a New Administrator Account

Select **App Integration** from the top menu and click Create a New Administrator ID. Create or enter an ID, Password, and Email Address. Click **Create** to continue.





A verification code will be sent to the registered email. To enter this verification code, select **App Integration** from the top menu and click Activate. Enter the previously created Administrator ID and Verification Code and click **Activate**.

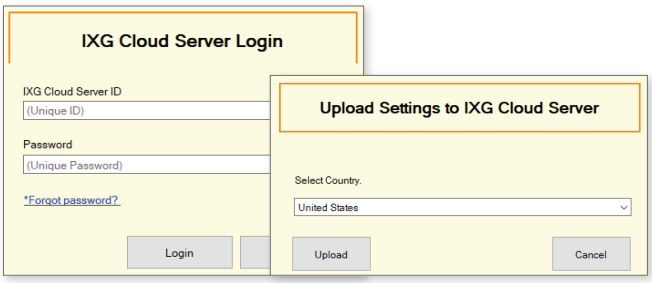
Downloading the App

Before registering the IXG Mobile App to a Unit, it will need to be downloaded to the mobile device. Search for "Aiphone IXG" in the Apple App Store for iOS devices, or Google Play Store for Android devices. Once installed, and the privacy policy is agreed to, it will ask to scan a QR code for registration.

Mobile App Integration Cont.

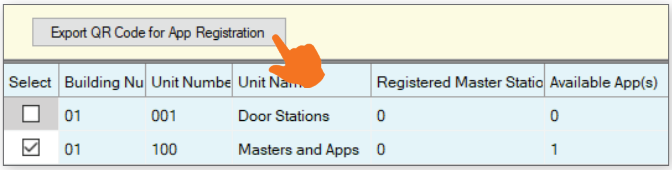
Upload Settings to IXG Cloud Server

First, the system settings must be uploaded to the IXG Cloud Server. To do this, select **App Integration** from the top menu and select Upload Settings to IXG Cloud Server. From there, follow the prompts.



Export App Registration QR Code as a PDF

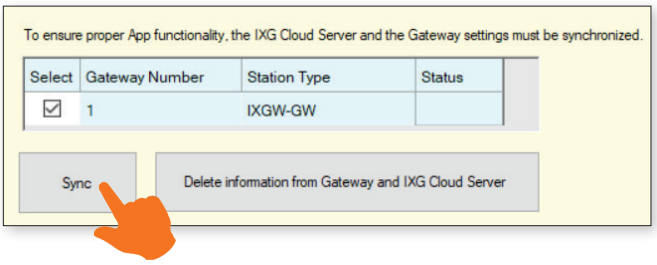
To register mobile devices to the IXG system, a QR Code is generated for each specific Unit. Select **App Integration** from the top menu and click Export QR Code for App Registration. Place a check mark next to the desired Units and click **Export QR Code for App Registration**.



Syncing the IXGW-GW with the IXG Cloud Server

Once the upload is complete and the IXGW-GW Gateway has finished its short reboot, it will have a solid green status LED and is ready to be synced with the Cloud Server. If the status LED is flashing orange for more than 10 minutes, it may require a manual reboot. Simply disconnect its PoE connection and reconnect it after 5 seconds.

To Sync, return to **App Integration** on the top menu and select Manual IXG Cloud Server and Gateway Sync. Select the Gateway and click **Sync**.



If the sync fails, or the status LED never turns green, confirm both the programming PC and the Gateway have an internet connection. Also, confirm the Default Gateway and DNS settings configured under **Network Settings** are set correctly.

Best practice is to sync the IXGW-GW to the Cloud Server any time settings are updated and uploaded to stations. Give at least 5 minutes after a successful sync before testing a call from a station to a Mobile App.