

IXG System

Operation Manual

Intercom App (AIPHONE IXG)

Commercial and Residential Unit Version

 **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.

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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.

The Intercom App can be used with a wireless LAN and on mobile networks.

App Store



Google Play



- Android and Google Play are trademarks or registered trademarks of Google LLC.
- iPhone and iPad are trademarks of Apple Inc. in the United States of America and elsewhere.
- The iOS trademark and logo are registered trademarks or trademarks of Apple Inc. in the United States of America and elsewhere. The iOS trademark is used based on a license from Cisco Systems, Inc.
- App Store is a service mark of Apple Inc.
- QR code is a registered trademark of Denso Wave Incorporated.


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 2.3 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.
- Aiphone shall not bear any responsibility in the event that problems occur due to the door release function using a QR code. Any problems shall be the responsibility of the user who issued the QR code which caused the problem, so please handle the QR code with caution.
- Deregistering all apps in a unit will delete all unit information settings, so use this function only when moving out.
- If the calling destination is located in an environment prone to echoing, your voice and ambient noise may echo and be heard on the station during a call. This can be improved by adjusting the microphone volume on this product or the receive volume on the destination station.

Configuring Intercom App

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

Note

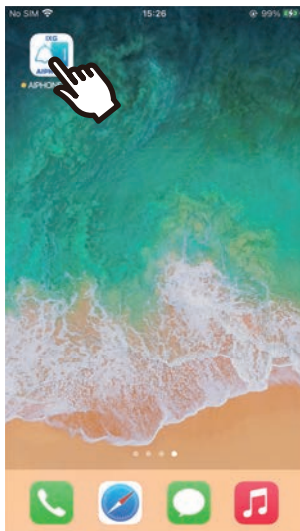
- Confirmation screens (such as for notification settings and microphone restrictions) may appear during initial configuration or immediately after. Read the information carefully and then tap **[Allow]** (screens vary depending on the device or operating system being used).
Intercom App may not work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

1. Download Intercom App.

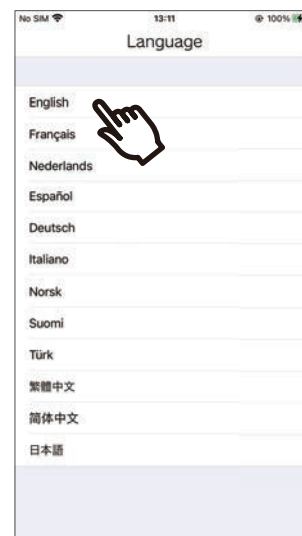
For an iOS device, startup App Store and then download "Intercom App AIPHONE IXG."
For an Android device, startup Google Play and then download "Intercom App AIPHONE IXG."

2. Startup Intercom App.

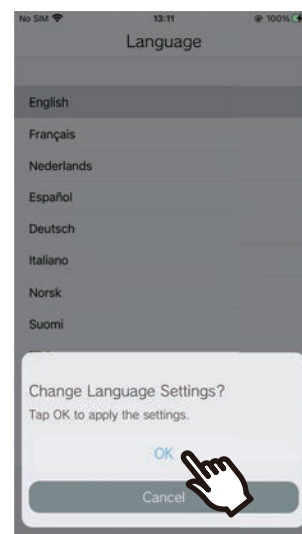
Launch Intercom App.



3. Tap the language to display.



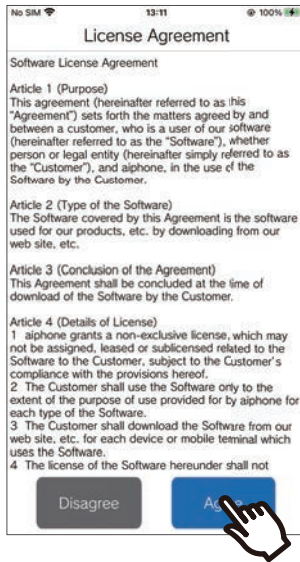
4. Tap [OK].



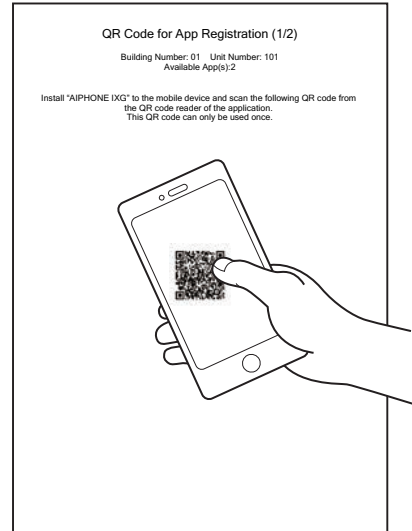
5. Read the License Agreement carefully, and then tap **[Agree]**.

When "Intercom App" is first started, the License Agreement will be displayed.

Intercom App cannot be used without License Agreement.

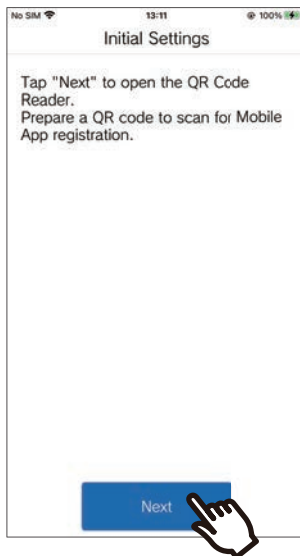




7. Scan the QR code distributed from the guard or property management company, or the QR code shown on the Tenant Station screen.



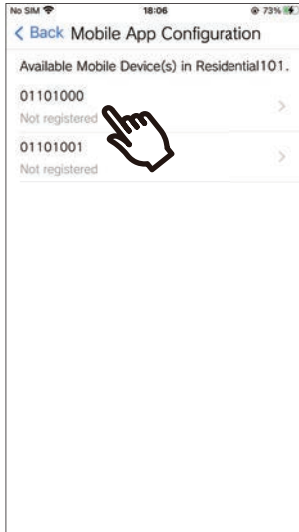
Or

6. Tap **[Next]**.

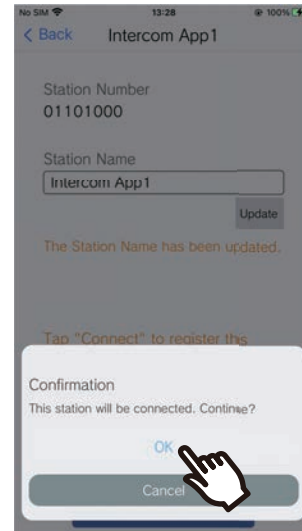


- When displaying a QR code on a Tenant Station, tap  > **[Mobile App Configuration]** > **[Register Apps]** on the Tenant Station Home screen.
- If a Mobile App is already registered to the same unit, you can load the QR code displayed under  > **[App registration]** on that device.

8. Select this station (registered station name).



10. Tap [OK].



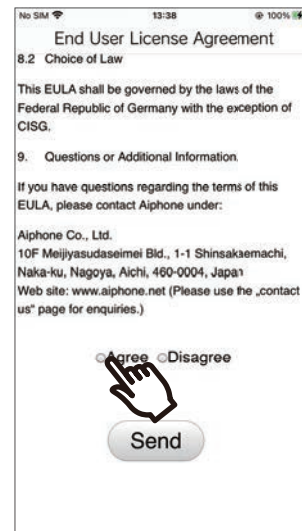
- Click [Cancel] to return to the previous screen without connecting to the system.

9. Tap [Connect]



- The Station Name can be changed. Enter the new Station Name and tap [Update] > [OK]. (Up to 24 single-byte characters can be used. #*,[]`{}~<=>'¥, as well as & as the first character, cannot be entered. Line returns are also not permitted.)

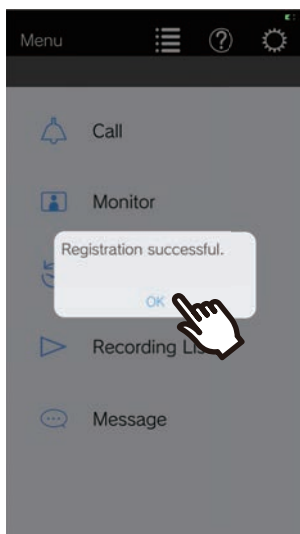
11. Carefully read the end user license agreement and tap [Agree].



12. Tap [Send].




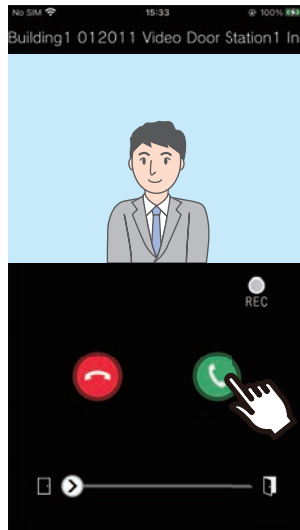
13. Tap [OK].



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 29](#)).

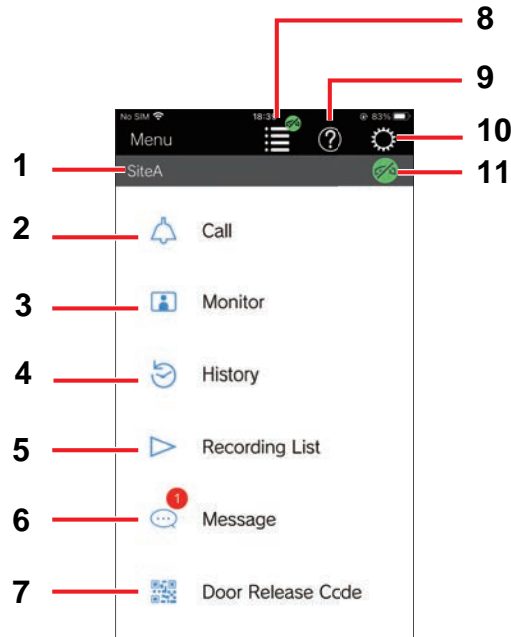
To register another Mobile App...



To register a second Mobile App, 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 Mobile Apps may be registered to a single unit depending on the settings.

Refer to "[Managing sites \(→page 27\)](#)" to register a Mobile App to multiple sites.

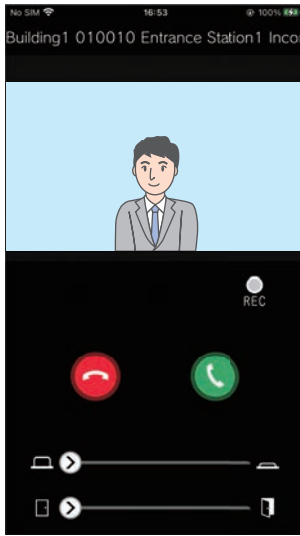
Menu Screen



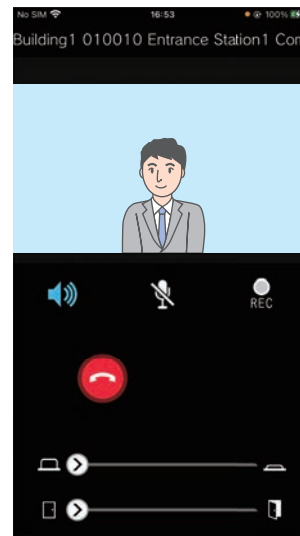
No.	Name	Description
1	Site Name	When two or more sites are registered, the selected site name is displayed.
2	Call	Tap to call the specified station. (page 18)
3	Monitor	Tap to monitor the Entrance or Door Station. (page 19)
4	History	Tap to display incoming call history (page 20).
5	Recording List	Tap to confirm recordings. (page 21).
6	Message	Confirm messages. (page 24)  is displayed when there are messages which have not been confirmed.
7	Door Release Code	The code is displayed when a Video Entrance Station which can be released with a QR code is installed and the Door Release is set to "Enable." (page 26)
8	Site List	Displays the Site List that this mobile app is registered to. (page 27) Tap a site to display the Menu screen for that site.  is displayed if Do Not Disturb is set to "Enable" for sites other than the one which is selected. (page 29)
9	Help	Provides a link to the following web pages. (page 30) <ul style="list-style-type: none"> • Operation Manual • FAQ • Aiphone web site • Privacy policy
10	Settings	This opens the setting window. (page 28)
11	Reject Incoming Call	Displayed if Do Not Disturb is set to "Enable." (page 29)

Buttons

Example: Incoming Call screen



Example: Communication screen



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

- Button display varies depending on the settings.

Answering a call

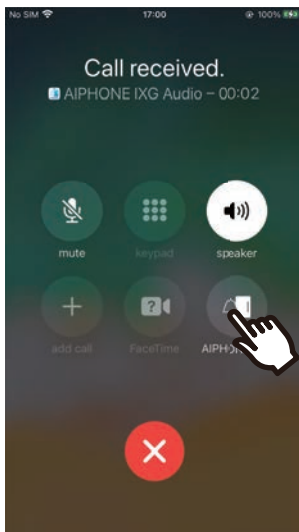
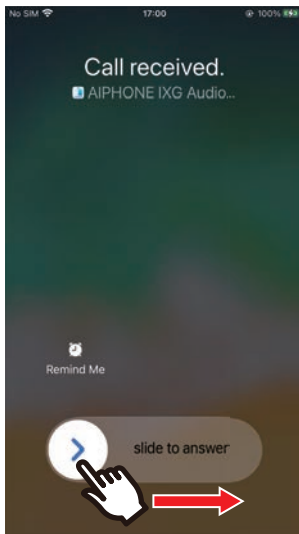
Notifications from Intercom App are displayed on the screen.

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

When this station is registered to multiple sites, it can answer incoming calls from all registered sites.

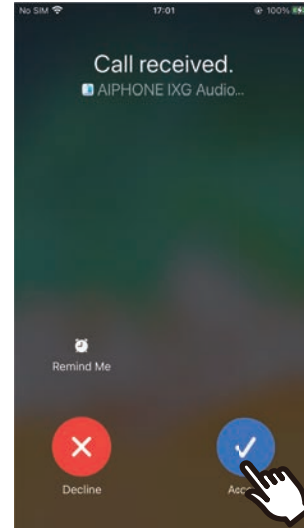
1. Launch the Intercom App with the following operations.

[If the screen is locked]



- On an Android device, tap the banner to launch the app.

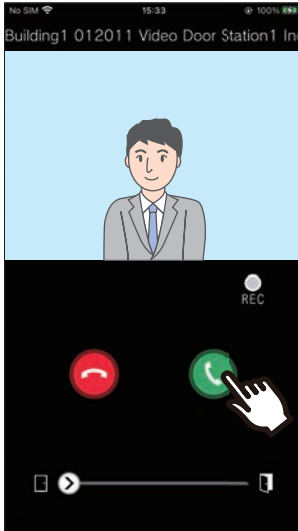
[If the screen is not locked]



- On an Android device, tap the banner to launch the app.

2. Tap .

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



3. Speak with the other party.

4. Tap to end communication.

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.
- Depending on the settings, if the electrical lock is released during incoming calls from the Entrance Station or while communicating, the incoming call or communication will end automatically after approximately 10 seconds.
- 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.
- The method used to launch the app may differ depending on the device and operating system you are using.

Operations while receiving incoming call and in communication

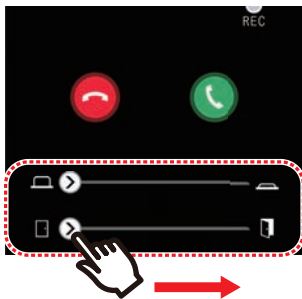
Unlocking a door

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

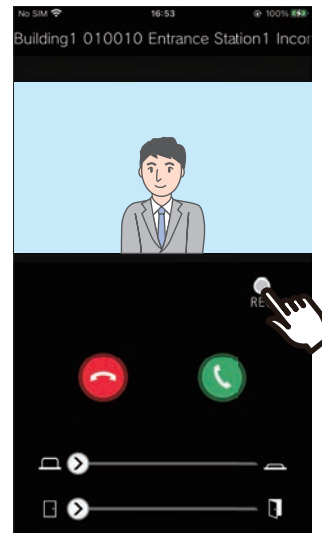
Video can be recorded when receiving a call.


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

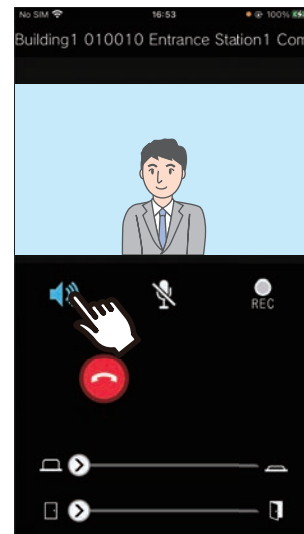
- Recording will end after approximately 10 seconds.
- In the following cases, recording will not end after approximately 10 seconds.
 - When the incoming call, communication, or monitoring ends
- The video of the camera displayed on the App will be recorded.
- Video recording may start automatically during an incoming call depending on the settings.  is not displayed on the screen during automatic recording. No recordings are made during incoming calls.
- 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

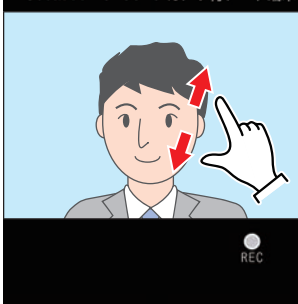
Zoom in / Zoom out

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

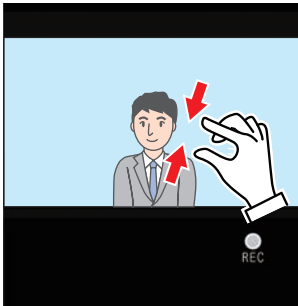
Pinch out

Zoom in on the video.



Pinch in

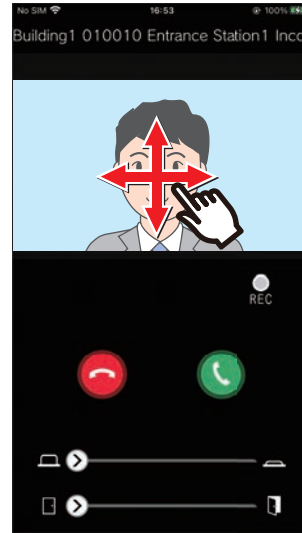
Zoom out on the video.



Moving a zoomed screen

In the following situations, the zoomed screen of the Destination Station can be moved vertically and horizontally.

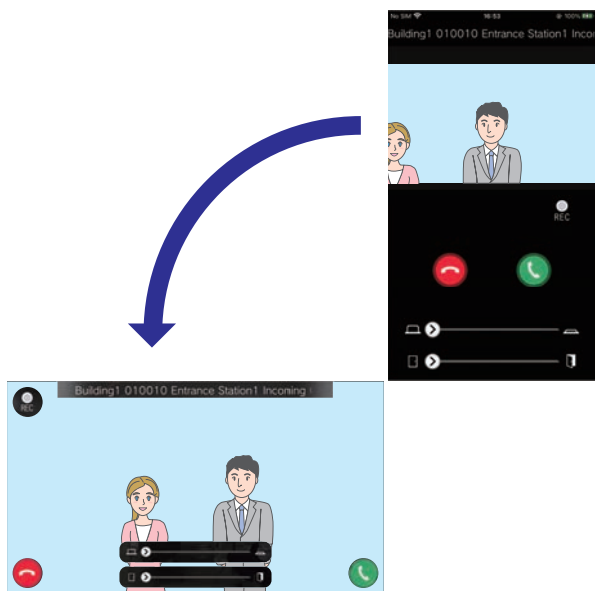
- During an incoming call
- In communication
- While monitoring
- When playing back a recording



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



Calling the other party

Place a call to one of the following units or stations.


- Guard
- Common Area
- Commercial
- Other residential units
- Stations in the same unit

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

2. Tap the call destination.

- Internal Call
 - Guard Call
 - Search from list
 - Tap the unit to call from the list.
 - Select unit number
 - Select the building and unit and tap **[Call]**.
-

3. Speak when the other party answers.

4. To end a call, tap .



Note

- The call destination display varies depends on the installed system and settings.
- The Call Timeout is approximately 60 seconds.
- The call will automatically end after approximately 60 seconds.
- The outgoing call priority is "Normal."
- If the phone at the call destination answers, a Waiting Reply Tone (beep-beep-beep) will play from the phone for several seconds.

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

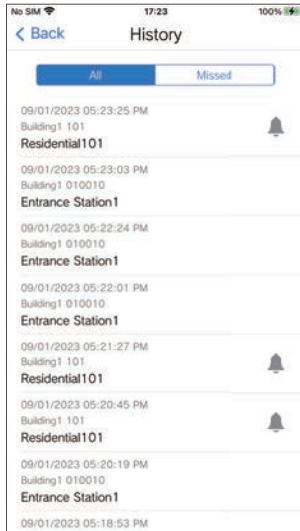
- Monitoring will automatically end after approximately 30 seconds.

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] on the Menu screen

Call history list displayed.



To call back from the History...

1. Tap the History entry that you wish to call back.

2. Speak when the other party answers.

3. To end a call, tap .

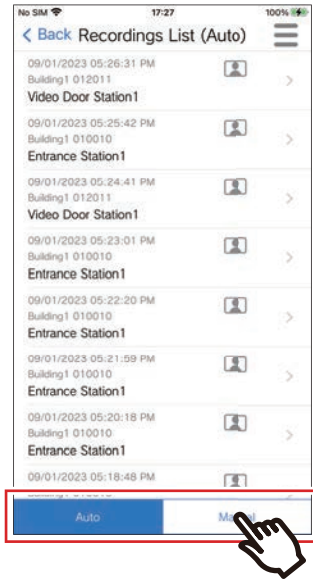
Note

- If the call origination station is a Video Entrance Station or Door Station, return calls cannot be made.

View Recordings

1. Tap [Recording List] on the Menu screen

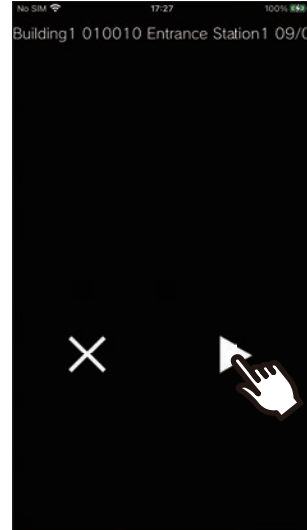
2. Select [Auto] or [Manual].



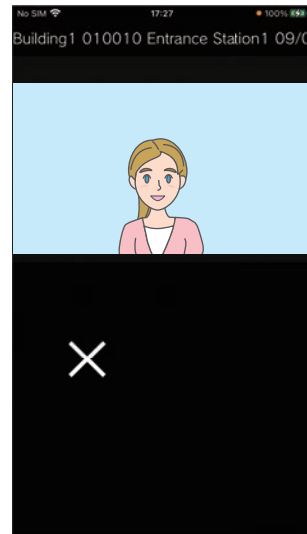
3. Tap the recording to play.


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

4. Tap .



5. View the video and audio.



6. Tap  to end recording playback.



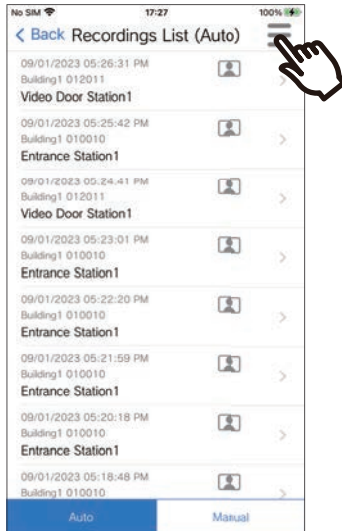
Note

- 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 ☰.



2. Tap [Edit].

- The app switches to edit mode.

3. Select the recording(s) to edit.

4. Tap ☰.

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.

Confirming Messages

You can confirm messages from the Property Manager.
A notification sound will play when a message is received.
Up to 20 messages are saved.
The last 20 call records will be displayed.

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

2. Tap the history entry that you wish to confirm.

-  is displayed for messages that have not been viewed.
-

3. Confirming messages




Registering a Door Release QR Code

Register a QR code to unlock a Video Entrance Station door.
Up to 10 QR codes can be registered.

1. Tap **[Door Release Code]** on the Menu screen
2. Tap **+**.
3. Register the following information.
 - Name: enter the name of the QR code. (Up to 24 single-byte characters can be used. #*,[]`{}~<=>'¥\, as well as & as the first character, cannot be entered. Line returns are also not permitted.)
 - Valid Dates: set the dates during which the QR code can be used.
 - Start date: can be set to up to one year from the current date.
 - End date: can be set to up to 30 days from the start date.
 - Day of week: when specifying the day on which the QR code can be used, set this to "ON" and select the day of the week.
 - All-day: when set to "ON," the QR code can unlock the door at any time of the day.
When specifying the times when the QR code can be used, set this to "OFF" and set the Start Time and End Time. (The time setting cannot span multiple days, such as 21:00 to 8:00.)
 - Entrance Stations: select the Entrance Stations to be unlocked.
 - Use Count: set the number of times that the QR code can be used. (1 - 100 times or ∞ (infinite))
4. Tap **[Generate]**
5. Tap **[OK]**
6. Tap **[OK]**
 - Information about the registered QR code is displayed in the Door Release QR Code List.



Note

- The registered QR code can be shared to email, social media, and other apps. When sharing a QR code, tap the QR code information that you wish to share in the Door Release QR Code List and tap  to select the sharing destination.
- When deleting a QR code, tap the QR code information that you wish to delete in the Door Release QR Code List and tap **[Delete] > [OK]**.

Unlocking a Door With a QR Code

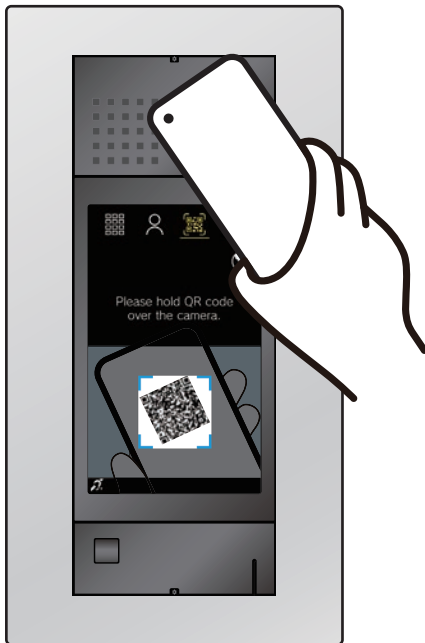
When a "Door Release QR Code" is displayed on the Video Entrance Station, you can pass the QR code over the camera to unlock the door.

Refer to the Video Entrance Station Operation Manual for information on how to display "Door Release QR Code." The QR code is generated by this app. (page 25)

1. Tap **[Door Release Code]** on the Menu screen

2. Tap the QR code information that you wish to use.

3. Pass the QR code over the Video Entrance Station camera.



- The door will be unlocked.
-



Note


- If a different QR code fails to authenticate five times within approximately one minute after the QR code initially fails to authenticate, you will become unable to use the QR code authentication function for approximately one hour.
- If the QR code is not authenticated by the Video Entrance Station, check the following.
 - If illumination or other light is reflected on the Mobile App screen, try blocking the light with your hand, etc.
 - Adjust the brightness of the Mobile App screen.
 - If the Video Entrance Station camera lens or the Mobile App screen (QR code display area) has scratches, water droplets, dirt, etc. you may be unable to authenticate the QR code.


Using the App With Multiple Sites

By registering an app with multiple sites (up to 10), you can receive calls from all of the registered sites with one Mobile App.

The app can only be registered to a single residential unit or tenant at one site.

Registering other sites

1. Tap  on the Menu screen.


2. Tap  .
 • The registration screen is displayed.



3. Registering an Intercom App
 • Refer to step 6 and subsequent steps of [“Configuring Intercom App \(→page 5\)”](#) for how to register an Intercom App.

 **Note**

- You cannot register sites in multiple countries.

Switching sites


1. Tap  on the Menu screen.
 • The site list is displayed.

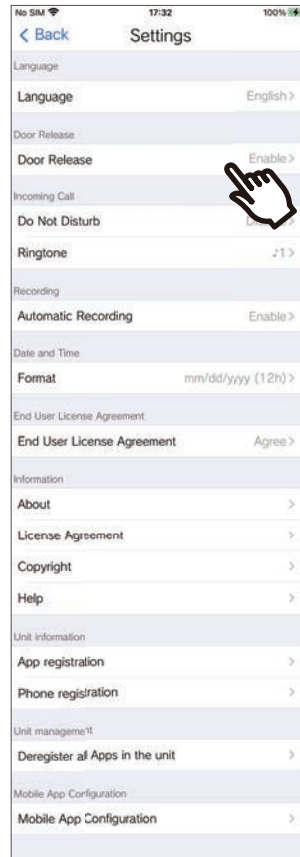
2. Tap the site that you wish to switch to.
 •  : selected site
 •  : sites set to Reject Incoming Call



• Switches to the information for the site selected by the Intercom App.

Change Settings

1. Tap  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. The language set to the mobile device's OS is the default language. When multiple sites are registered, the Language setting applies to all sites.	English Français Nederlands Español Deutsch Italiano Norsk Suomi Türk 繁體中文 简体中文 日本語
2	Door Release	Sets whether to display the door release slider on the screen. If this is disabled, the door release slider and the "Door Release Code" on the Menu screen will not be displayed.	Enable (default setting) Disable
3	Do Not Disturb	Sets whether to receive incoming calls. If this is enabled, incoming calls will not be received from other parties.	Enable Disable (default setting)
4	Ringtone	Sets the ringtone to be played for incoming call. * A notification tone may play on the mobile device depending on the status of the device or the operating system.	♪1 (default setting) ♪2 ♪3 ♪4 ♪5 ♪6
5	Automatic Recording	Sets whether to record automatically. If this is disabled, incoming calls will not be recorded automatically.	Enable (default setting) Disable
6	Format	Sets how to display the date and time.	mm/dd/yyyy (12h) (default setting) mm/dd/yyyy (24h) dd/mm/yyyy (12h) dd/mm/yyyy (24h) yyyy/mm/dd (12h) yyyy/mm/dd (24h)
7	End User License Agreement	Sets whether to agree to the end user license agreement or not. 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"> • Incoming calls • Outgoing call • Monitoring • Reviewing automatic recordings • QR code unlock 	Agree Disagree
8	About	Displays the Station Number, Station Name, Building Number, Building Name, Unit Number, Unit Name, and App Version for this station.	-
9	License Agreement	Displays the License Agreement.	-

Number	Menu name	Description	Settings
10	Copyright	Displays the Copyright Information.	-
11	Help	Makes you access the following web pages. <ul style="list-style-type: none"> • Operation Manual • FAQ • Aiphone web site • Privacy Policy 	-
12	App registration	Displays a QR code to register a Mobile App to the unit. An additional Mobile App can be registered to the unit by scanning the displayed QR code with another Mobile App. Refer to “Configuring Intercom App (→page 5)” for how to register a mobile device. Additional registrations may not be permitted depending on the settings.	-
13	Phone registration* ¹	Register a phone to the unit. Calls from the Intercom can be received with a phone by registering it. To register a phone, call the Phone number to Call displayed on the screen and follow the audio guidance. If a phone is already registered to the unit, the information for the registered phone is displayed. Tap [Disconnect] to cancel the phone registration.	-
14	Deregister all Apps in the unit	When changing residence or moving out of the unit, use this function to erase all of the privacy related information from the apps and disconnect them from the same unit. When you tap [Deregister all Apps] , all apps in the unit will be deactivated. The following information will be deleted: <ul style="list-style-type: none"> • Registered app information • Recorded data • Door release QR codes • Messages If the unit has an IXG-2C7 (version 3.00 or later), perform this operation there instead of on this app. Please tap [Settings] > [Move Out] on the IXG-2C7. This will delete all locally stored information and deregister all apps in the unit.	-

Number	Menu name	Description	Settings
15	Mobile App Configuration	<p>Confirms the registration status of the Mobile App.</p> <p>The Station Name can be changed. To change the name, tap the station that you wish to change and tap [Update] > [OK] after entering the new station name. (Up to 24 single-byte characters can be used. #*,[]{}~<=>'¥, as well as & as the first character, cannot be entered. Line returns are also not permitted.)</p> <p>Tap the registered station followed by [Disconnect] to disconnect the Mobile App registration from the unit.</p> <p>When you tap [OK] on the station name deletion confirmation screen after disconnecting, the station name changes to the station number.</p>	-

*1 May not be displayed depending on settings.



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

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