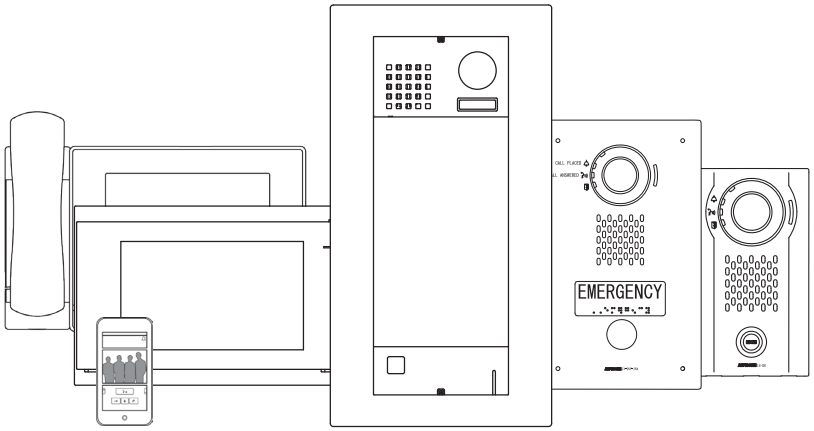
#96513 AIPHONE

IXG SERIES

IP Multi-Tenant Video Intercom

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.

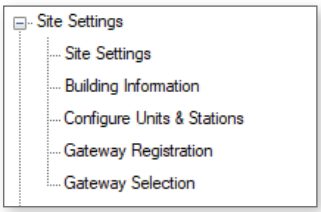
Download and install the IXG Support Tool programming software. The latest version of Support Tool and IXG Series station firmware can always be found here *https://www.aiphone.net/support/software-documents/ixg/*

Top Menu



This menu is located at the top of Support Tool, featuring quick access to support and integration settings. Use Alt+() to quickly access the menu options.

Side Menu



This accordion-style menu is where most station settings are located. Click + or - to expand or minimize a category.

Update Button



The **Update** button is used to save configured settings within Support Tool. However, clicking the Update button does not push setting changes to stations. The process of uploading settings to stations is covered later in this guide.

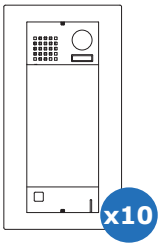
Hand Icon



Look for the Hand Icon to indicate where to click to select or save a setting.

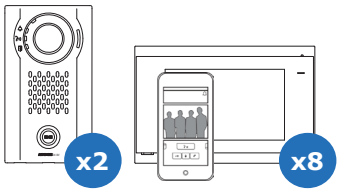
Unit Types

The IXG Series has six different Unit types: **Entrance**, **Guard**, **Residential**, **Commercial**, **Inside Area**, and **Outside Area**. Each has their own purpose, available features, communication paths, and station types. There are no limitations to the number of Units a system can have, but each Unit type has station quantity limitations.



Entrance Unit

Entrance Units consist of IXG-DM7-* Entrance Stations. Entrance Stations can call Guard, Commercial, and Tenant Units and their stations, as well as grant entry to residents by keypad or card reader.



Residential Unit

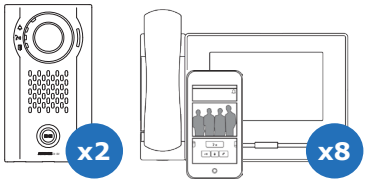
Residential Units may consist of up to eight IXG-2C7 tenant stations or IX-RS-* Handset Sub Stations, eight IXG Apps, or a combination of both. Tenant Stations can communicate internally within the Unit, receive incoming calls from Entrance and Guard Units, and monitor Entrance Stations. The two private door stations will only call to stations within their Unit.



Commercial Unit

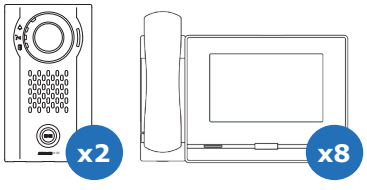
Commercial Units consist of up to eight IX-MV7-* Master Stations or IX-RS-* Handset Sub Stations, eight IXG Apps, or a combination of both. These master stations can utilize many IX Series functions including internal paging, call transfer, speed dial buttons, and more.

Stations within a Commercial Unit can communicate with Inside and Outside Area units, Guard and Entry Units, as well as other Commercial Units. The two private Door Stations will only call to stations within their Unit.



Guard Unit

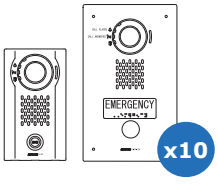
Guard Units consist of up to eight IXG-MK Guard Stations or IX-RS-* Handset Sub Stations, up to eight IXG Apps, or a combination of both. The two private Door Stations will only call to stations within their Unit.



Inside Area Unit

Inside Area Units consist of up to eight IX-MV7-* Master Stations or IX-RS-* Handset Sub Stations, and two IX Series Door Stations. These stations can utilize many IX Series functions including internal paging, call transfer, speed dial buttons, and more.

An Inside Area Master Station can communicate with all other Unit types, except for the Guard Unit. The two private Door Stations will only call to stations within their Unit.



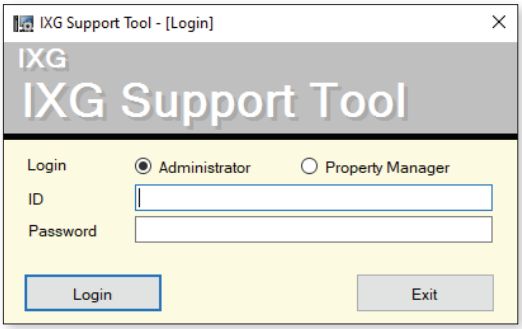
Outside Area Unit

Outside Area Units consist of up to 10 Door or Emergency Stations that can call Residential, Guard, Commercial, and Inside Area units.

CREATING A NEW SYSTEM

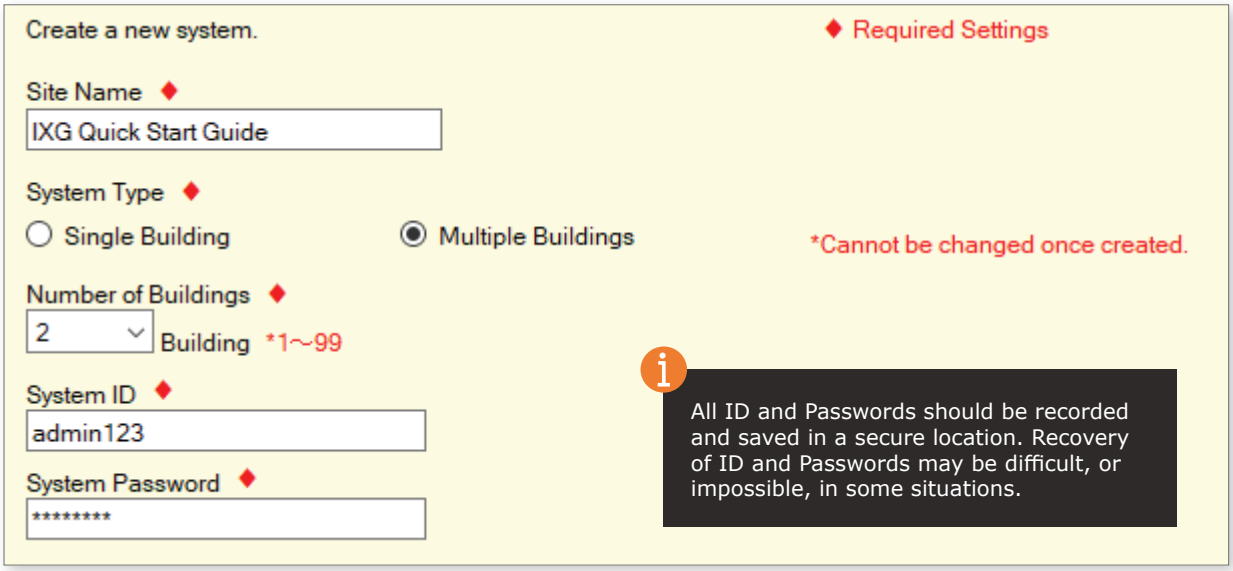
Launching Support Tool

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**.



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

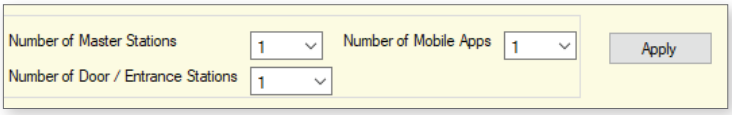
Name the building (or buildings) that Units and their stations will reside in. Place a check mark in the Enable column to add buildings. This is typically only needed in multi-building systems.

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.

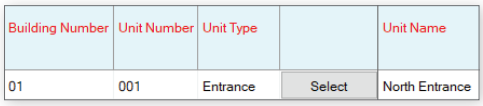
Units / Stations

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/Tenant 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**.

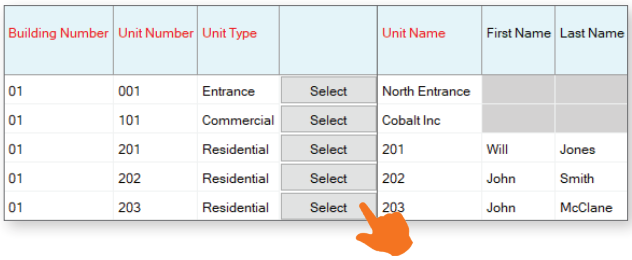


This is a universal setting. Select quantities that reflect your largest unit. All units will share the same number of available stations, even if some units use less than others.

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.

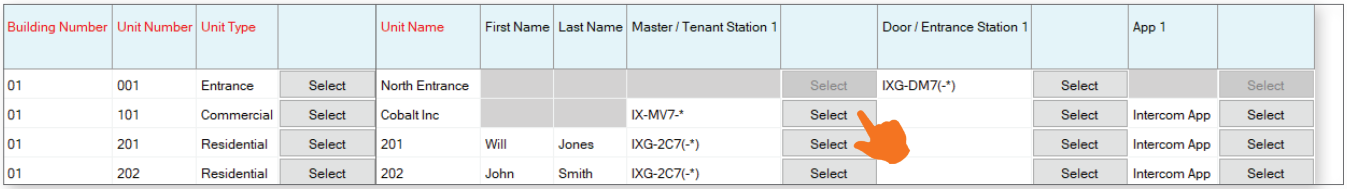


Once all Units have been added, enter a Unit Name for each. At any point during this process, click **Update** to save the configured settings.

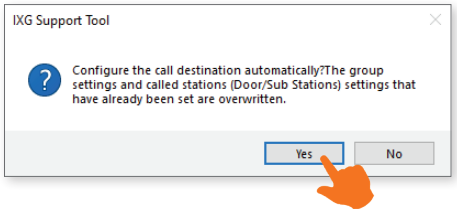


When adding multiple of the same Unit Type, select a completed Unit Number field and press the Enter key. This will auto-populate the next field.

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.



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.

Station Information

Identification

Edit the Station Number and Name for each station in the system. The Station Name and Number are typically only seen by stations within the same Unit for internal communication, but it is recommended to give custom names to any Entrance or Door stations.

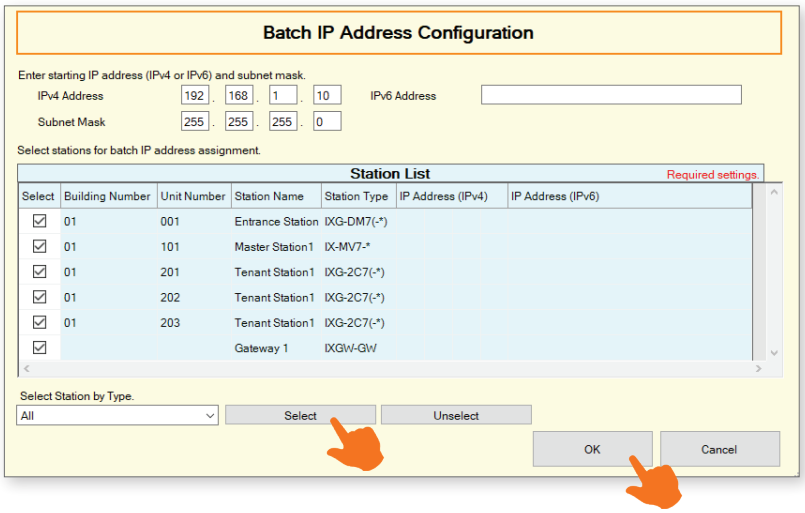
ID / Password *(Optional)*

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 Administrator for more information if needed.

DNS

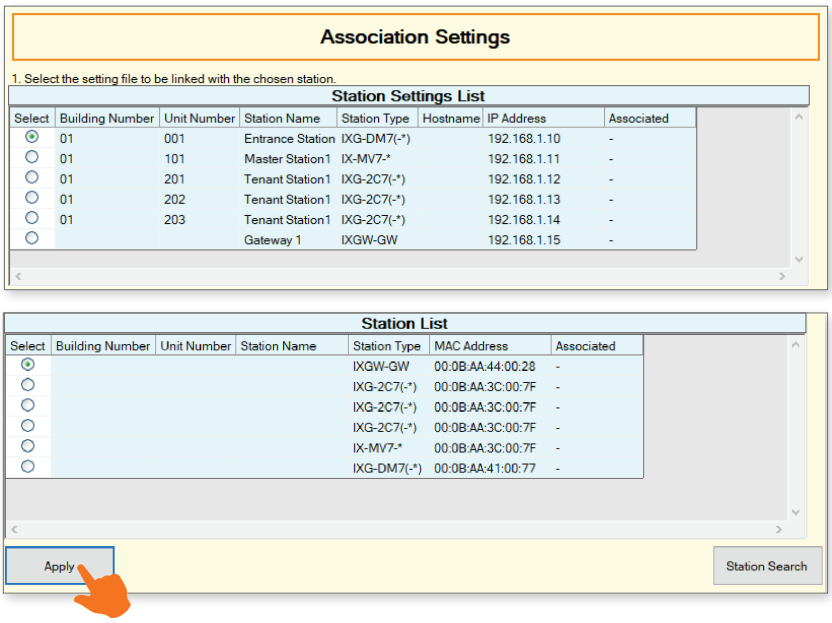
For systems with the IXGW-GW Gateway Adaptor, a DNS Address is required for the adaptor, and optionally for all other stations. Consult the Network Administrator for more information if needed.

NTP

It is recommended to Enable and configure NTP settings for each station when possible. 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

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.

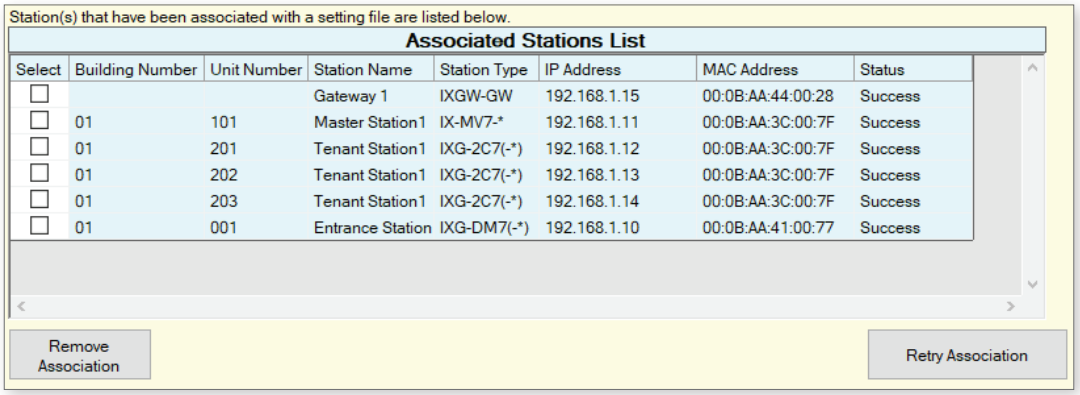


Typically, stations deployed across a managed network cannot be found by Support Tool unless the network is configured to allow this broadcast search. In this case, it may be easier to move the stations to a switch local to the programming PC than it would be to configure the network to allow a network-wide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

Associated Station List

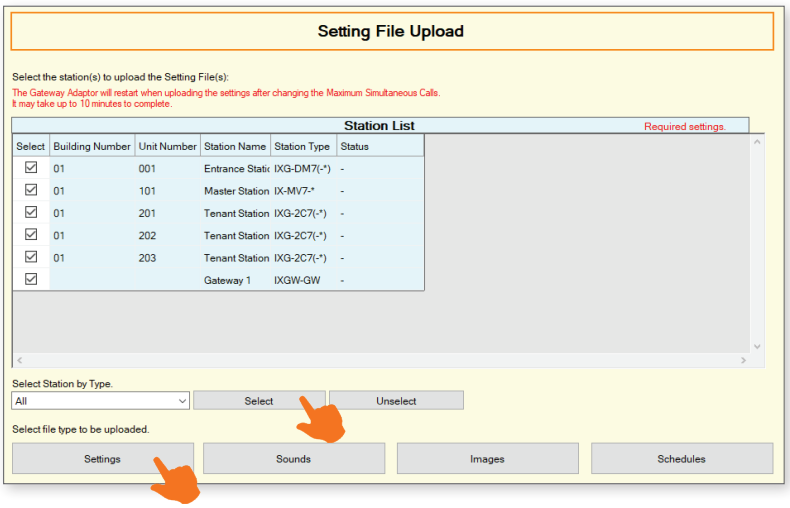
Scroll down to confirm the stations were successfully associated. If the wrong station information was associated to a station, select that station on this list and click **Remove Association**. Once removed, scroll up and associate the station correctly.



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 stations. For example, if the stations are set to 192.168.1.xx, the PC should also be set to this.

Exporting System Configuration

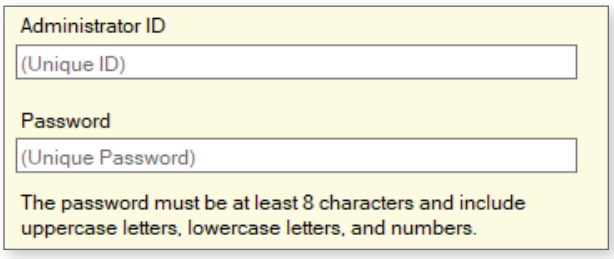
Once the Upload is complete, select **File** from the top menu and click Export System Configuration. Export this system's configuration to save as a backup if the settings are lost, or if they need to be moved to a new PC and Support Tool.

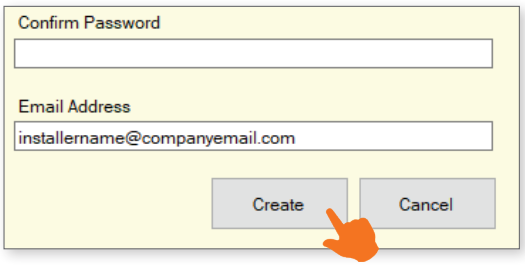
Mobile App Integration

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

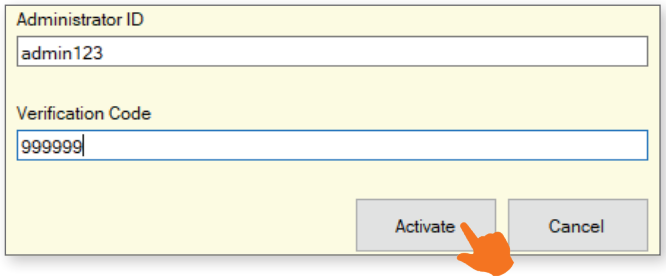
Create a New Administrator Account

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**.

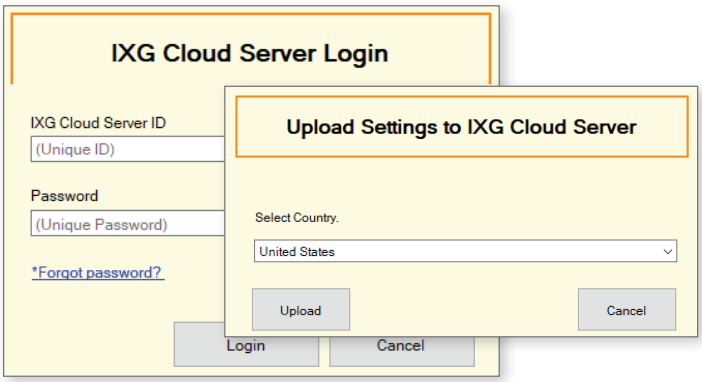


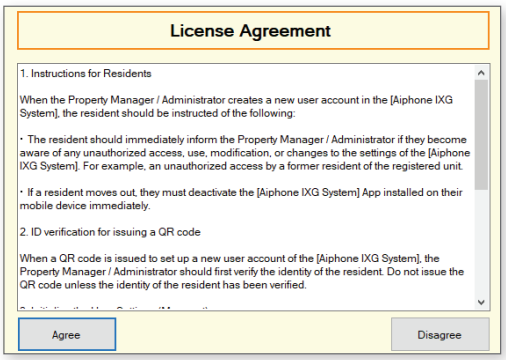
App Integration Cont.

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.

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.

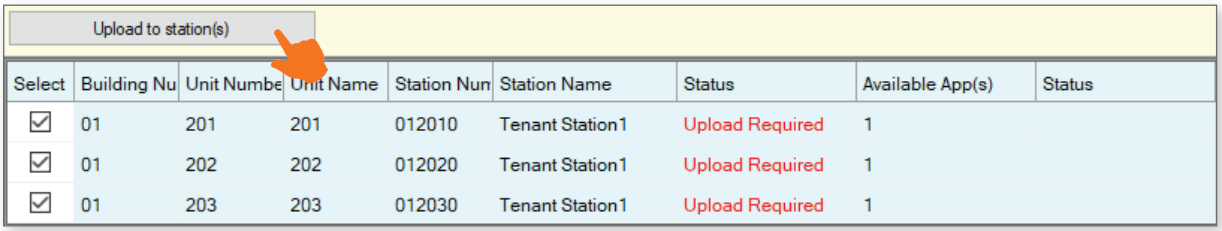




Upload App Registration QR Code to IXG-2C7 Tenant Station

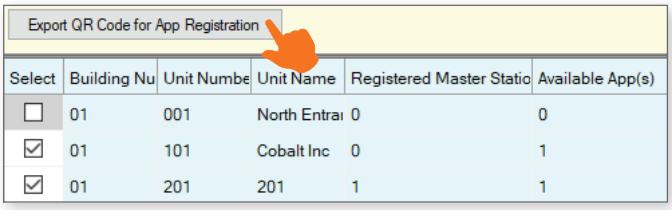
To register mobile devices to the IXG system, a QR Code is generated for each specific Residential Unit. For **Residential Units**, the app registration QR code can be sent directly to the IXG-2C7 Tenant Station in the Unit.

Select **App Integration** from the top menu and click Upload QR Code to the station for App Registration. To display the QR code, tap the **Settings** icon on the IXG-2C7 and tap **App Registration**. IXG Mobile App will guide the user through scanning the code and setting up the app.



Export App Registration QR Code as a PDF for Non-Residential Units

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**.

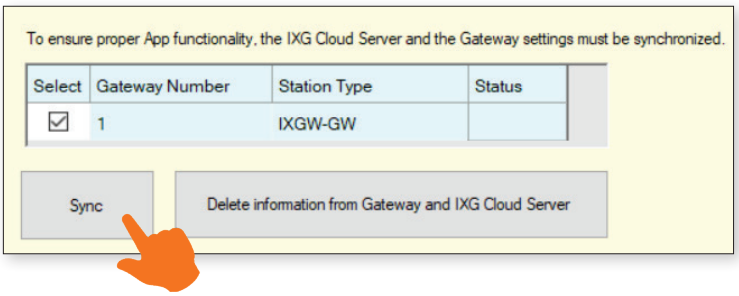


App Integration Cont.

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.

Property Manager Account Creation

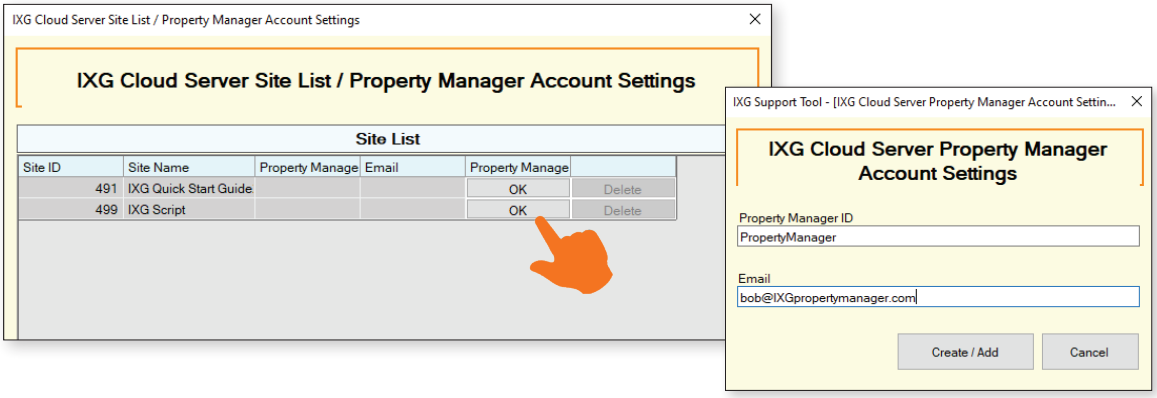
For post-installation system management, a Property Manager Account must be created. This account will allow a Property Manager access to the Property Manager View in Support Tool.

Log into the IXG Cloud Server

From the top menu, select **App Integration(C)** and click Property Manager Account Settings. Enter the IXG Cloud Server login information created on page 10 and click **Login**.

Creating the Property Manager Account

Click **OK** in the Property Manager column to select the site receiving a Property Manager Account. Enter a Property Manager ID and an Email to be associated with the account, and click **Create/Add**. An email will be sent to the registered email address containing a temporary password. This password can be changed during initial login of the account.



Property Manager Settings

To access the Property Manager Settings, select **View** from the top menu and click Property Manager Settings. Here, tenants can be moved in and out, Unit and Station names can be edited, Mobile Apps can be added or removed from the system, and other basic system settings can be adjusted.

ADVANCED SETTINGS

The IXG Support Tool has a collection of optional features accessed by changing the top menu option **View** from the default Basic to Advanced.

Entrance Station Settings

On the left-hand side menu, expand **Entrance Station Settings**. These settings are used to customize the layout, background image, access codes, and other Entrance Station (IXG-DM7-*) features.

Display

Edit what Unit search and call methods are displayed on the Entrance Station home screen when used by a visitor. By default, **Call by Unit Number** is enabled and is the only option displayed. Several other methods may be enabled, and a drop-down selection under Default Display Screen sets which will be shown first.

Call by List will display all Units on a scrollable list, Search by Name allows Units to be directly searched by name.

Building Number	Unit Number	Station Name	Call by Unit Number	Call by List	Search by Name	Default Display Screen	Building Selection Button	Hearing aid Icon
01	001	Entrance Station1	Enable	Enable	Enable	Search by List Screen	Disable	Disable

Building Selection Button can be enabled if an Entrance Station at one building should give the option to call Units in other buildings.

Welcome Screen

The Welcome Screen is what is shown to a visitor as they approach and initially interact with the Entrance Station. This screen can be enabled or disabled, and a custom image may be added. The custom image should be 480 x 800 in size, and in .PNG format.

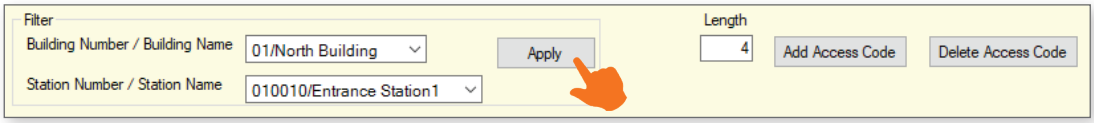
Direct Call List

The Direct Call List allows for the creation of individual call buttons for each Unit, with a maximum 100 Units.

Access Codes

Create Access Codes to allow residents or known visitors to enter the building by entering a code at the Entrance Station. Up to 9,999 codes can be created.

At the top of the screen, use the drop-down options to select the Building number and Entrance Station to create access codes for. Once these are selected, click **Apply**.



At the top of the screen, under Length, enter the common length of every code that will be added. Once a length is decided, click **Add Access Code** to add codes to specific stations, or manually add codes to the list below. Codes can be copy and pasted for convenience.

01	101	Cobalt Inc	9999	A9999
01	201	201	9999	A9999
01	202	202	9999	A9999

Once the code is set, and the setting file is uploaded, the code may be used to enter the building. To use the code, tap A then enter the code. *Ex. A9999*

Upload Settings to Stations

The final step is to upload these setting changes to the IXG stations. To upload the settings to each station, select **Connection** on the top menu and click Upload Settings. Find more information on **page 8**.

Additional Settings

The following are simple feature or function settings that can be quickly adjusted, enabled, or disabled. Each of the following are found under the Advanced View in Support Tool. Click **View** on the top menu and select Advanced to switch views.

Always click the **Update** button in the top left corner to save the setting changes in Support Tool, and Upload Settings to each station once all changes have been made (page 8). **The stations will not reflect the setting changes without doing this.**

Adjusting Audio Volumes

Some stations can adjust their inbound and outbound audio volumes. Adjust these by expanding **Station Settings** and clicking Volume.

Entrance and Door Station Release Timer

The time the door release relay output is triggered can be adjusted for the Entrance Station and other private 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.

Entrance and Door Station Call Timeout and Ringback Tone

Adjust the amount of time an Entrance or Door Station calls in for, as well as select the ringback tone (which includes audio guidance), by expanding **Call Settings** and clicking Call Origination.

The Call Timeout duration is set to 60sec by default, for both Entrance and private Door Stations. Adjust this by manually entering a time under Call Timeout (10-600sec). ***IXG-DM7-**** *15-90sec,* ***IX-DV/IX-DVF-**** *10-600sec.*

Use the drop-down under Ringback Tone to select a pre-loaded or custom ringback tone, or audio guidance.

Entrance Station Communication Start Tone

The Entrance Station can play a "Communication Start Tone" to let the visitor know the call is connected and it is time to speak. Enable this by expanding **Station Settings** and clicking Communication.

Disable Entrance Station Monitoring

To prevent any station in any Unit from monitoring an Entrance Station, Expand **Station Settings** and click Monitoring.

Entrance Station Backlight Adjustment

Adjust the backlighting of the Entrance Station's LCD screen when in bright or dim areas as needed. Enable this by expanding **Station Settings** and clicking Communication.

Entrance Station and Tenant Station Recording

The Entrance Station can record audio and video to a local microSD card when a call is placed, or once communication is established with a station. Enable these functions by expanding **Function Settings** and clicking Recording.

Tenant Station recording can be enabled or disabled in the same settings location.

Upload Settings to Stations

The final step is to upload these setting changes to the IXG stations. To upload the settings to each station, select **Connection** on the top menu and click Upload Settings. Find more information on **page 8**.