

IXG SERIES

IP Multi-Tenant Video Intercom

Aiphone IXG Portal Guide

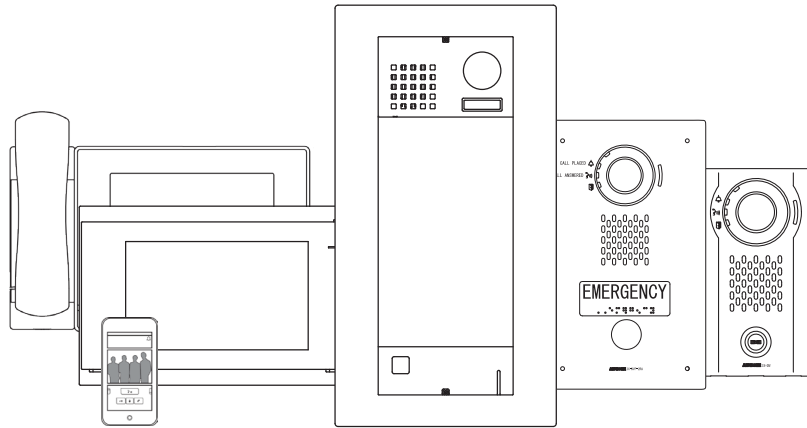


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Aiphone IXG Portal Guide

Introduction

This guide covers the Aiphone IXG Portal, which is used to set up and manage IXG Series accounts. The IXG Series account is responsible for activating and managing mobile apps, managing payments, and checking the status of the account.

Hand Icon



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

Getting Started

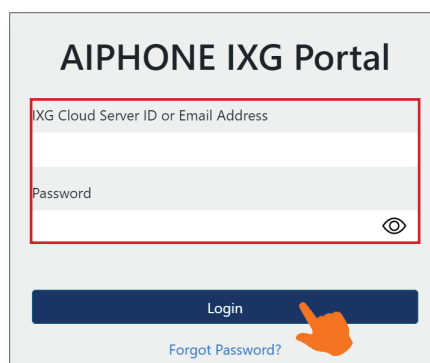
The Admin and Property Manager IDs (Cloud Server ID) referenced in this guide will need to be created through the IXG Support Tool software. The settings created in the IXG Support Tool software will also need to be uploaded to the cloud server prior to accessing the IXG Customer Portal. Please refer to the [IXG Series Quickstart Guide](#) for information on this process.

The Aiphone IXG Portal utilizes Paypal® for payment management. An active Paypal account or a credit card will be needed to complete the registration process when using the Advanced Payment Service method.

If a tax exemption will be required for the account, the [Tax Exemption registration form](#) will need to be completed. This form will require a valid Tax Exemption Certificate along with general company information for the account manager. Processing of the tax exemption registration form can take up to five business days.

Logging into the Aiphone IXG Portal

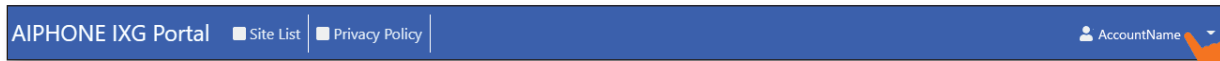
Browse to <https://portal.ixg.aiphone-app.net>. Enter the Cloud Server ID and password for the site's Mobile App Service plan, then click **Login**.



Use the [Forgot Password?](#) link to recover the password for the Admin or Property Manager account. The form will require either the Cloud Server ID or email associated with this account. The password recovery form will be sent to the email that is currently linked to the site.

Account Information


To view or edit the current IXG Cloud Server Account Information, including contact information, or to request a tax exemption, click on the Cloud Server ID in the top right corner. If this is the first login for an Installer or Property Manager account, the portal will navigate automatically to this page.




Click on **Edit** to update or change the fields for the Company Address or to change the email linked to the account. To access the Tax Exemption request form, click on **Request an Exemption**. This will open the form in a new browser window.

Account Information

Company Information		Company Address	
Company Name	Aiphone Corporation	Country / Region	United States
Representative Name	Paul	Address Line 1	6670 185th Ave NE
ID	AccountName	Address Line 2	-
Email Address	IXGAccount@email.com	City	Redmond
Sub Email Address		State / Region / Province	Washington
Tax exemption status	Taxed	ZIP code / Postal code	98052
Tax exemption expiration date	-	Phone number	8006920200

[Request an exemption](#) 

[Back](#) [Edit](#) 



Click on **Request an exemption** to be taken to the Tax exemption registration form. A valid Tax Exemption Certificate will need to be provided in pdf form.

Please allow for up to five business days for processing before proceeding.

Select Site

Select the site that is being set up or modified by clicking on the Site Name. This will bring up the [Site Information](#) page for that site.

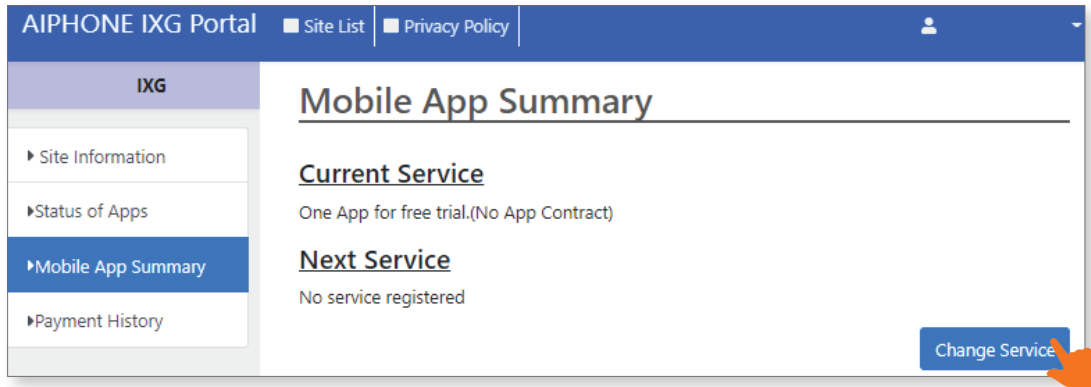
Site ID	Site Name
1647	Aiphone Corporation

Activating and Managing an IXG Service Plan

The following sections cover the steps for activating IXG mobile account licenses and managing the payment plan for those licenses.

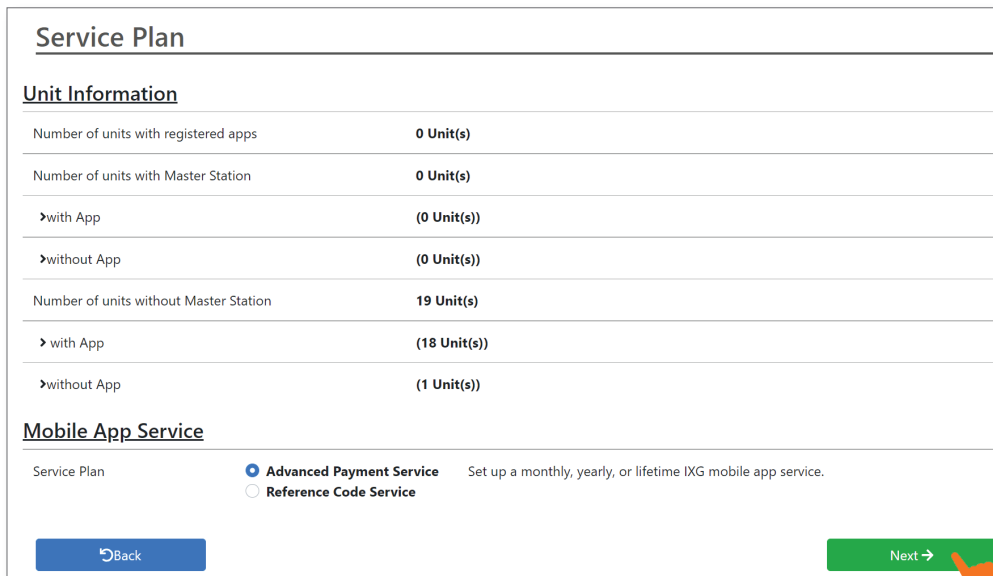
Mobile App Summary

To view the current service plan and the next service plan (when changes are made for the next billing period), select **Mobile App Summary** in the left-hand menu. To make changes to an existing IXG mobile account or set up a new IXG mobile account, click on **Change Service** to navigate to the Service Plan page.



Service Plan

The Service Plan page displays the current number of tenants that are linked to a Mobile app service plan on the site. The Mobile app service can be set up or updated by selecting either Advanced Payment Service (monthly, yearly, or life time licenses) or Reference Code Service, then click **Next**.



Gateway models with reference codes

United States	Canada
IXGW-GW-10, IXGW-GW-25, IXGW-GW-50, IXGW-GW-75, IXGW-GW-100, IXGW-GW-150, IXGW-GW-200, IXGW-GW-250, IXGW-GW-300, IXGW-GW-350, IXGW-GW-400, IXGW-GW-450, IXGW-GW-500	IXGW-GW-10C, IXGW-GW-25C, IXGW-GW-50C, IXGW-GW-75C, IXGW-GW-100C, IXGW-GW-150C, IXGW-GW-200C, IXGW-GW-250C, IXGW-GW-300C, IXGW-GW-350C, IXGW-GW-400C, IXGW-GW-450C, IXGW-GW-500C

Advanced Payment Service


The Advanced Payment Service page is used to set up a mobile app service plan on a site when a reference code was not provided with the IXGW-GW gateway. It will be used for sites with and without master stations. In the **Number of Mobile App Licenses** field, input the total number of units with mobile apps, both with and without master stations, based on the Unit Information table above. Choose either **Monthly**, **Yearly**, or **Life Time** for a Billing Cycle, then click on the calendar icon by Start Date to designate when the mobile app service plan will be active. Once all fields are filled in, click on **Next** to review and confirm the Service Summary.

Advanced Payment Service

Unit Information

Number of units with registered apps	3 Unit(s)
Number of units with Master Station	3 Unit(s)
›with Apps	(3 Unit(s))
›without Apps	(0 Unit(s))
Number of units without Master Station	2 Unit(s)
› with Apps	(0 Unit(s))
›without Apps	(2 Unit(s))

Mobile App Service

Service Plan	Advanced Payment Service	
Number of Mobile App Licenses	<input type="text" value="3"/>	Unit(s)
	1 license is for 1 tenant, up to 8 apps	
Billing Cycle	<input checked="" type="radio"/> Monthly <input type="radio"/> Yearly <input type="radio"/> Life Time	
Start Date	<input type="text" value=""/> 	
Amount due	0.00USD	

No date selected

September 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Use cursor keys to navigate calendar dates

i If a site is only needing to activate some of its app licenses, the remaining licenses can be activated later using the Change Service process (page 7).

i When Life Time is selected for the Billing Cycle, the Start Date field will be unavailable.

The App Service will start as soon as the Advanced Payment Service process is complete.

Review Your Service

The Review Your Service page displays a summary of the account that will be activated. Confirm that the information shown is correct, then click on the **Terms and Condition** link. Review the terms and conditions, then click on **Close** at the end. Check the box to the left of **Terms and Condition**, then click on **Confirm** to proceed to the PayPal login screen if payment is required.

I have read and agree to the Terms and Condition.

Reference Code Service

The Reference Code Service allows the input of a reference code to activate a set number of mobile account licenses. This code is included with specific IXGW-GW models (see table on page 4). Input the reference code in the Reference Code box and click on **Next** to review the Service Plan.

Reference Code (1/2)

Unit Information

Number of units with registered apps	3 Unit(s)
Number of units with Master Station	3 Unit(s)
›with Apps	(3 Unit(s))
›without Apps	(0 Unit(s))
Number of units without Master Station	2 Unit(s)
›with Apps	(0 Unit(s))
›without Apps	(2 Unit(s))

Mobile App Service

Service Plan	Reference Code Service
Reference Code	<input type="text"/>

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After inputting the reference code, the number of prepaid mobile app licenses will be displayed. Review the service plan and click **Next** to review and confirm the Service Summary.

Mobile App Service

Service Plan	Reference Code Service
Billing Cycle	Life Time
- Licenses for Unit without Master Station	10 Unit(s)
Quantity Change Allowed	Enable
Auto Renew Allowed	Disable
Amount due	0.00USD

[Request an exemption](#)

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Mobile App Summary - Changing the Service Plan

The current service plan for an active IXG site can be reviewed in Mobile App Summary. An automatically renewing service period can be toggled by clicking on **Disable** or **Enable**. The Service Plan can be changed by clicking on **Change Service**.

Mobile App Summary

Current Service

Service Plan	Advanced Payment Service
Number of Mobile App Licenses	3 Unit(s)
Billing Cycle	Monthly
Service Period	4/8/2022 - 5/7/2022 [automatically renewed]
Auto Renew	Enable Disable
Amount due	0.00 USD

Next Service

No changes requested, the current service plan will continue.

[Change Service](#)

On the Service Period page, select **Current Service** to adjust the number of active Mobile App Licences without changing the Billing Cycle or Reference Code. Select **Next Service** to change the Billing Cycle plan to a **Monthly**, **Yearly**, or **Life Time** plan.

Mobile App Summary / Service Period

Service Period

Change the service for:

Current Service

Next Service

Current service only allows you to change the number of app licenses.

[Back](#) [Next](#)

i When updating the app licenses in the **Current Service** or **Next Service** pages, input the new total number of app licenses, not just the number being added.

General Site Management

This section covers the tools provided by the Aiphone IXG Portal to assist with the management of an active site, including controls for actively connected apps, at a glance connection information, and a history of previous payments.

Site Information

The Site Information page displays general information of the site, including the address of the site, the buildings associated with that site, and the MAC address for the site's IXGW-GW gateway. To make changes to the Site Address fields, click **Edit**. To view a list of units assigned to a building, click on the specific building under **Building Name** to open the Building Information page.

Site Information

Basic Information

Site ID: 0000
Site Name: IXG
Note: a

Site Address

Country / Region: United States
Address Line 1: 6670 185th Ave NE
Address Line 2:
City: Redmond
State / Region / Province: Washington
ZIP code / Postal code: 98052
Phone number: 8006920200

Building List

Building Number	Building Name
01	IXG System

Gateway Adaptor List

Gateway Number	MAC Address	ICCID
IXGW-GW	00:00:00:00:00:00	-

Building Information

The Building Information page lists the Unit Numbers and Unit Names associated with the selected building. Clicking on a **Unit Name** will open up the Unit Information page, where apps can be managed.

Aiphone Corporation / Building1

Building Information

Building Number: 01
Building Name: Building1

Unit List

Unit Number	Unit Name
001	Entrance001
100	Residential100
101	Residential101



The information provided here and on the following pages (Unit Information and Station Information) is provided to the cloud via the IXG Support Tool through the Upload Settings to IXG Cloud Server section.

Unit Information

The [Unit Information](#) page includes a QR code that can be used to remotely connect or disconnect one of the mobile apps linked to this unit. It also lists the number of mobile apps that are available for the unit, and how many of those apps are currently in use (Registered) or not in use (Not Registered). Clicking on a specific station listing will open up the [Station Information](#) page, which displays specific functions available to that station.

Site List


Aiphone Corporation / Building1 / Residential100

Unit Information

Unit Number
100

Unit Name
Residential100

QR code for app registration



App List

Station Number	Station Name	Status
100000	Intercom App1	Not Registered
100001	Intercom App2	Not Registered
100002	Intercom App3	Not Registered



Scanning the QR code on this page with the IXG Mobile app allows a mobile device to connect to an unused mobile app listing, or to disconnect one that is already in use. This is useful if a mobile device is lost, or access to the IXG Support Tool is not possible.

Station Information

The [Station Information](#) page displays the address book of the selected mobile app. Also shown here is whether the app has access to the Door Release function for a specific door station.

Site List

Aiphone Corporation / Building1 / Residential100 / Intercom App1

Station information

Station Number
100000

Station Name
Intercom App1

Address Book

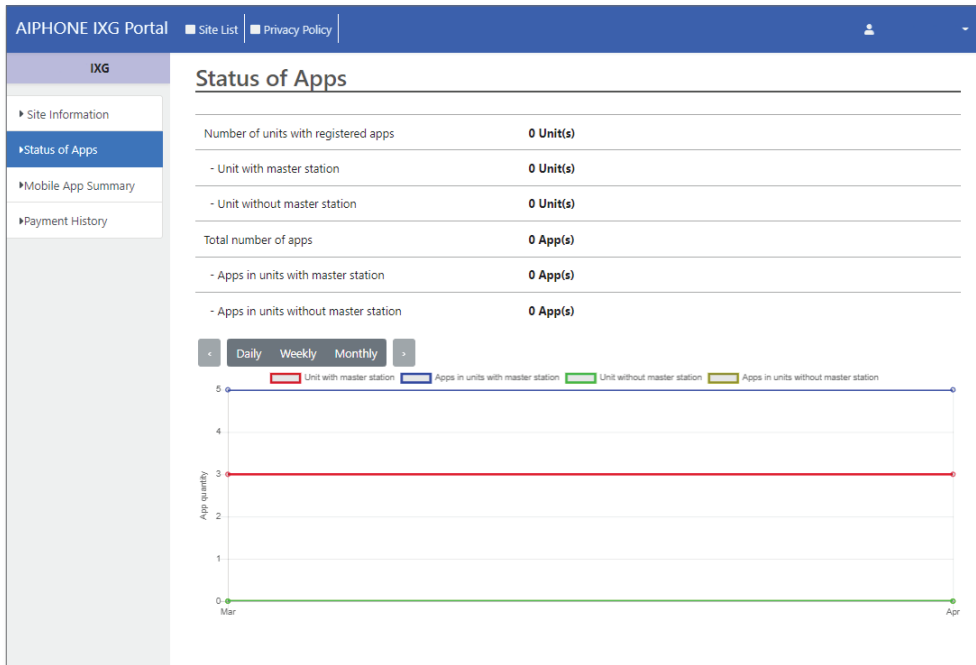
Station Number	Station Name	Station Type	Door Release / Option Button
0010	Entrance Station1	IXG-DM7(-*)	Display Door Release



If a station is missing from the list, needs to be removed, or door release access needs to be adjusted, changes will need to be made through the IXG Support Tool.

Status of Apps

The [Status of Apps](#) page displays the total number of units with registered mobile app accounts, and the total number of active apps in the system. A chart is also included for tracking the number of active app users over time.



Payment History

The [Payment History](#) page displays all payments to date. Only payments made using PayPal, either through [Advanced Payment Service](#) or adding to a [Reference Code Service](#), will be displayed on this page.

