Adding Security and Communication to an Apartment Complex

THE SCENARIO

A community in a large multi-building apartment complex required a video intercom to provide tenants a method to screen visitors. The complex had 14 high-rise buildings, of which each building had a main point of entry and 52 separate apartments. To meet the security requirement, all tenants needed the ability to see visitors and speak with them before buzzing anyone inside.

The association in charge of security wanted tenants to be able to call the concierge in their respective building. They also wanted each tenant to have an interior video intercom and a mobile app to answer calls from their building's entrance station. The mobile app would allow on-the-go tenants to screen visitors, which would help maintain a more secured building even if they were not at home.

Due to the large size of the system and existing infrastructure, the solution needed to be network-based and function using their current hardware. A video intercom had been specified and installation had begun, however that system did not function as expected and a new solution was needed right away. It was also critical to prevent delays, which could produce fines from their local government.

The apartment association selected an IP multi-tenant video intercom that offered their tenants security and convenience.

THE SOLUTION

All 14 buildings were outfitted with an IP multi-tenant video intercom, which gave tenants and concierge personnel a safe way to identify visitors prior to unlocking any entrance.

The concierge locations had a video guard station to answer calls from that building's entrance station or its tenant stations. Each tenant had access to a mobile app to screen visitors directly from their smartphone.

An Aiphone expert tested the IXG Series onsite and determined the system worked well using their existing network infrastructure. To meet the rushed deadline and avoid costly fines, enough equipment for three buildings was air freighted directly to the site. The remaining buildings were installed in phases.

Main Entrances

**Tenants could safely identify visitors before letting them into the building.**

Concierge Desks

THE BENEFITS

- Working with an established manufacturer ensured that product was delivered on time and the system functioned as expected

- Network-based intercom system was able to reuse the existing infrastructure, saving the HOA labor costs

- Tenants were able to call the concierge in their building, increasing security and communication

- Video tenant station and mobile app allowed tenants to see and hear guests at the entrance station before buzzing them inside

- The app allowed tenants to maintain their on-the-go lifestyle while also keeping a more secured building

Tenant Apartments
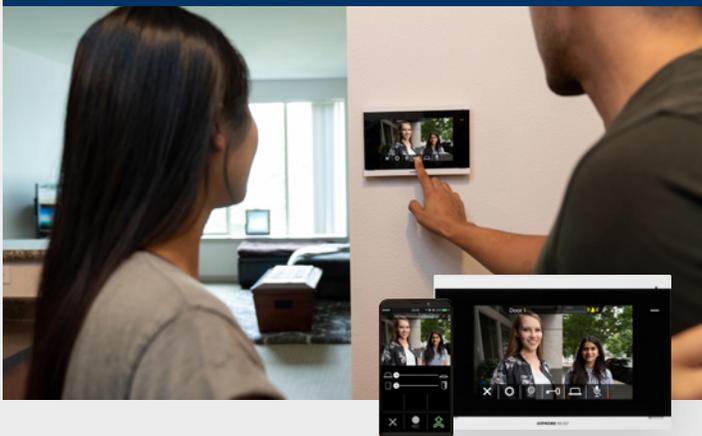
System Configuration Example

IP Multi-Tenant Video Intercom
(Configuration shown with IXG Series)

IP Video Entrance Station
x 14

IP Video Guard Station
x 14

IP Video Tenant Station
x 728

Mobile App Gateway Adaptor
x 14

Entrance

Configuration is an example of a single building in the 14-building system.

Concierge

PoE Switch

Router

Equipment Closet

Tenant

Interior Station

The mobile app allowed on-the-go tenants to screen visitors, even if they were away from their apartment.

Mobile App