

Property Manager Guide

Introduction

This Application Note will cover Move-in, Move-out, App Registration, and Entrance Panel Settings. Each section provides a step-by-step walk-through including brief descriptions as well as accompanying screenshots. For a more in-depth explanation of the Support Tool visit <https://www.aiphone.net/support/software-documents/ixg/>.

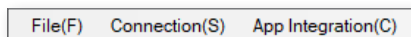
Support Tool

The IXG Support Tool is designed to batch configure all stations simultaneously, finding each station on the network by its MAC address. The IXG Series is designed to function on managed and enterprise-level networks, 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 recommended that the stations and the programming PC are placed on the same, unmanaged network for the initial programming process. Once completed, the stations may be removed from this environment and deployed where needed.

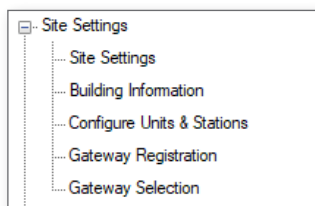
Download and install the IXG Support Tool programming software. The latest version of Support Tool and IXG Series station firmware can always be found here <https://www.aiphone.net/support/software-documents/ixg/>

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.

Move-in Settings

In this section are steps for changing a Resident's name, adding a new Mobile App to an existing unit, and configuring the Guard Button to call a specific station.

Changing Residents Name

From the side menu expand **Site Settings** and select Units/Stations. Adjust Unit Name, First Name, Last Name and click the Update button when finished.

				Unit Name	First Name	Last Name
01	001	Entrance	Select	North Entrance		
01	101	Commercial	Select	Cobalt Inc		
01	201	Residential	Select	201	Will	Jones
01	202	Residential	Select	202	John	Smith
01	203	Residential	Select	203	John	McClane

Adding a Mobile App to an Existing Unit

From the side menu expand **Site Settings** and select Units/Stations. Use the display settings filter at the top of the screen to confirm that the number of mobile apps meets your requirements and click **Apply**.

Filter		Display Settings				Apply	
Building Number / Building Name	All	☒ First Name / Last Name	Number of Master Stations	1	Number of Mobile Apps		1
Unit Type	All		Number of Door / Entrance Stations	1			

Locate the App(#) column at the end of the desired Unit row. Click **Select** and choose Intercom App. Click the **Update** button to save settings.

First Name	Last Name	Master / Tenant S		Door / Entrance S		App 1	
			Select	IXG-DM7(-*)	Select		Select
		IX-MV7-*	Select		Select	Intercom App	Select
Will	Jones	IXG-2C7(-*)	Select		Select	Intercom App	Select
John	Smith	IXG-2C7(-*)	Select		Select	Intercom App	Select
John	McClane	IXG-2C7(-*)	Select		Select	Intercom App	Select

Configuring the Guard Button

From the side menu expand **Call Settings** and select Guard Button (Door/Sub Stations). Click the **Select** button for the row of the Unit to be configure. Check the box of the station to receive calls when the guard button is pressed, and click **OK**. Click the **Update** button to save settings.

Building Number	Unit Number	Unit Name	Select Station	Button Number1			
				Station Number	Buildin	Unit Num	Station Name
01	201	201	Select	011010	01	101	Master Station 1

Move-out Settings

The Resident Move-out feature should be used when the initial settings on a tenant station need to be set to default, or when the resident has a new mobile device they would wish to use to replace an existing device.

Resident Move-out

From the side menu expand **Move-out Settings** and select Resident Move-out. Select a unit from the list below, and click **Resident Move-out**. The Language, Ringtone, Volume, Brightness and History settings will all be initialized. Clicking **OK** will also disable any Mobile Apps registered with this Unit, and will also generate a new registration QR code.

Resident Move-out					
Building	Move-out Settings				
	Resident Move-out				
	Unit Number	Unit Name	Select	Station Number	Station Name
01	201	201	☒	012010	Tenant Station1
01	202	202	☐	012020	Tenant Station1
01	203	203	☐	012030	Tenant Station1

Login with the IXG Cloud Server Property Manager ID and Password. Confirm that Success is show in both the Initialize User Settings and Deactivate Apps columns.

IXG Support Tool - [IXG Cloud Server Login]

IXG Cloud Server Login

IXG Cloud Server ID

IXGPropertyManager

Password

[*Forgot password?](#)

Login

Cancel

Initialize User Settings	Deactivate Apps
Success	Success
-	-
-	-

Mobile App Registration

To register a Mobile App to a Unit, a unique QR code is generated to be scanned by the App. That QR code can be sent directly to an IXG-2C7 and displayed on its screen, or exported as a PDF file to be scanned.

Upload QR Code to an IXG-2C7

From the top menu expand **App Integration(C)** and select Upload QR Code to the station for App Registration. Select the Tenant Station to send the QR Code to and click **Upload to Station(s)**.

Upload to station(s)								
Select	Building Nu	Unit Numbe	Unit Name	Station Num	Station Name	Status	Available App(s)	Status
☒	01	201	201	012010	Tenant Station1	Upload Required	1	
☐	01	202	202	012020	Tenant Station1	Upload Required	1	

Export QR Code to PDF

From the top menu expand **App Integration(C)** and select Export QR Code for App Registration. Select the station to be associated with the IXG Mobile App and click **Export QR Code For App Registration**. Browse to the export location and click **OK**.

Export QR Code for App Registration					
Select	Building Nu	Unit Numbe	Unit Name	Registered Master Statio	Available App(s)
☐	01	001	North Entra	0	0
☒	01	101	Cobalt Inc	0	1
☐	01	201	201	1	1
☐	01	202	202	1	1
☐	01	203	203	1	1

Browse For Folder

Select a folder to export the PDF.

Desktop

> Creative Cloud Files

> OneDrive

> This PC

> 3D Objects

> Desktop

> Documents

> Downloads

> Music

> Pictures

> Videos

Make New Folder

OK

Cancel

Entrance Panel Settings

In this section are steps for changing the entrance panel access code for each unit, and editing the welcome screen wallpaper image.

Entrance Panel Access Code Settings

From the side menu expand **Entrance Station Settings** and click Access Code. Use the filter at the top of the screen to select the building and entrance station, click **Apply**.

Filter

Building Number / Building Name

01/North Building

▼

Station Number / Station Name

010010/Entrance Station1

▼

Apply

Length

4

Add Access Code

Delete Access Code

The Access Codes can be adjusted on this page. Click the Update button to save settings.

Building Nu	Unit Numbe	Unit Name	Access Code	Relay Output 1	Relay Output 2
01	101	Cobalt Inc	9999	A9999	
01	201	201	9999	A9999	
01	202	202	9999	A9999	
01	203	203	9999	A9999	

Entrance Panel Welcome Screen

From the side menu expand **Entrance Station Settings** and click Welcome Screen. Click **Browse** and find the image to upload to the Entrance Station as the new wallpaper. The file format of the image must be **.PNG** with a resolution of **480 pixels by 800 pixels**.

Building Nu	Unit Numbe	Station Name	Entrance Station Settings			
			Welcome Screen			
			Welcome Screen Wallpaper	Image1		
				Display	File name	Delete
01	001	Entrance Station1	☒	☒	Welcome	Browse☐

Click the **Update** button to save settings.

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 required for the station to function. To upload the settings to each station, select **Connection** on the top menu, and click Upload Settings.

Setting File Upload

Select the station(s) to upload the Setting File(s):
The Gateway Adaptor will restart when uploading the settings after changing the Maximum Simultaneous Calls.
It may take up to 10 minutes to complete.

Select	Building Number	Unit Number	Station Name	Station Type	Status
☒	01	001	Entrance Statix	IXG-DM7(-*)	-
☒	01	101	Master Station	IX-MV7-*	-
☒	01	201	Tenant Station	IXG-2C7(-*)	-
☒	01	202	Tenant Station	IXG-2C7(-*)	-
☒	01	203	Tenant Station	IXG-2C7(-*)	-
☒			Gateway 1	IXGW-GW	-

Select Station by Type:
All Select Unselect

Select file type to be uploaded.
Settings Sounds Images Schedules

Station List Required 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 Images were configured, click it's respective button.

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.