

Operation Manual

## Intercom App<sup>®</sup> AIPHONE IXG

### 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.

# Table of contents

## 1 Initial Settings

|                                |   |
|--------------------------------|---|
| Introduction .....             | 3 |
| About This App .....           | 3 |
| Precaution .....               | 4 |
| Initial Settings .....         | 5 |
| Configuring Intercom App ..... | 5 |
| Confirming Operation .....     | 9 |

## 2 How to Use

|   |    |
|---|----|
| Menu Screen .....   | 10 |
| Menu Screen .....   | 10 |
| Buttons .....   | 11 |
| Buttons .....   | 11 |
| Answering a call .....  | 12 |
| Answering a call .....  | 12 |
| Operations while receiving incoming call and in communication ..... | 14 |
| Monitor .....   | 18 |
| Monitoring the Entrance or Door Station .....                       | 18 |
| Recording List .....  | 20 |
| View Recordings .....   | 20 |
| Editing the Recording List .....                                    | 22 |
| History .....   | 24 |
| Display Call History .....  | 24 |
| Settings .....  | 25 |
| Change Settings .....   | 25 |

## About This App

Intercom App® AIPHONE IXG (“Intercom App®”) is an application that can be installed to an iPhone/iPad (“iOS devices”) or Android device to use intercom functions.

Intercom App® can be used over a wireless LAN, 3G/4G, or other connection.

- iPad and App Store are trademarks of Apple Inc. in the United States of America and elsewhere.
- Android and Google Play are trademarks of Google Inc. in the United States of America and elsewhere.

App Store



Google Play




# Precaution

## Reporting Obligation

The resident should immediately inform the Property Manager / Administrator if they become aware of any unauthorized access, use, modification, or changes to the settings of the Aiphone IXG System. For example, an unauthorized access by a former resident of the registered unit.

## Deactivation

If a resident moves out, they must deactivate the Intercom App® installed on their mobile device immediately.

- The mobile device must be connected to the Internet in order to use the Intercom App®.
- It may not be possible to use Intercom App® depending on the network environment. Please confirm with the guard or property management company prior to use.
- Aiphone is not be held responsible for any Internet usage fees incurred when using Intercom App®. Data fees may increase depending on your contract.
- The connection status may make it difficult to communicate well.
  - An upload speed of 0.2 Mbps or greater is recommended.
  - A download speed of 1.3 Mbps or greater is recommended.
- The following speeds are recommended if the video settings of the door stations is set to high quality.
  - An upload speed of 0.2 Mbps or greater is recommended.
  - A download speed of 2.6 Mbps or greater is recommended.
- Notifications may be delayed or may not arrive depending on the operating system specifications.
- Intercom App® may not be able to be used during wireless LAN outages or low battery.
- Intercom App® may not be able to be used if engaged in audio communication using another application, etc.
- Depending on the iOS device or Android device being used, it may take some time for communication to begin after tapping  (talk).
- The illustrations used in this manual may differ from the actual ones.
- Screens shown in this document are for iOS devices.
- Use the supported iOS device, Android device, and OS. Compatible iOS devices, Android devices, and operation systems are listed on the Aiphone website.
- Intercom App® may not be able to be used if the Battery Saver mode is enabled or if multiple applications are being used.
- When using the Intercom App® integration function, make sure that the date and time on the intercom device are the current date and time. It may not be possible to use Intercom App® if the date and time are not correct.
- The screen will be displayed in landscape mode if using an iPad or Android tablet device.
- A notification badge may appear on the App icon depending on your device or operating system.
- The Intercom App may not be available due to maintenance on the cloud server.
- The Intercom App will become unavailable if the service is closed on the cloud server.
- The Intercom App will become unavailable while the firmware of the Gateway Adaptor is being updated.
- If the “Mobile Manager” app is installed on your mobile device, you will not be able to receive incoming calls unless automatic running of AIPHONE IXG is accepted.



# Configuring Intercom App

Register the iOS device or Android device with the IXG system.

### Note

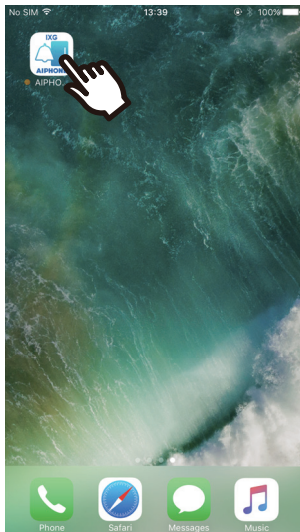
- Confirmation screens (such as for notification settings and microphone restrictions) may appear during initial configuration or immediately after. Read the information carefully and then tap **[Allow]** (screens vary depending on the device or operating system being used).  
Intercom App® may not work properly without allowing these confirmation.

## 1. Download Intercom App®.

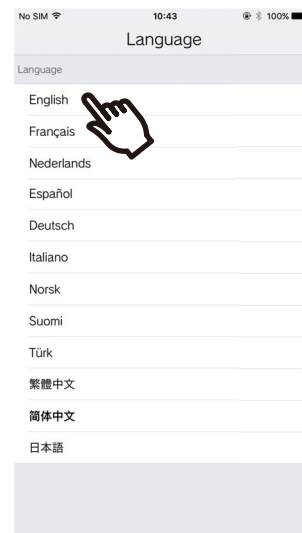
For an iOS device, startup App Store and then download “Intercom App®AIPHONE IXG.”  
For an Android device, startup Google Play and then download “Intercom App®AIPHONE IXG.”

## 2. Startup Intercom App®.

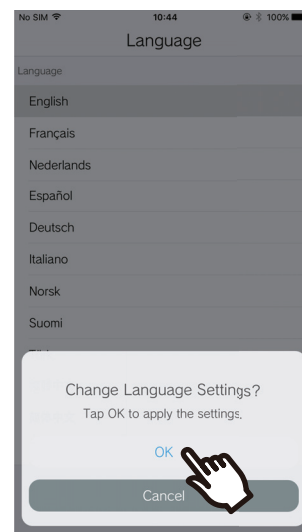
Launch Intercom App®.



## 3. Tap the language to display.

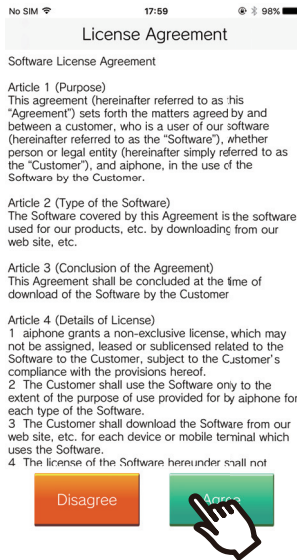


## 4. Tap [OK].

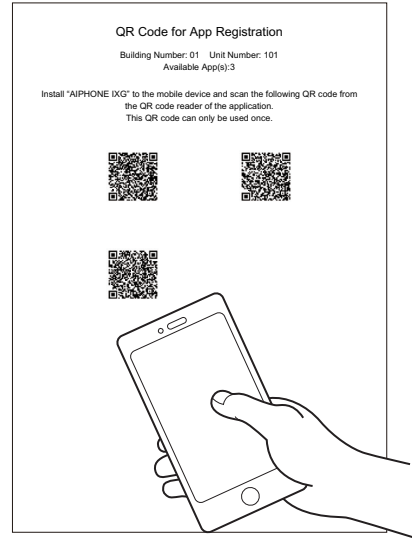


### 5. Read the License Agreement carefully, and then tap **[Agree]**.

When “Intercom App®” is first started, the License Agreement will be displayed. Intercom App® cannot be used without License Agreement.

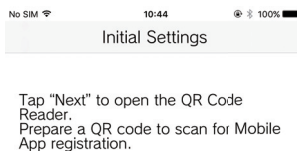


### 7. Scan the QR code distributed from the guard or property management company, or the QR code shown on the Tenant Station screen.



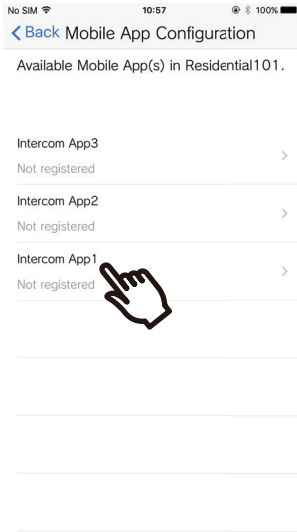
Or

### 6. Tap **[Next]**.

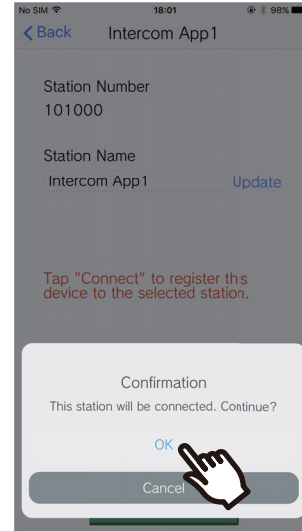


- To display the QR code on the Tenant Station, go to the Tenant Station Home Screen and tap **[SETTINGS] > [Register Apps]**.
- QR code is a registered trademark of Denso Wave Incorporated.

8. Select this station (registered station name).

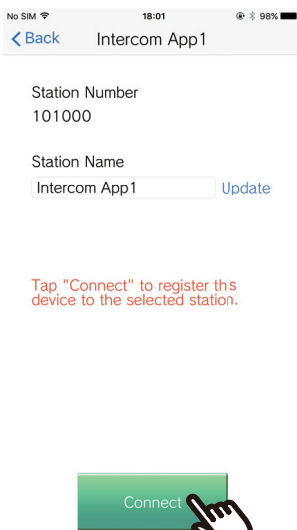


10. Tap [OK].



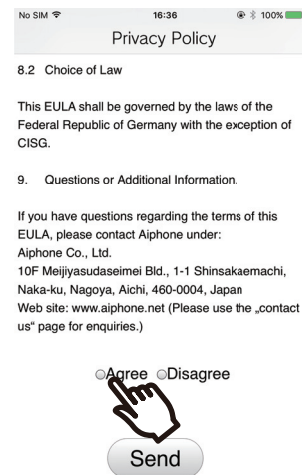
- Click [Cancel] to return to the previous screen without connecting to the system.

9. Tap [Connect].

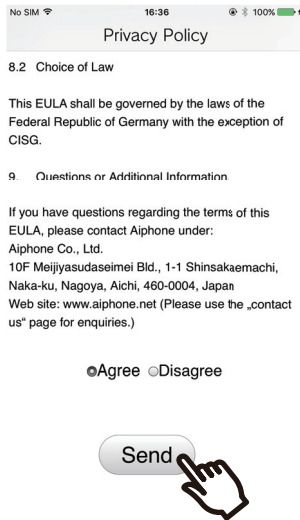


- The station name can be changed. Input a new station name, and then tap [Update]. (Up to 24 single-byte characters can be used)

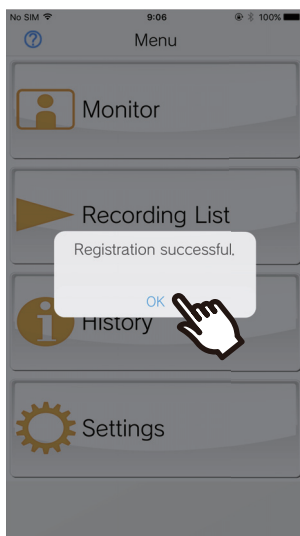
11. Read the Privacy Policy carefully, and then tap [Agree].



### 12. Tap [Send].




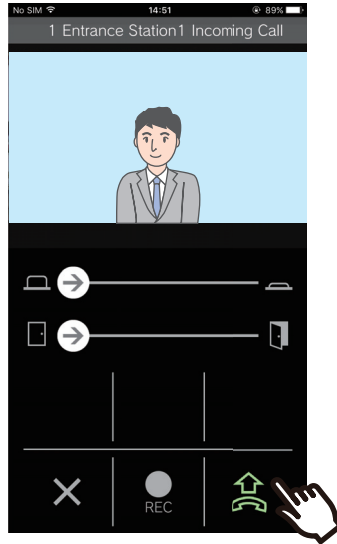
### 13. Tap [OK].



After configuring the initial settings, be sure to confirm operation ([page 9](#)).

# Confirming Operation

1. Press the Call button on the Door Station.  
When the Call button on the Door Station is pressed, the Incoming Call screen is displayed.
2. Tap  and confirm the communication is performed properly.



Configuration is complete if communication is successful with the Door Station.

\* No video will be displayed for the Audio Door Stations.

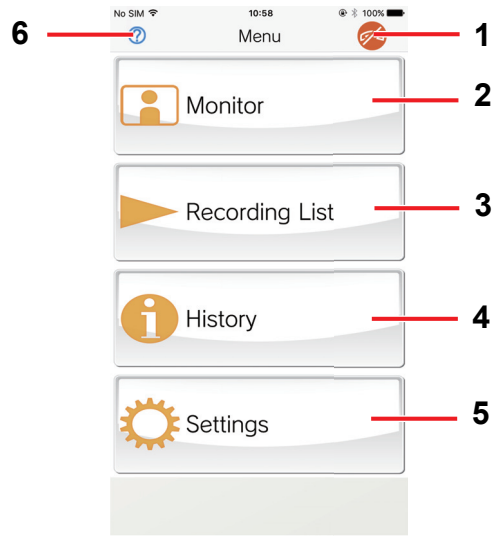
\* The ringtone and other settings can be changed on the Settings screen ([page 26](#)).

### To register another iOS device or Android device...

To register a second iOS device or Android device, repeat steps 1 through 13 in “Configuring Intercom App,” and then configure and confirm the device by following steps 1 and 2 in “Confirming operation.”

Up to eight iOS devices or Android devices may be registered for a single unit, depending on the configuration.

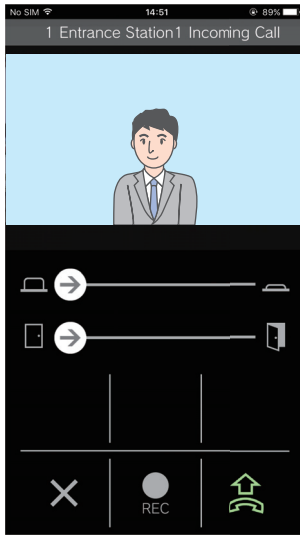
# Menu Screen



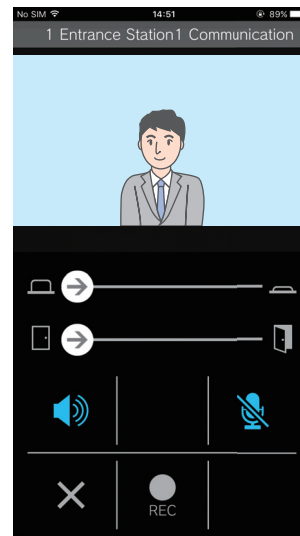
| No. | Name                | Description   |
|-----|---------------------|---|
| 1   | Do Not Disturb Icon | This is displayed if Do Not Disturb is set to "Enable" (page 26). |
| 2   | Monitor             | Tap to monitor the Entrance or Door Station (page 18).            |
| 3   | Recording List      | Tap to confirm recordings. (page 20).                             |
| 4   | History             | Tap to display incoming call history (page 24).                   |
| 5   | Settings            | Tap to display the Settings screen (page 25).                     |
| 6   | Help                | Tap to display the Help screen (page 27).                         |










# Buttons

Example: Incoming Call screen



Example: Communication screen



| Button  | Description   |
|---|---|
|   | Slide to unlock the door ( <a href="#">page 14</a> ).<br>An external device can be controlled instead of unlocking the door depending on the settings.  |
|  | Slide to unlock the door ( <a href="#">page 14</a> ).<br>An external device can be controlled instead of unlocking the door depending on the settings.  |
|  | Tap to communicate with the destination station.  |
|  | Tap to start recording ( <a href="#">page 14</a> ).   |
|  | Tap to end recording ( <a href="#">page 14</a> ).   |
|  | Tap to cancel any of the following. <ul style="list-style-type: none"> <li>• Incoming calls</li> <li>• Communication</li> <li>• Monitoring</li> <li>• Recording playback</li> </ul>   |
|  | Tap to turn this station's microphone off during communication, so that audio is not sent to the other party.<br>To cancel, tap  or end communication. |
|  | Tap to switch from speakerphone communication to concurrent two-way communication during communication ( <a href="#">page 15</a> ).   |

• Button display varies depending on the settings.

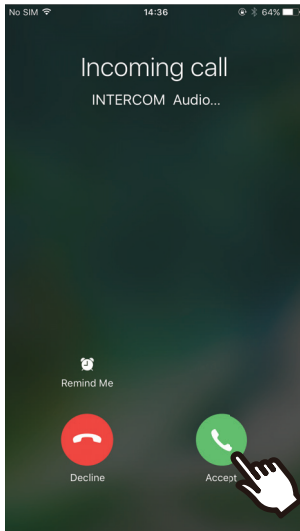
# Answering a call

Notifications from Intercom App® are displayed on the screen.

The display setting follows the settings of iOS device or Android device.

### 1. [iOS]

Tap .

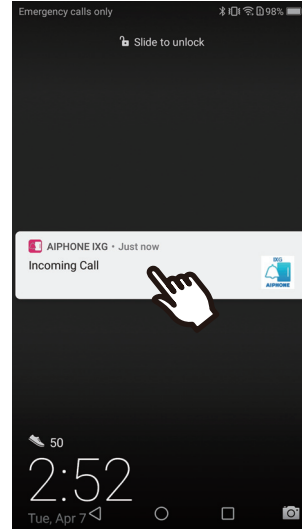


If the screen is locked, unlock it first.



### [Android]

Tap the banner.



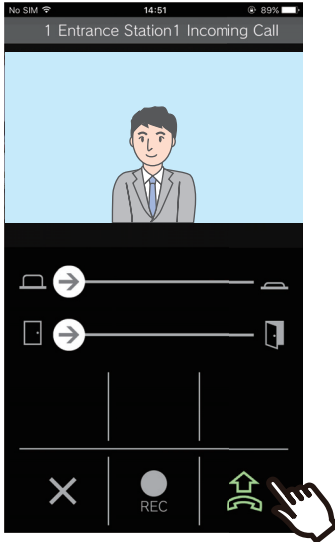
### Note

- The method used to unlock the screen may differ if using an Android device or depending on the operating system.



### 2. Tap .

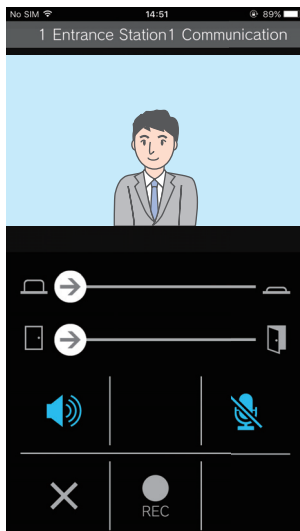
- Video of the other party is displayed.  
(Video may not be displayed depending on the destination station type.)



### Note

- The volume is set by the iOS device or Android device.
- If a higher priority call is received from another station during an incoming call, the incoming call will be interrupted and switched to a higher priority call.
- The incoming call will automatically end after approximately 10 seconds if the door is released during the incoming call or communication from Entrance Station.
- If the call duration that was previously set on the destination station elapses, communication will automatically end.
- If the communication function of Intercom App® is used while the microphone is being used by another application, audio may be sent to both applications.
- Video may be automatically recorded during an incoming call, depending on the settings.

### 3. Speak with the other party.





### 4. Tap to end communication.

# Operations while receiving incoming call and in communication

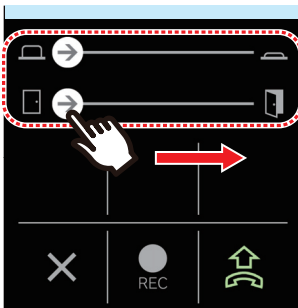
### Unlocking a door

The door can be unlocked in the following situations.

- During an incoming call
- In communication
- While monitoring

Depending on the configuration,  or  may not be displayed on the screen. In this case, this function cannot be used.

1. Slide  to the right.



- When the door is unlocked, "Success" will be displayed.

#### Note

- If the door cannot be unlocked, "Failed" will be displayed.
- The door release slider is hidden while the door is unlocked. The door release duration will vary depending on the destination station setting.
- The incoming call will automatically end after approximately 10 seconds if the door is released during the incoming call or communication from Entrance Station.
- An external device can be controlled instead of unlocking the door depending on the settings.

### Recording Video / Audio

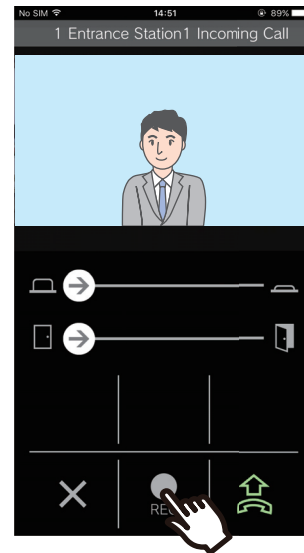
Video can be recorded when receiving a call.


Video / audio can be recorded during communication and monitoring.

If there is no camera on the station, only audio will be recorded.

Audio from both parties will be recorded during communication.

1. Tap .



2. Tap  to end recording.

### Note

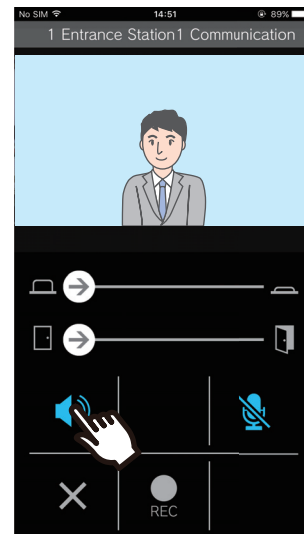
- Recording will end after approximately 10 seconds.
- In the following cases, recording will not end after approximately 10 seconds.
  - When the incoming call, communication, or monitoring ends
  - When the other party puts communication on hold
- The video of the camera displayed on the App will be recorded.
- Depending on the configuration, video may automatically begin recording during an incoming call. If there is no camera on the station, audio will not automatically record.
- If recording was started manually, the recording will be saved on this station. If recording was started automatically, the recording will be saved on the cloud server.
- When the number of saved manually recorded data and automatically recorded data exceeds 100, the oldest recording will be overwritten.
- Recording may not be saved properly due to network connection.



### Switching from speakerphone communication to concurrent two-way communication

If the ambient noise is loud during communication or monitoring, the communication may be interrupted. In this case, switch from speakerphone communication to concurrent two-way communication before talking.

#### 1. Tap .

- The app switches to concurrent two-way communication.



- : Speakerphone communication (default value)
- : Concurrent two-way communication

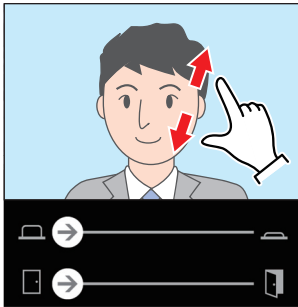
### Zoom in / Zoom out

In the following situations, the video can be zoomed in/ out by pinching the screen in / out.

- During an incoming call
- In communication
- While monitoring
- When playing back a recording

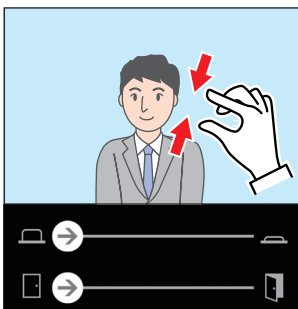
#### Pinch out

Zoom in on the video.



#### Pinch in

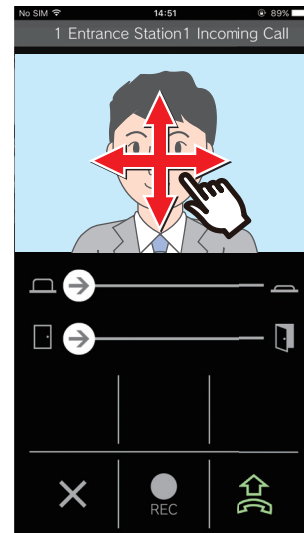
Zoom out on the video.



### Moving a zoomed screen

In the following situations, the zoomed screen on Entrance Station can be moved vertically and horizontally.

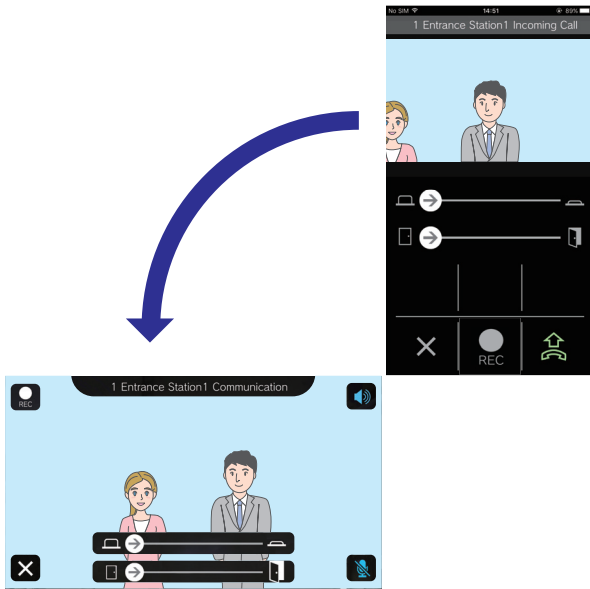
- During an incoming call
- In communication
- While monitoring
- When playing back a recording



#### Displaying video full screen

In the following situations, tilting the device horizontally will display the video full-screen.

- During an incoming call
- In communication
- While monitoring
- When playing back a recording



# Monitoring the Entrance or Door Station

Video and audio of Entrance Station / Door Stations can be monitored.

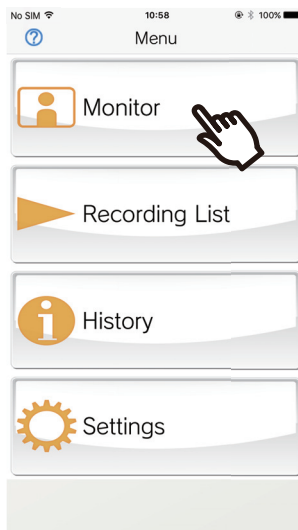
Only audio will be monitored on Audio Door Stations.

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 configuration of the destination station.

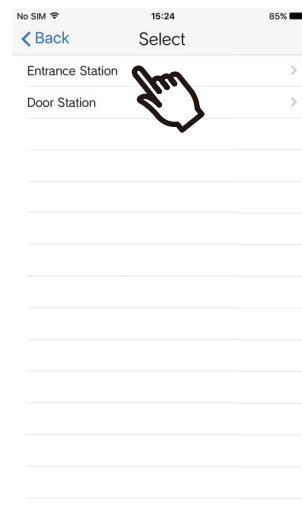
Monitoring may not be able to be performed if the destination station is in any of the following situations.

- During an outgoing call
- During an incoming call
- Incoming Page
- In communication
- Set to prevent being monitored

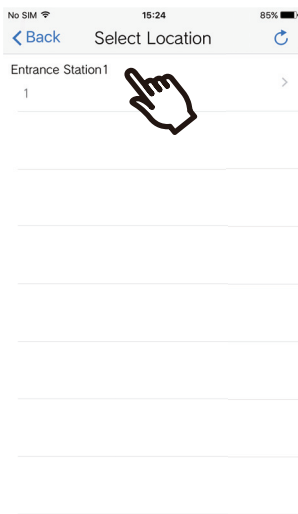
**1.** Tap **[Monitor]** on the Menu screen.



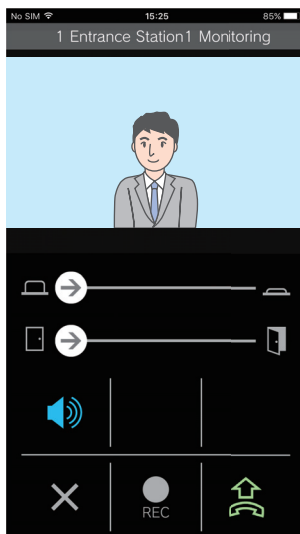
**2.** Tap the location to monitor.



### 3. Tap the station to monitor.



### 4. View the video and audio.



- A video of the Entrance Station or Door Station will be displayed.

### 5. Tap to end monitoring.

#### Note

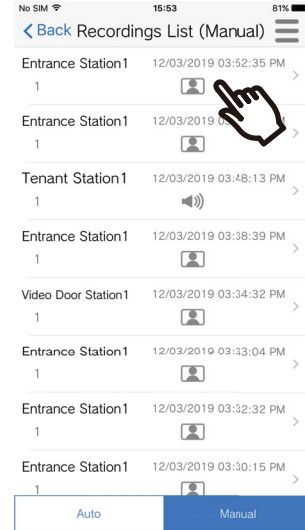
- Monitoring will automatically end after approximately 30 seconds.

### View Recordings

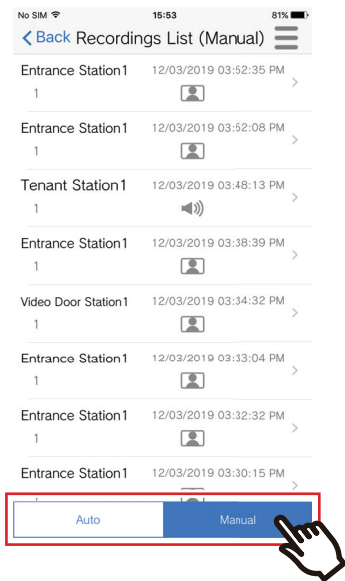
1. Tap [Recording List].



3. Tap the recording to play.



2. Select [Auto] or [Manual].



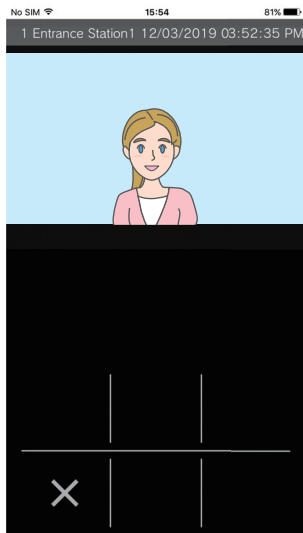
- 🗣️: Audio only recordings
- 📹: Video / audio recordings

4. Tap ▶️.





### 5. View the video and audio.



### 6. Tap to end recording playback.

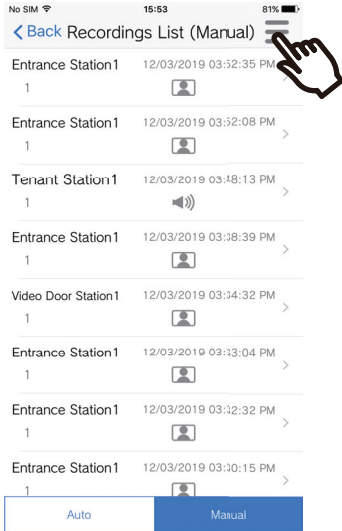
#### Note

- Automatic recordings are played back from data saved on the cloud server. Manual recordings are played back from data saved on this mobile device.
- The time displayed for automatically recorded data is the time set on the cloud server and not the time set on the mobile device.

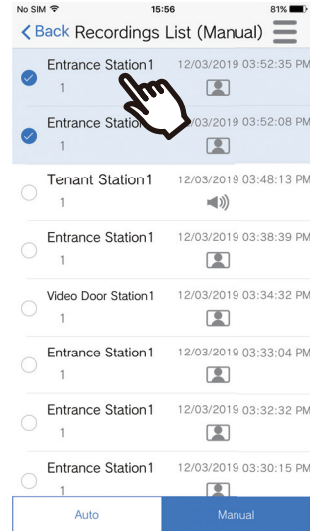
# Editing the Recording List

The recording list can be edited.

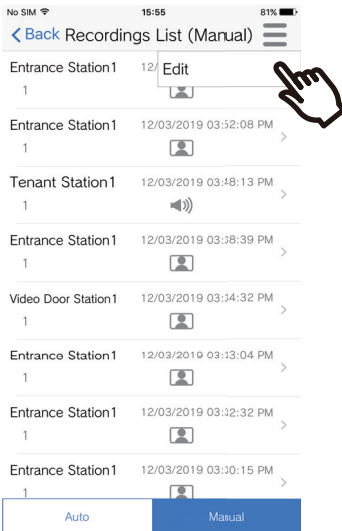
1. Tap .



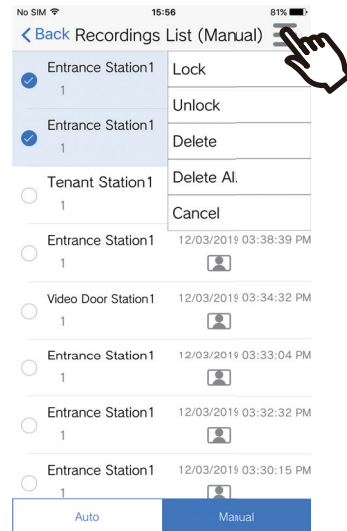
3. Select the recording(s) to edit.



2. Tap [Edit].

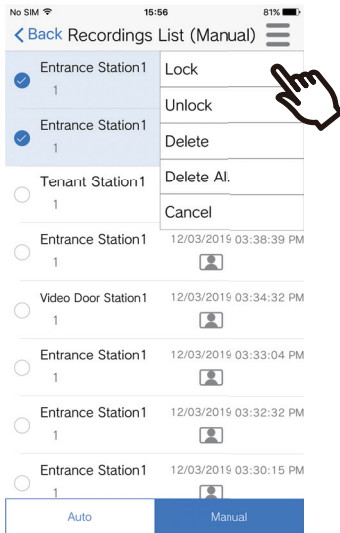


4. Tap .



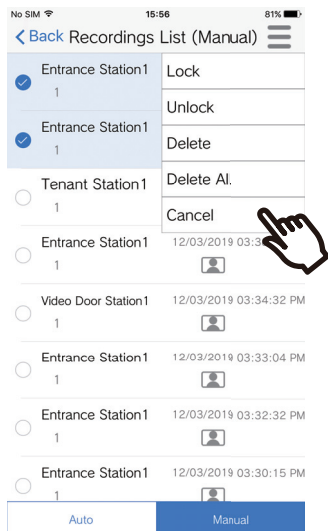
- The app switches to edit mode.

## 5. Tap an item to edit.



- **Lock:** Lock the selected recording. If a recording is locked, it cannot be overwritten or deleted. "Locked" will be displayed on any locked recordings.
- **Unlock:** Unlock a recording.
- **Delete:** Delete the selected recording.
- **Delete All:** Delete all recordings. Locked recordings will not be deleted. It is not necessary to select all recordings to delete all.

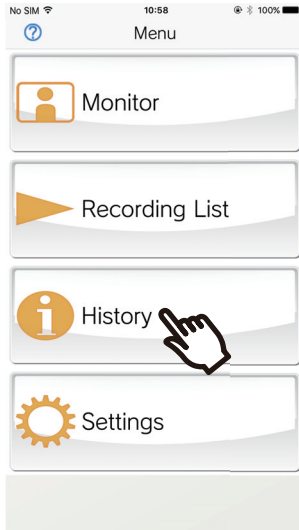
## 6. Tap [Cancel] to end editing.



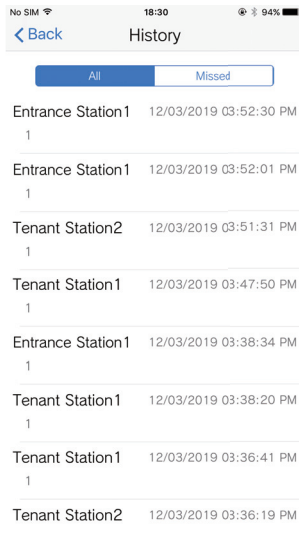
# Display Call History

Incoming / missed call history can be viewed. Up to 20 incoming call records are saved. The last 20 call records will be displayed. If an incoming call is not answered, it will be listed in Missed Calls.

### 1. Tap [History].

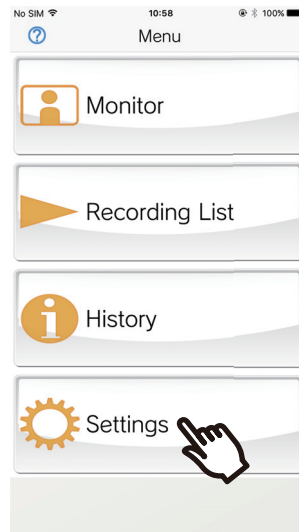


Call history list displayed.



# Change Settings

1. Tap **[Settings]** on the Menu screen.



2. Tap an item to change.



The following settings can be configured on the Settings screen.

\* Some menu names will differ depending on the connected station.

| Number | Menu name           | Description  | Settings   |
|--------|---------------------|--|--|
| 1      | Language            | Sets the display language.<br>The language set to the mobile device's OS is the default language.  | English<br>Français<br>Nederlands<br>Español<br>Deutsch<br>Italiano<br>Norsk<br>Suomi<br>Türk<br>繁體中文<br>简体中文<br>日本語                   |
| 2      | Door Release        | Sets whether to display the door release slider on the screen.<br>If this is disabled, the door release slider will not be displayed.  | Enable (default setting)<br>Disable  |
| 3      | Do Not Disturb      | Sets whether to receive incoming calls.<br>If this is enabled, incoming calls will not be received from other parties.   | Enable<br>Disable (default setting)  |
| 4      | Ringtone            | Selects the ringtone (Push notification tone) to be played for incoming calls.<br>* A notification tone may play on the mobile device depending on the status of the device or the operating system.   | ♪1 (default setting)<br>♪2<br>♪3<br>♪4<br>♪5<br>♪6   |
| 5      | Automatic Recording | Sets whether to record automatically.<br>If this is disabled, incoming calls will not be recorded automatically.   | Enable (default setting)<br>Disable  |
| 6      | Format              | Sets how to display the date and time.   | mm/dd/yyyy (12h) (default setting)<br>mm/dd/yyyy (24h)<br>dd/mm/yyyy (12h)<br>dd/mm/yyyy (24h)<br>yyyy/mm/dd (12h)<br>yyyy/mm/dd (24h) |
| 7      | Privacy Policy      | Sets whether to agree to the Privacy Policy.<br>If "Disagree" is selected, the unit name, station name, and any automatic recordings will be deleted. The following functions will also be disabled for all registered Apps in the same unit. <ul style="list-style-type: none"> <li>• Incoming calls</li> <li>• Monitoring</li> <li>• Reviewing automatic recordings</li> </ul> | Agree<br>Disagree  |
| 8      | About               | Displays the Station Number, Station Name, Building Number, Building Name, Unit Number, Unit Name, and app version.  | -  |
| 9      | License Agreement   | Displays the License Agreement.  | -  |
| 10     | Copyright           | Displays the Copyright Information.  | -  |

| Number | Menu name                | Description  | Settings |
|--------|--------------------------|--|----------|
| 11     | Help                     | Makes you access the following web pages. <ul style="list-style-type: none"> <li>• Operation Manual (this manual)</li> <li>• Aiphone Home Page</li> <li>• FAQ</li> </ul>   | -        |
| 12     | Mobile App Configuration | The station name can be changed. Input a new station name, and then tap <b>[Update]</b> . (Up to 24 single-byte characters can be used)<br><br>Confirms the connection status of the Mobile App.<br>Select a connected App and tap <b>[Disconnect]</b> to disconnect it.<br>When you tap <b>[OK]</b> on the station name deletion confirmation screen after disconnecting, the station name changes to the station number. | -        |







<https://www.aiphone.net/>

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