AIPHONE ®

IXG System

Entrance Station

IXG-DM7

Entrance Station (HID-compatible)

IXG-DM7-HID

IXG-DM7-HIDA

Entrance Station (with linked external keypad unit)

IXG-DM7-10K

Operation Manual

Software version 3.00 or later

IXG-DM7
IXG-DM7-10K

IXG-DM7-HID
IXG-DM7-HIDA

⚠ 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.

Literature information

The important information concerning correct operation and what you should observe is marked with the following symbols.

⚠	Indicates that users may require caution (including warning / caution).
🚫	Alerts users to prohibited actions.
❗	Restricts user actions / provides instructions.
💡	Tips and additional information for operation.

- Terms and button names displayed on the station and PC screens are indicated as **[XXXX]**.
- Page reference are shown as "Title (→ page XX)".
- In this document, the Video Door Station and Door Stations without cameras are collectively referred to as the "Door Stations."
- "Video Door Station" is used when describing the operation and explanation of Video Door Stations.
- HID is a trademark or registered trademark of HID Global in the United States of America.
- MIFARE is a registered trademark of NXP Semiconductors, Inc.
- QR code is a registered trademark of Denso Wave Incorporated.

Precautions

Warning — This symbol means that operating the device incorrectly ignoring these precautions may cause severe injury or death.

Do not disassemble or modify the station.
This may result in fire or electrical shock.

If there is smoke, abnormal odor, abnormal sound, or if the station is damaged, immediately disconnect the LAN cable from the station.
This may result in fire or electrical shock.

Do not, under any circumstances, open the station.
Voltage within some internal components may cause electrical shock.

Keep the station away from flammable materials.
If this happens, remove the LAN cable from the station. This may result in fire or electrical shock.

Caution — Negligence could result in injury to people or damage to property.

Do not attempt to cover, insulate, or coat the station in any way.
This may result in fire or malfunction.

Do not apply excess pressure to the LCD screen.
If the screen is punctured it may result in injury.

If the LCD is punctured, do not touch the liquid crystal inside.
Inflammation could result.
- If liquid crystal is ingested, immediately gargle with water and consult your doctor.
- If contact should occur, flush or rinse area with water thoroughly and consult your doctor.

Do not puncture the LCD screen with a sharp object.
If the screen is punctured, it may result in injury.

Do not put your ear close to the speaker when using the station.
May cause harm to the ear if a sudden loud noise is emitted.

Precautions on operation

Requests
• This product cannot be directly connected to the communication lines (including public wireless LANs) of telecommunications companies (mobile communications carriers, fixed-line communications companies, and Internet providers, etc.). When connecting this product to the Internet, be sure to connect it through a router, etc.
• Keep IXG-DM7 and IXG-DM7-10K units more than 1m (3.3') away from radios or TV sets. Keep IXG-DM7-HID or IXG-DM7-HIDA units more than 3m (9.9') from radios or TV sets.
• Keep the station at least 20 cm (7-7/8") away from wireless devices such as wireless routers, or cordless telephones. These devices may cause the image or sound distortion.
• When installing or using the station, give consideration to the privacy rights of subjects, as it is the responsibility of the system owner to post signs or warnings in accordance with local ordinances.
• Be sure to receive and store the setting file from the person who configured the system. If the setting file is lost, recovery may not be possible and creating a new setting file may be required.
• In order to prevent unexpected problems from occurring due to leaking unique information stored in the device, it is the customer's responsibility to delete settings, recorded video/audio, and other information stored in the device, when discarding, transferring, or returning the device. To delete this information, contact the guard or management company.
• When using door releases or other devices from a non-Aiphone brand with this system, do so according to the specifications and guarantees provided by the manufacturer and seller.
• When making hands-free calls, talk within 30 cm (12") or less from the station. If you stand too far away, it may be difficult for the other person to hear the communication.
• Do not install the station under direct sunlight. If it is necessary, shield the station from sunlight or the screen may be difficult to view.
• Do not place decorative plants or other obstructions in locations monitored by motion sensors.
• The door station is dust and water jet-resistant, but do not spray with high-pressure water. This may result in a malfunction.

Notices

- Aiphone is not to be held responsible for any and all damages resulting from content or specifications of this product.

- Aiphone is not to be held responsible for any and all damages resulting from malfunctions, defects, or misuse of this product.

- This station cannot be used during power outages.

- If the station is used in areas where there are business-use wireless devices such as a transceiver or mobile phones, it may cause malfunction.

- This station is not meant to protect lives or property. Aiphone is not to be held responsible for any and all resulting serious accidents, disaster accidents, or physical damage.

- It must be noted in advance that the LCD panel inevitably will have a very small portion of its picture elements always lit or not lit it at all. This is not considered a station malfunction.

- The main unit may become slightly warm. However, this is not a malfunction.

- Hands-free calls are a method of automatically switching between the transmitter and receiver so that the louder of the two is prioritized, making it audible by the quieter of the two. (depending on the destination station) If the surrounding area is loud, the call may be interrupted, making it difficult to respond.

- During communication, the voice may not come through clearly when speaking before the other party has finished talking. Communication will proceed smoothly when waiting until the other party has finished before speaking.

- The noise reduction function may determine that certain tones are noise and cut transmission of those tones. This is not a malfunction.

- Warm-color lighting shining on the door station may change the tint of the image on the screen.

- If light enters the camera, the brightness of the LCD could flicker, while the subject of the camera could become darker due to the backlight. This is not a malfunction.

- The background or colors could differ from the actual image if a striped pattern or other fine pattern is displayed. This is not a malfunction.

- If light from an LED light, fluorescent light, etc., enters the camera on the Video Door Station or other product, black stripes could appear on the LCD, the screen could flicker, or the colors could change. This is not a malfunction.

- If the outside temperature rapidly drops (such as after it rains), fogging could occur due to the temperature difference between the outside and inside of the Video Door Station, Entrance Station, or network camera, making the image blurry. However, this is not a malfunction and it will return to normal once there is no difference in temperature.

- Aiphone assumes no responsibility for corruption of saved information (such as changes to or deletion of saved information). Be aware of this in advance.

- If communication becomes congested or calls are made from multiple Video Door Stations in the system, the audio could drop, become delayed, or otherwise not operate normally.

- Aiphone is not to be held responsible for any and all damages resulting from delays or inabilities to provide this service or mistakes/losses in communication methods for any reason outside the responsibility of Aiphone, such as network device or Internet service outages, or line or communication method outages.

- Aiphone is not to be held responsible for any damages resulting from the information being leaked or tampered with or due to interception, unauthorized access, or other reasons along the communication path.

- Available functions and services are limited according to the specifications of the installed system.

- Using a fluorescent light could periodically alter the color of the screen (color rolling). This is not a malfunction.

- If there is no power for 30 minutes or more, the date and time return to default.

Notices

- This station is for installations on walls and vertical surfaces only.

- Station maybe unoperatable while updating the system settings.

- Freezing during winter could make it difficult to see images.

- When putting a hearing aid into T-mode and approaching the unit, the intercom system may be affected by radio frequency interference etc., depending on the installation environment.

- 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 station or the receive volume on the other station.

- If water drops are attached to the LCD display, it may be difficult to react when touched.

- Wearing gloves may interfere with touch screen operation.

- The motion sensor detects changes in temperature within the detection range. The sensitivity may change or the sensor may not detect anything at all, depending on the temperature within the detection range or on the environment.

- The system includes devices such as PoE hubs which use components that have a finite lifespan. Components with a finite lifespan must be replaced at regular intervals. Components will be replaced for a fee.

About Network Security

This system is used while connected to a network, and so may be exposed to the following risks:

• Data breach or leakage via the system

• Illicit operation, impairment, or stoppage of the system by a malicious third party

To prevent these security risks, you must implement, at your own responsibility, network security measures, such as the following:

• The system should be used on a network secured by a firewall or the like.

• When using the unit on a system along with computers and similar devices, make sure that these are protected against computer viruses, illicit programs, and the like.

• To prevent network breaches of video or audio data, authentication data (users names and passwords), notification email data, and the like, implement measures such as restricting access by means of user authentication.

• Store authentication data (user names and passwords) carefully and out of sight from third parties.

• Do not install the system or cables in such a way that they can be easily removed or destroyed.

Table of contents

Table of contents

Part Names

Entrance Station IXG-DM7(-*)

No.	Name & description
1	Speaker
2	Camera
3	LED for night illumination When a call is placed, the LED will illuminate in low light situations, and will turn off when communication ends. It also turns on when being monitored from another station. The LED may not turn on depending on the settings.
4	Card reader status indicator (Red/Green) (IXG-DM7-HID, IXG-DM7-HIDA only) Red light turns on when in Standby. When the proximity key is authenticated, green light turns on for approximately 3 seconds.
5	Microphone Do not attach any stickers, tape, etc. This may distort or block communication.
6	Motion Sensor Detects the motion of visitors and displays the screen. The screen may not display, depending on the settings.
7	Card reader (IXG-DM7-HID, IXG-DM7-HIDA only) Hold the proximity key over the card reader to unlock the door at the entrance.
8	Touchscreen LCD

Status Indicators (IXG-DM7-HID, IXG-DM7-HIDA only)

IXG-DM7-HID

IXG-DM7-HIDA

Card reader status indicator

: On, ☐ : Off

Name	Status (Pattern)		Description
Card reader status indicator	Red light		Standby
	Green light	3 sec	Proximity key authentication success
	Red flashing	0.5 sec ☐ 0.5 sec	Card reader error

11

User Interface

Screen display varies depending on the settings.
In standby mode, the LCD display is OFF.

💡 **Note**

• When not in use, the display will switch to standby mode in the following situations.
 	
  – After approximately 30 seconds of inactivity on the Welcome Screen (or Top Display Screen when the Welcome Screen Wallpaper is turned off)
 	
  – Approximately 30 seconds after the motion sensor detects movement from a visitor
 	
  – Approximately 30 seconds with no activity on the Standby Screen, Welcome Screen, or the Call Limitation Warning screen when the motion sensor is turned off
    Welcome Screen: Screen that displays the image registered by setting
 	
• When no activity is detected for approximately 15 seconds during an operation, the display will switch to the Welcome Screen (or Top Display Screen when the Welcome Screen Wallpaper is turned off).

Operation Screens

The Operation Screens include four selector screens: Call by Unit Number Screen, Search by List Screen, Search by Name Screen, and Call by Directory. There are also two release screens: Door Release QR Code and Door Release Keypad.
The available screens will vary depending on the chosen Property Manager settings.
An operation screen can be selected by tapping its icon at the top of the screen.

Call by Unit Number Screen   Search by List Screen   Search by Name Screen   Call by Directory

Operation Screens   Operation Screens

*Either the Search by List Screen or Call by Directory depending on the setting.

Door Release QR Code   Door Release Keypad
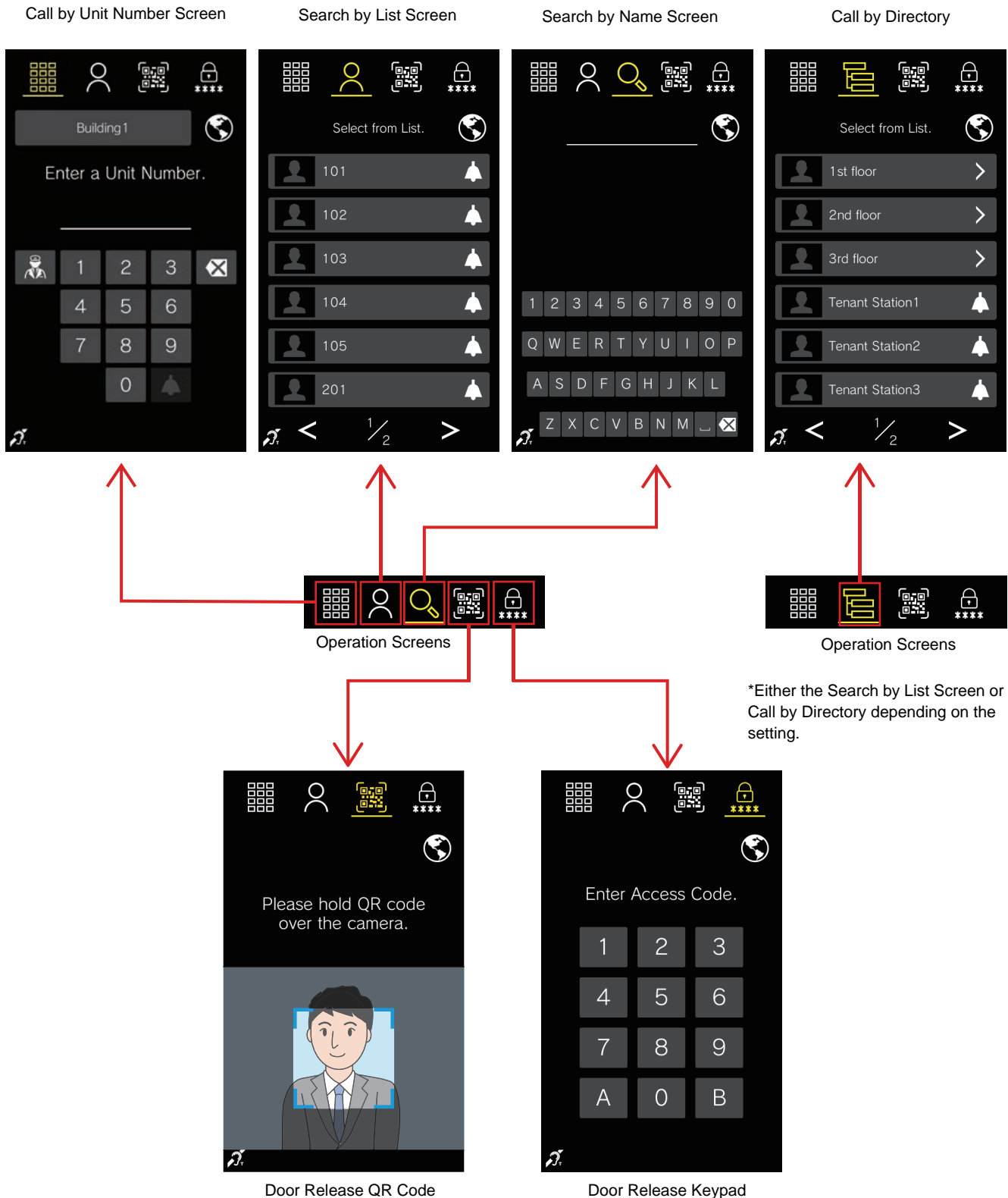
Operation Screen

Example: Call by Unit Number Screen
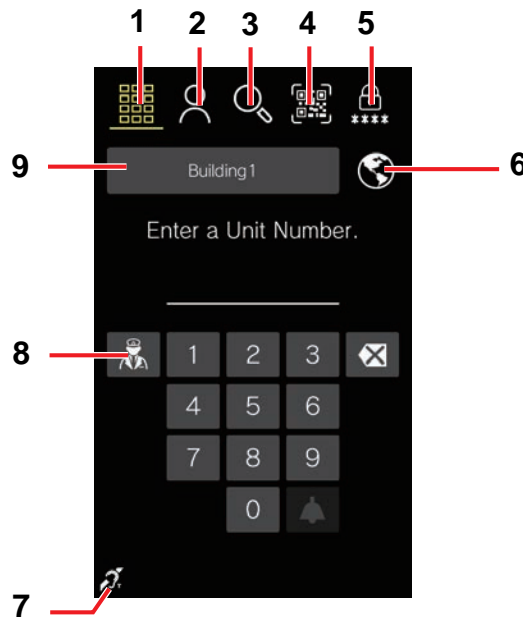
No.	Description
1	Tap to display the Call by Unit Number Screen (this screen). Enter the Unit Number to place a call.[*1] "Calling using the keypad (→page 18)"
2	Tap to display the Search by List Screen or Call by Directory. Select a tenant from the Direct Call List to call them.[*1] "Calling using the Direct Call List (→page 19)", "Searching for and calling a tenant from the directory (→page 20)"
3	Tap to display the Search by Name Screen. Search for the desired tenant to call them.[*1] "Calling by searching for a name (→page 21)"
4	Tap to display the Door Release QR Code. Scan a QR code over the camera to unlock the door.[*1] "Door Release by QR Code (→page 27)"
5	Tap to display the Door Release Keypad. Unlock the door by entering an Access Code.[*1] "Door Release by Access Code (→page 29)"
6	Tap to select the display language.[*1] "Selecting the Language (→page 33)"
7	Hearing aid T-mode compatible symbol[*1] Creates an audio loop to make it easier for hearing aids with T-mode to hear.
8	Tap to call the guard.[*1] "Calling the Guard Unit (→page 23)"
9	Tap to choose the building containing the desired tenant.[*1] When a building is selected, the selected building's name will be displayed.

*1   This may not be displayed depending on the settings.

Outgoing and Incoming Call Screens

The following screens are displayed when placing a call or receiving an incoming call.

Outgoing Call Screen

Incoming Call Screen
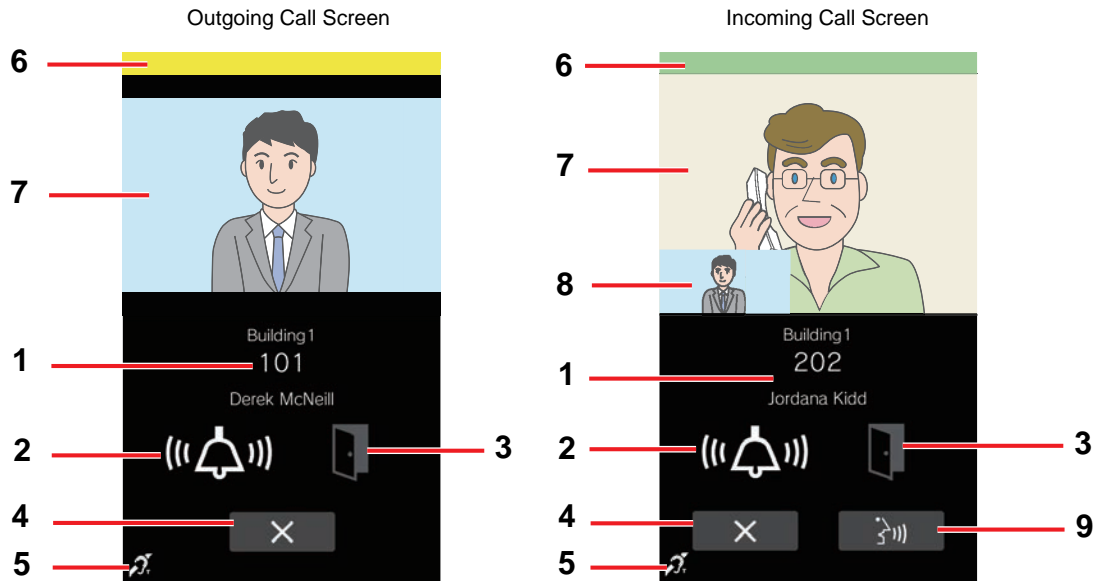
No.	Description
1	Shows the information of the other station in the call.
2	Indicates that an outgoing or incoming call is being made.
3	Indicates the door release status. This icon turns white for approximately 3 seconds when the door is released by station operation.
4	Tap to end the outgoing or incoming call.
5	Hearing aid T-mode compatible symbol[1] Creates an audio loop to make it easier for hearing aids with T-mode to hear.
6	Displays the call's priority (green: Normal, yellow: Priority, red: Urgent). If several operations are performed at the same time, the operation with the highest priority will take precedence.
7	Primary video display area[1] During an Outgoing Call: displays video from the network camera. During an Incoming Call: displays video from the network camera or the Destination Station.
8	Secondary video display area[1] When video from the Destination Station is shown in the Primary video display area, it shows video from the network camera.
9	Tap to answer the incoming call.[1]

[1]   This may not be displayed depending on the settings.

Communication Screen

The following screen is displayed during communication with the other party.
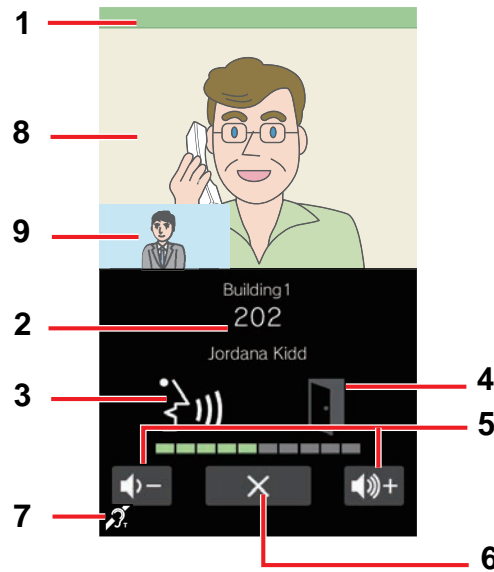
No.	Description
1	Indicates the priority level of the call. (Green: Normal, Yellow: Priority, Red: Urgent). If several operations are performed at the same time, the operation with the highest priority will take precedence.
2	Information about the other station in the call is shown.[1]
3	Indicates the station is in communication.
4	Indicates the door release status. This icon turns white for approximately 3 seconds when the door is released by station operation.
5	Tap to adjust the receive volume. "Adjusting speaker volume (→page 32)"
6	Tap to end communication.
7	Hearing aid T-mode compatible symbol[1] Creates an audio loop to make it easier for hearing aids with T-mode to hear.
8	Primary video display area[1] Displays video from the network camera or the other station in the call. Displays video from the network camera when communication starts from monitoring.
9	Secondary video display area[1] When video from the other station in the call is displayed in the Primary video display area, this area shows video from the network camera. The Secondary video display area is not displayed when communication starts from monitoring.

[1]   This may not be displayed depending on the settings.

16

Displaying Operation Screens

Operation screens can be displayed from standby mode.
When the motion sensor detects movement, the Welcome Screen or the Top Display Screen is displayed, depending on the settings.
If the motion sensor has been disabled in the settings, tap the screen to activate.
The Welcome Screen displays the wallpaper chosen in the settings.

1. Tap the Welcome Screen.

2. The operation screen is displayed.

- The available operation screens will vary depending on the Property Manager settings.
  – Call by Unit Number Screen "Calling using the keypad (→page 18)"
  – Search by List Screen "Calling using the Direct Call List (→page 19)"
  – Call by Directory "Searching for and calling a tenant from the directory (→page 20)"
  – Search by Name Screen "Calling by searching for a name (→page 21)"
  – Unlock Screens "Door Release by QR Code (→page 27)", "Door Release by Access Code (→page 29)"

> 💡 **Note**

- If a schedule limiting call destinations is set, a warning about limited call destinations will be displayed instead of the Welcome Screen during those times.

Placing a Call

Calling using the keypad

The keypad can be used to call a tenant by entering their Unit Number.

Depending on the settings of this station, ⊞ may not be displayed. In this case, it cannot be used.

Refer to "Displaying Operation Screens (→page 17)" for information on how to display the operation screens. Select the appropriate building if the Building Selection Screen is displayed first.

1. Enter the "Unit Number".
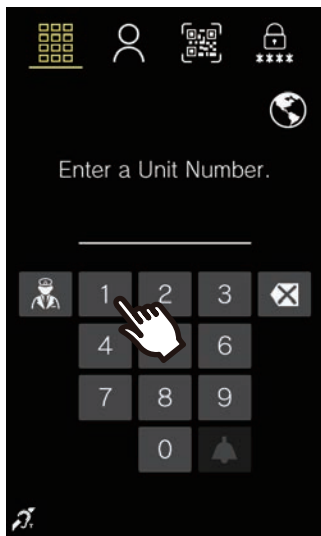
- Tap ⊠ to delete an incorrectly entered Unit Number. The entered numerals are deleted one at a time.

2. Tap 🔔 .

- The ringback tone or audio guidance will be played.

3. Speak with the other party.

- A notification sound or audio guidance may be played.
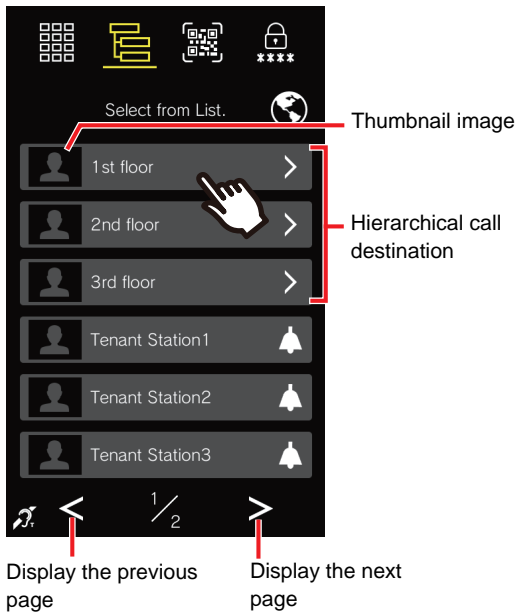
4. Tap ✕ to end communication.

18

Calling using the Direct Call List

The Direct Call List can be used to call a tenant by selecting the resident's name or the Unit Number.
Depending on the settings, the thumbnail image or the tenant's name may not be displayed in the Direct Call List.

Depending on the settings on this station, [icon] may not be displayed. In this case, it cannot be used.

Refer to "Displaying Operation Screens (→page 17)" for information on how to display the operation screens.

1. Tap the desired tenant.
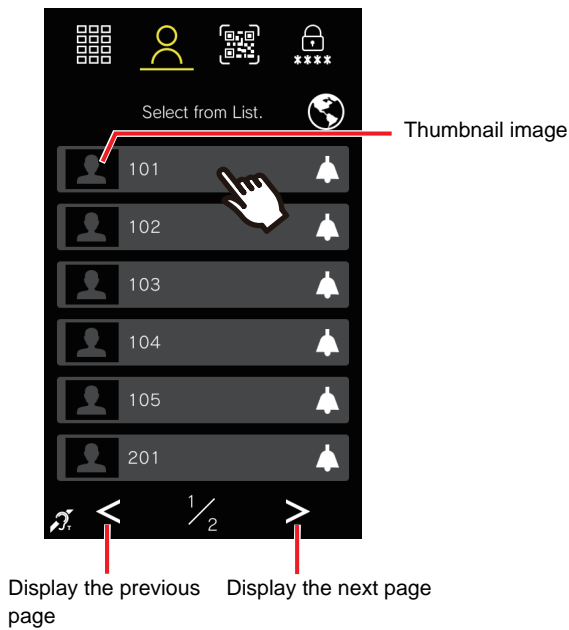
Thumbnail image

Display the previous page   Display the next page

- The ringback tone or audio guidance will be played.

2. Speak with the other party.

- A notification sound or audio guidance may be played.

3. Tap [×] to end communication.

Searching for and calling a tenant from the directory

The hierarchical Direct Call List can be used to call a tenant by selecting the resident's name or the Unit Number. Depending on the settings, the thumbnail image or desired tenant or call recipient may not be displayed in the Direct Call List.

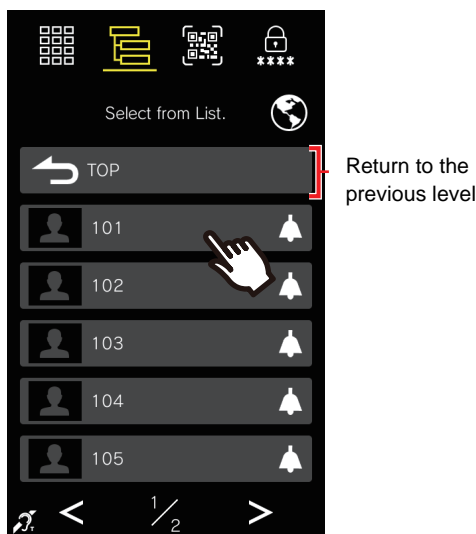If   🗐   is not displayed on the screen due to the setting, this function cannot be used.
Refer to "Displaying Operation Screens (→page 17)" for information on how to display the operation screens.

1. Tap the hierarchical call destination.

Thumbnail image

Hierarchical call destination

Display the previous page

Display the next page

2. Tap the call recipient.

Return to the previous level

• The ringback tone or audio guidance will be played.

3. Speak when the other party answers.

• A notification sound or audio guidance may be played.

4. When the communication ends, tap ✕ .

Calling by searching for a name

Use the keyboard to search for a resident by name.
Call and communicate with the call recipient by selecting them from the search results.
Depending on the settings, the call recipient may not be displayed in the search results.

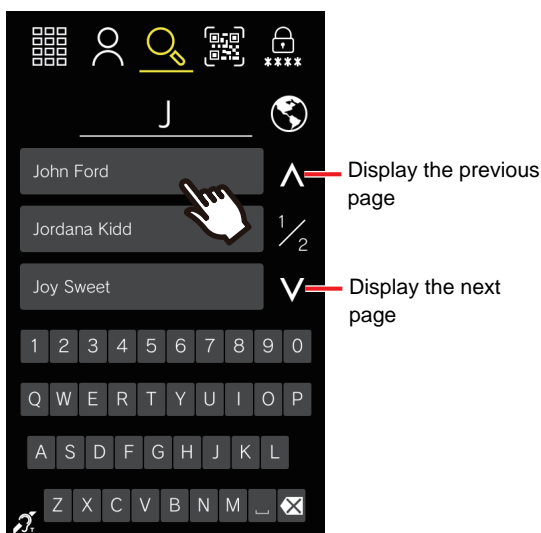Depending on the settings on this station, 🔍 may not be displayed. In this case, it cannot be used.

Refer to "Displaying Operation Screens (→page 17)" for information on how to display the operation screens.

1. Enter the resident's name.
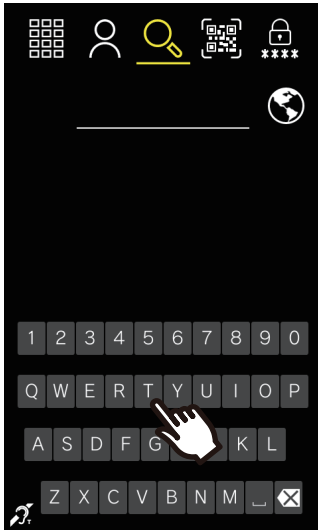
• Tap ⊠ to delete an incorrectly entered name. The entered characters are deleted one at a time.

2. Tap the call recipient.

Display the previous page

Display the next page

• The ringback tone or audio guidance will be played.

3. Speak with the other party.

• A notification sound or audio guidance may be played.

4. Tap ✕ to end communication.

21

💡 **Note**

- All calls will automatically end when the programmed call duration elapses. A notification will sound when the call ends.

- When calling a VoIP phone, the call timeout will either be the call timeout programmed for the IXG Series or that set in the IP-PBX, whichever is shorter.

- Depending on the settings, if an incoming call with a higher priority is received from another station while making an outgoing call or during communication, the current call will be interrupted and the station will switch to the call with the higher priority.

- If a page with a higher priority is received from another station while making an outgoing call or during communication, the current call will be interrupted and the station will switch to the page.

- Calls will end automatically after approximately 3 minutes. A notification sound will play approximately 10 seconds before the call ends. However, when communicating with a VoIP phone whose IP-PBX has assigned it a call duration of less than 3 minutes, the notification sound will not be played.

- The call will automatically end approximately 10 seconds after the door is released. This can be adjusted in the settings.

- If call recipients include a VoIP phone configured to automatically answer calls, that VoIP phone will answer.

- Depending on the configuration, an unlock tone or audio guidance may play when the door is unlocked.

- The call duration cannot be extended for this station. If the talk timeout is extended on the other station in the call, the call duration will be extended.

- Depending on the settings, video may be automatically recorded during an outgoing call and both video and audio may be automatically recorded during communication.

- Depending on the settings, the door may be released automatically during an outgoing call.

- The ringback tone may not be played, depending on the settings.

- Depending on the settings, the guard unit may be called during a call to a tenant.

- Depending on the settings, communication sounds may play from separately installed speakers.

- Depending on the settings, there may be periods of time when call destinations are limited.

- Refer to to call a tenant with the keypad unit.

- If an answering machine or other automated response is set on a phone receiving a call from the station, communication automatically starts, and the response message is played.

- When IVR is in use in a different unit than the tenant when making an outgoing call to a phone, the tenant cannot be called.


Calling the Guard Unit

A registered Guard Unit can be called by using the guard button.

Depending on the settings, [icon] may not be displayed. Enter the guard station's Unit Number on the keypad to place a call.
Refer to "Displaying Operation Screens (→page 17)" for information on how to display the operation screens.
Select the appropriate building if the Building Selection Screen is displayed first.

1. Tap [icon].
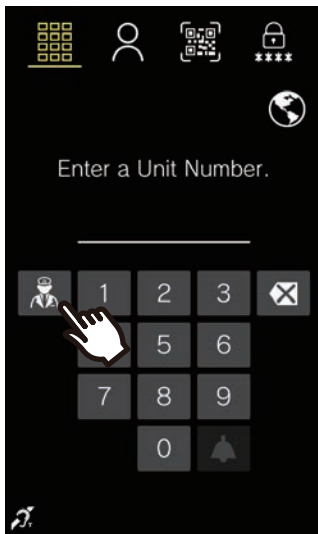
- The ringback tone or audio guidance will be played.

2. Speak with the other party.

- A notification sound or audio guidance may be played.

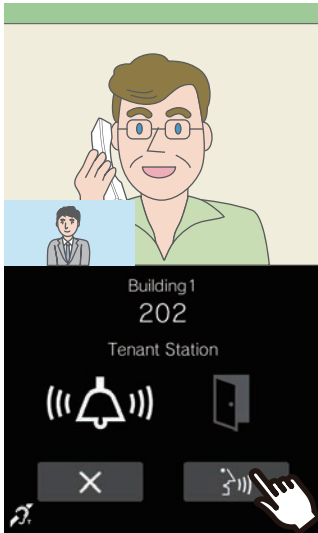## 3. Tap [×] to end communication.

💡 **Note**

- All calls will automatically end when the programmed call duration elapses. A notification will sound when the call ends.
- When calling a VoIP phone, the call timeout will either be the call timeout programmed for the IXG Series or that set in the IP-PBX, whichever is shorter.
- Depending on the settings, if an incoming call with a higher priority is received from another station while making an outgoing call or during communication, the current call will be interrupted and the station will switch to the call with the higher priority.
- If a page with a higher priority is received from another station while making an outgoing call or during communication, the current call will be interrupted and the station will switch to the page.
- Calls will end automatically after approximately 3 minutes. A notification sound will play approximately 10 seconds before the call ends. However, when communicating with a VoIP phone whose IP-PBX has assigned it a call duration of less than three minutes, the notification sound will not be played.
- Depending on the stations' settings, the call will automatically end approximately 10 seconds after the door is released.
- If call recipients include a VoIP phone configured to automatically answer calls, that VoIP phone will answer.
- Depending on the configuration, an unlock tone or audio guidance may play when the door is unlocked.
- The call duration cannot be extended for this station. If the talk timeout is extended on the other station in the call, the call duration will be extended.
- Depending on the settings, video may be automatically recorded during an outgoing call and both video and audio may be automatically recorded during communication.
- The ringback tone may not be played, depending on the settings.
- Depending on the settings, communication sounds may play from separately installed speakers.

Answering a call

When receiving an incoming call, the ringtone will sound.
You can communicate by answering the call. There are also options to set stations to automatically answer calls.

1. Tap [icon] when receiving an incoming call.

• The ringtone will sound.

2. Speak with the other party.

• A notification sound or audio guidance may be played.
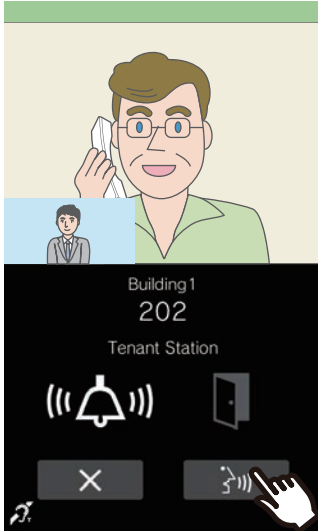
3. Tap [×] to end communication.

💡 **Note**

• If the station receives a page or call at a higher priority while receiving an incoming call, the lower priority call will be interrupted, and the station will switch to the page or call with the highest priority.

• If a station receives a page from another station during a call or page, the call or page will be interrupted, and the station will switch to the page or call with the highest priority.

• During a call, a call or page with a higher priority will interrupt the current call and the station will switch to the call or page with the highest priority. This can be adjusted in the settings.

• All calls will automatically end when the programmed call duration elapses. A notification will sound 10 seconds before the call ends.

• The call will automatically end approximately 10 seconds after the door is released. This can be adjusted in the settings.

• Depending on the configuration, an unlock tone or audio guidance may play when the door is unlocked.

• The call duration cannot be extended for this station. If the talk timeout is extended on other station in the call, the call duration will be extended.

• Video and audio may be automatically recorded during communication, depending on the settings.

• The ringtone normally plays, though this can be disabled in the settings.

• Depending on the settings, communication sounds may play from separately installed speakers.

• Refer to "Performing Operations with the Keypad Unit (IXG-DM7-10K only) (→page 34)" for instructions on how to answer a call with the keypad unit.

24

Receiving a transferred call

Calls can be transferred from another station.

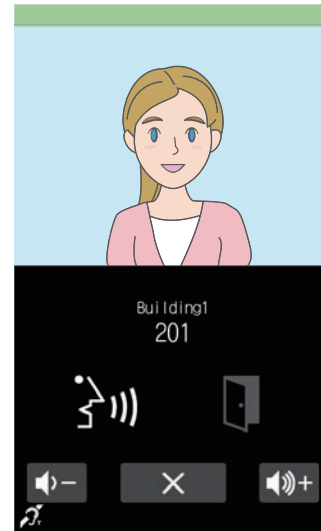**1.** Tap [icon] to acknowledge a transferred call.

• The ringtone will sound.

2. Speak with the transferring station.

• A notification sound or audio guidance may play.

3. When the transferring station hangs up, the call is transferred and communication with the other party begins.

• A notification sound or audio guidance may be played.

**4.** When the communication ends, tap [×] .

💡 **Note**

• If the station receiving the transfer ends the call before the transferring station completes the transfer process, the transfer will fail.

• The transferred call's talk timeout counts the time before and after the transfer. When this combined time runs out, the call will automatically end. A notification tone will play approximately 10 seconds before the call ends.

• The unlock tone or audio guidance may play when the door is unlocked.

• Video and audio may be automatically recorded during communication, depending on the settings.

• The ringtone normally plays, though this can be disabled in the settings.

Receiving a Page

Receiving a page

The paging pretone will ring, then the page will begin.
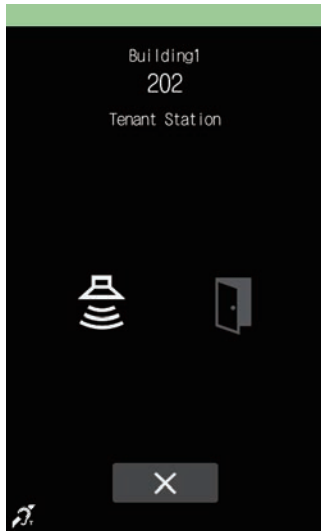
💡 **Note**

- If the station receives a higher priority call from another station during a page, the page will be interrupted and the station will switch to the call with the highest priority.

- If a page with a higher priority is received from another station during a page, the current page will be interrupted and the station will switch to the page with the highest priority.

- ✕   may not be displayed depending on the settings.

- Depending on the settings, the pretone and the paging audio may play from separately installed speakers.

- When a page with an "Urgent" priority is received, it is played at the maximum receive volume.
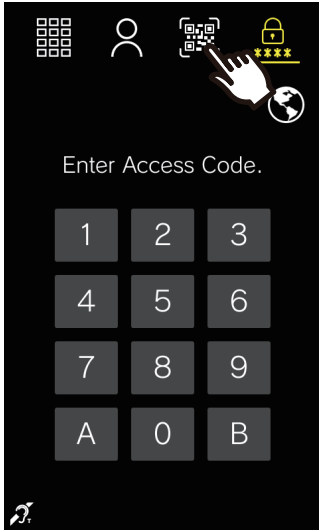
Unlocking a door

Door Release by QR Code

The door release can be activated by scanning a QR code with the camera.
Depending on the settings, this function may not be available for use.
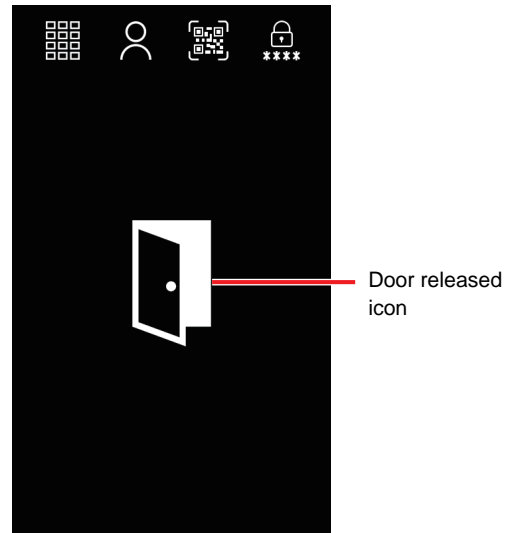Refer to "Displaying Operation Screens (→page 17)" for information on how to display operation screens.

1. Tap 　　.

Enter Access Code.

2. Hold the QR code up to the camera

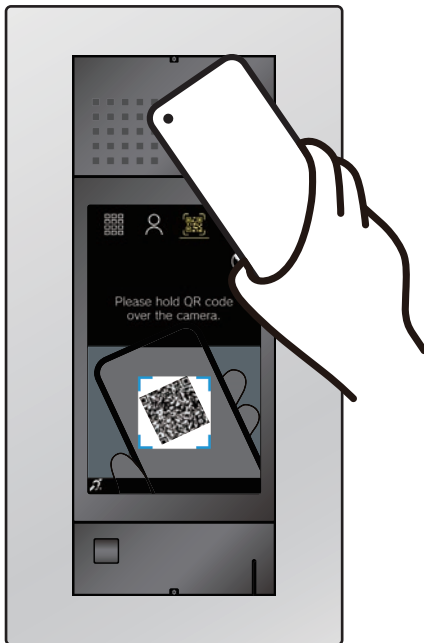

• To display the QR code on the Intercom App, tap the corresponding QR code under "Door Release Code" on the Menu screen.

The door will unlock.

Door released icon

• The operation sound or audio guidance may be played when the door is released.
• The door released icon will be displayed for approximately 3 seconds.

> ⚐ **Note**
>
> - The release time differs depending on the settings. The door release icon will be displayed for approximately 3 seconds regardless of the set duration.
>
> - If a different QR code fails authentication five times within approximately one minute after the first authentication failure, the QR code authentication function will be unavailable for approximately one hour.
>
> - If the Entrance Station does not authenticate the QR code, check the following.
>
>   – If illumination or other light is reflected on the phone's screen, block the light with your hand, etc.
>
>   – Adjust the phone's screen brightness.
>
>   – If there is a scratch, water droplets, or dirt on the Entrance Station's camera lens or the phone's screen (QR code display area), the code may not authenticate.
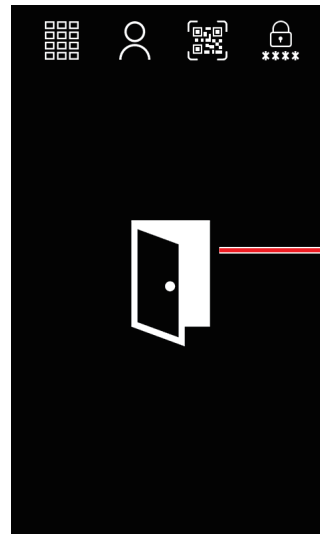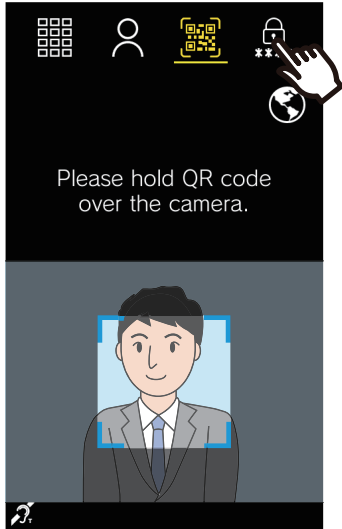
Door Release by Access Code

The door can be released by entering an Access Code on the keypad.
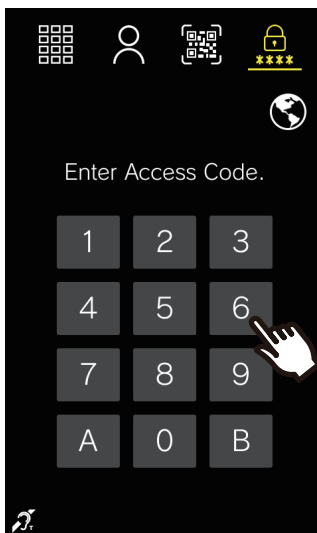If no Access Codes have been registered, this function cannot be used.
Refer to "Displaying Operation Screens (→page 17)" for information on how to display operation screens.

1.　Tap 🔒.

Please hold QR code over the camera.

2.　Enter an Access Code.

Enter Access Code.

1	2	3
4	5	6
7	8	9
A	0	B

• Depending on the system, touch "B" after entering the Access Code.
• Tap "A" to delete an incorrectly entered Access Code. The entered numerals are deleted.

⬇

The door will unlock.

— Door released icon

• The operation sound or audio guidance may be played when the door is released.
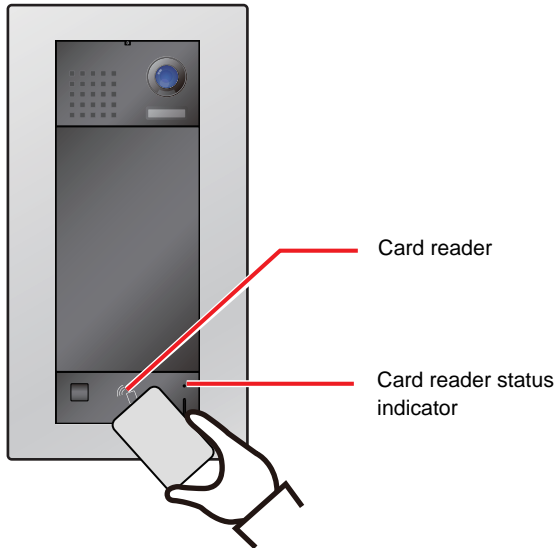• The door released icon will be displayed for approximately 3 seconds.

💡 **Note**

• The release time differs depending on the settings. The door release icon will be displayed for approximately 3 seconds regardless of the set duration.
• Refer to "Performing Operations with the Keypad Unit (IXG-DM7-10K only) (→page 34)" to release the door with the keypad unit.
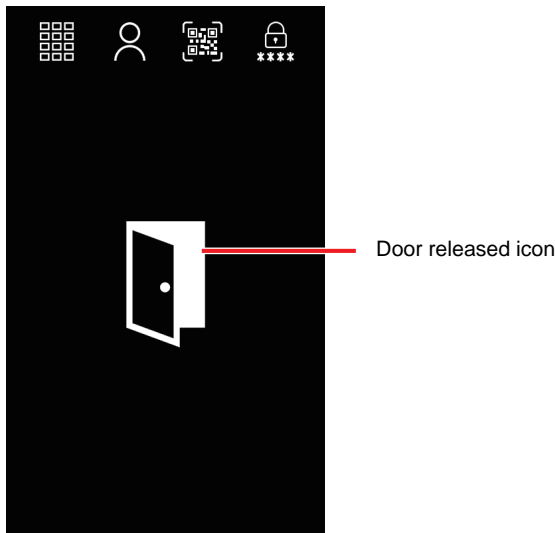
Door Release by Proximity Key (IXG-DM7-HID, IXG-DM7-HIDA only)

Door release can be activated by scanning an access control credential.

1. Hold the access control credential over the reader.

Card reader

Card reader status indicator

The door will unlock.

Door released icon

• The unlock tone or audio guidance may play when the door is released.
• The door released icon will be displayed for approximately 3 seconds.
• If the proximity key is authenticated, the Card reader status indicator will turn on (green) for approximately 3 seconds.

Note

• Depending on the settings, there may be time periods during which the door cannot be released with a proximity key.
• The release time differs depending on the settings. The door release icon will be displayed for approximately 3 seconds regardless of the set duration.
• The door released icon may not be displayed.
• The following cards are compatible.

Card types
High Frequency (13.56 MHz)

– HID iCLASS

– SEOS

– HID iCLASS SR

– HID iCLASS SE

– HID MIFARE Classic

– HID Mifare DES Fire EV1

Low Frequency (125 kHz)

– HID Proximity

– Indala Proximity

Card formats

– H10301 (26-bit Wiegand Format)

– H10302/H10304 (37-bit Wiegand Format)
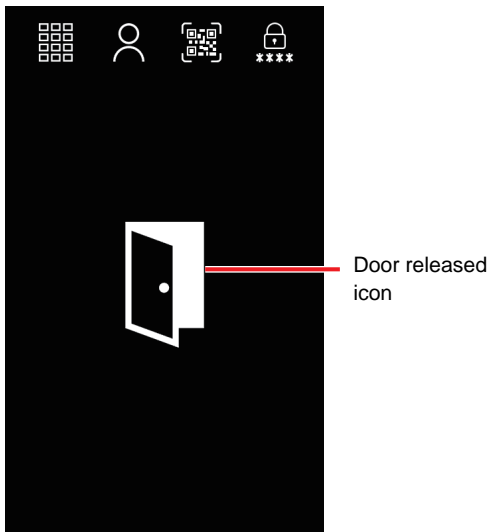
– 35-bit/48-bit Corporate 1000

30

Door Release by VIGIK-compliant Proximity Key (IXG-DM7-10K only)

The door release can be activated by scanning a VIGIK-compliant proximity key with the VIGIK card reader.

1. Hold the proximity key over the VIGIK card reader

The door will unlock.

Door released icon

- The operation sound or audio guidance may be played when the door is released.
- The door released icon will be displayed for approximately 3 seconds.

> **Note**
>
> - The door released icon may not be displayed.
> - If the unit information registered in VIGIK and this station differ, the information on the station will be overwritten by the information in VIGIK. The updated information will be displayed on the screen.

31

# Adjusting speaker volume

The receive volume can be adjusted during communication.

Setting values: 10 steps from "1" to "10"

1. Tap 🔊+ or 🔉 .
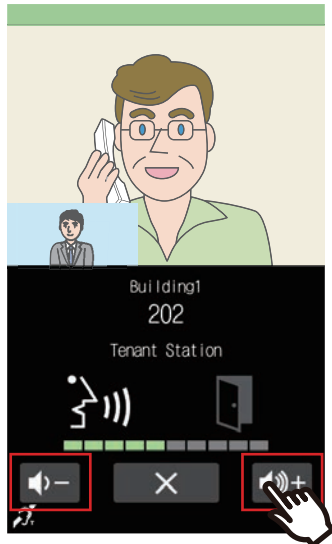
- Tap 🔊+ to increase by one step.
- Tap 🔉 to decrease by one step.
- This setting will not be saved.

Selecting the Language

Visitors can select a different display language if they do not understand the offered language on the station.
The screen will revert to the original language when it returns to standby mode. It will also return to the original language if the station is restarted.

If ⊕ is not displayed on the screen due to the setting, this function cannot be used.

Settings: English/Français/Nederlands/Español/Deutsch/Italiano/Norsk/Suomi/Türk/ 繁體中文 / 简体中文 / 日本語

Refer to "Displaying Operation Screens (→page 17)" for information on how to display operation screens.

1. Tap ⊕.

2. Tap the language to display.

English

Français

Nederlands

Español

Deutsch

Italiano

1⁄2 — Display the next page
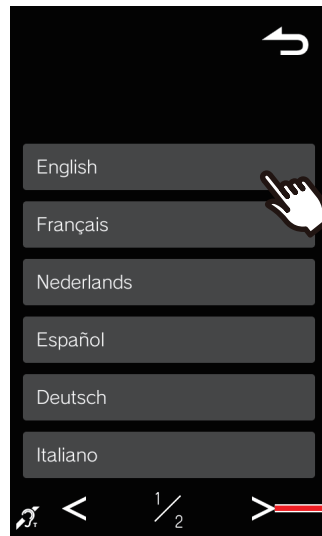
• Tap [⮐] to return to the previous screen.
This setting will not be changed.

💡 **Note**

• If characters other than alphanumeric characters, spaces, or the symbols ("-!$%()./:;?@_+) are used in building and unit names, they may become blank or corrupted when the language is changed.

Performing Operations with the Keypad Unit (IXG-DM7-10K only)

Operations can be performed with the keypad unit connected to the Entrance Station.
Refer to "Placing a Call (→page 18)", "Answering a call (→page 24)", and "Door Release by Access Code (→page 29)" for supplemental information about each operation.

Calling a Tenant

The keypad unit can be used to call a tenant by entering their Unit Number.

If ▦ is not displayed on the screen due to the setting, this function cannot be used.

1. If there are multiple buildings, enter the Building Number with [0]-[9] and press [#].
("Building Number" entry example: [1][#] or [0][1][#])

2. Enter the Unit Number with [0]-[9] and press [#].
• The ringback tone or audio guidance will be played.

3. Speak when the other party answers.
• The operation sound and audio guidance may be played.

4. Tap [✻] to end the communication.

Answering a call

The Entrance Station can also receive and answer calls. The call is automatically answered by default, though this can be changed in the settings.

1. If automatic answer is not configured, press [#] to answer an incoming call.
• The ringtone or audio guidance will be played.

2. Speak with the other party.
• The audio guidance may be played.

3. Tap [✻] to end the communication.

Releasing the door with an Access Code

The door can be released by entering an Access Code on the keypad unit.
If no Access Code has been registered, this function cannot be used.

1. Press [#].
• The Access Code entry screen will be displayed.

2. Enter the Access Code.
• The door will unlock.
• Depending on the system, press [#] after entering the Access Code.

> ### 💡 **Note**
>
> - If you press [✶] while entering the code or if no activity is detected for approximately 15 seconds, it returns to the Welcome Screen (Top Display Screen when the Welcome Screen Wallpaper is off).
>
> - If the keypad unit is operated while using the touch screen, the content entered on the touch screen is deleted and the keypad unit takes over.
>
> - Press [✶] during paging to end the page. Depending on the settings, the paging may not end even if [✶] is pressed.

Error Screen Troubleshooting

If the Entrance Station displays an error message, refer to this table for possible solutions.

■ Error screen list

Error screen	Cause	Solution
Invalid entry.	• There is no unit with the number entered. • There is a problem with the number setting.	• Enter the correct number. • If entering the correct number does not resolve the issue, contact the guard or property management company.
Invalid QR code. Please find the correct QR code and try again.	• The QR code is invalid.	• If scanning the correct QR code does not resolve the issue, contact the guard unit or property management company.
This QR code has exceeded the use limit. Please request a new code.	• Each QR code can only be used a set number of times.	• Please contact the guard unit or property management company.
This QR code has expired. Please request a new code.	• The QR code cannot be used at this time.	• Retry the operation when it is available for use.
This QR code is not valid at this time. Please try again later.	• The QR code cannot be used at this time.	• Retry the operation when it is available for use.
A server communication error has occurred.	• A communication error occurred.	• Wait a while and retry the operation. • If the problem is not resolved by waiting a few moments and retrying the operation, contact the guard unit or property management company.
A QR code error has occurred. Please request a new code.	• There is a problem with the configuration.	• Please contact the guard unit or property management company.
QR system is currently busy. Please try again.	• The QR code has exceeded the authentication limit.	• Wait for an hour and retry the operation.
Invalid QR code. Please contact property management to update settings.	• An error occurred in a device connected to this station. • There is a problem with the configuration.	• Wait a while and retry the operation. • If the problem is not resolved by waiting a few moments and retrying the operation, contact the guard unit or property management company.
Communication was temporarily unavailable. Wait for a while, and then try the operation again.	• Configuration is being updated in the system.	• Wait for a while and try the operation again.
The operation was canceled due to a higher priority operation.	• The operation was interrupted by a higher priority operation.	• Wait for a while and try the operation again.
Call failed. Retry later.	• The call destination is busy. • There is a problem with the configuration.	• Wait for a while and try the operation again. • If retrying the operation does not resolve the issue, contact the guard or property management company.
A communication error has occurred.	• The system is disconnected. • There is a problem with the configuration.	• Contact the guard or property management company.
Due to a communications error, some units may be unavailable. Please contact property management for additional assistance.	• A communication error occurred.	• Please contact the guard unit or property management company.

36

If the Alarm Screens Appear

If the following alarm screens are displayed, refer to the alarm screen list below for possible solutions.

■ Alarm Screen List

Alarm Screen	Description	Solution
	• Device removal was detected.	• Please contact the guard unit or property management company.
	• Device impact was detected.	• Please contact the guard unit or property management company.

37

Specifications

Power	PoE (IEEE802.3af Class 0 standard)	
Power consumption	IXG-DM7	For PoE, Standby 3.0W, Max 11.6W (48 VDC)
	IXG-DM7-HID	For PoE, Standby 3.0W, Max 11.6W (48 VDC)
		Card reader: Standby 1.0W, Max 1.6W (12 VDC)
	IXG-DM7-HIDA	For PoE, Standby 4.2W, Max 12.7W (48 VDC)
		Card reader: Standby 0.1W, Max 0.1W (12 VDC)
	IXG-DM7-10K	For PoE, Standby 3.1W, Max 12.1W (48 VDC)
Communication	Full duplex audio (depending on the destination station)	
Display	7" TFT LCD display WVGA 800x480 (approx. 1.15 million pixels)	
Camera	1/3-type color CMOS HD 1280x720 (approx. 900,000 pixels)	
Minimum illumination	5 lux	
LAN	Ethernet (10BASE-T, 100BASE-TX), Auto MDI/MDI-X-compatible	
Audio codec	G.711 (u-law, A-law)	
Video codec	H.264/AVC, Motion JPEG	
Protocol	IPv4, IPv6, TCP, UDP, SIP RFC3261, HTTP, HTTPS, RTSP, RTP, RTCP, IGMP, MLD, SMTP, SFTP, DHCP, NTP, DNS, TLS	
Encryption system	TLS1.2, IEEE 802.1X	
Packet transmission system	Unicast and multicast	
Number of units	Max. 9,998 units (Number of stations that can be registered as call destinations: IX/IXG/VoIP phone stations: max. 9,998 stations + phones (stations which use phone numbers): max. 9,999 stations + Intercom Apps: max. 9,999 units x 8)	
Number of Buildings	Max. 99 buildings	
Operating temperature	-10 to +60°C (+14 to +140°F)	
Materials	Front panel: Stainless steel (vertical alignment finished) Main unit and case: Flame retardant resin LCD display: Glass Chassis: Die-cast aluminum	
Color	Front Panel: Silver Main unit: Black	
Dimensions	182 mm (7-3/16") [W] x 347 mm (13-11/16") [H] x 12.5 mm (1/2") [D] (exposed area)	
Weight	Approx. 2.4 kg (5.3 lbs)	
IP rating	IP65 (dust-proof/spray-resistant)	
IK rating	IK08	
Remarks	ONVIF Profile S	

Maintenance

• Clean the station gently with a soft, dry cloth. For difficult stains, dip a soft cloth in neutral detergent diluted with water, wring it out well, and then clean the unit.
• Use a soft, dry cloth (for use in wiping mirrors) when wiping the display.

> **❗ Important**
>
> • Do not use chemicals such as benzene or paint thinner. You may damage the surface of the device, or cause discoloration.

Notice regarding the software

OSS (open-source software) is used in this product.
For information regarding OSS, see "https://www.aiphone.co.jp/data/software/source/gpl/download/ixg/."
In addition, the source code is available.

REGULATIONS

FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC CAUTION

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines as this equipment has very low levels of RF energy.

Supplier's Declaration of Conformity
47CFR §2.1077 Compliance Information

Unique Identifier:

Trade Name : AIPHONE
Models: IXG-DM7-HID, IXG-DM7-HIDA, IXGW-GW, IXGW-LC, IXGW-TGW.E1

Responsible Party – U.S. Contact Information

Company Name : AIPHONE CORPORATION
Location of Office : 6670 185th Ave NE, Redmond, WA, 98052, USA
Telephone Number : (800) 692-0200
Email Address : tech@aiphone.com
Website : https://www.aiphone.com/home

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

ISED
CAN ICES-003(B) / NMB-003(B)

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment and meets RSS-102 of the ISED radio frequency (RF) Exposure rules as this equipment has very low levels of RF energy.

WEEE

This symbol indicates that this product should be disposed of separately from other household waste. By taking it to a designated collection point for recycling of waste equipment in accordance with local waste disposal legislations on your responsibility will help to prevent any negative impacts on the environment and on human health.

WARRANTY

Aiphone warrants its products to be free from defects of material and workmanship under normal use and service for a period of 2 years after delivery to the ultimate user and will repair free of charge or replace at no charge, should it become defective upon which examination shall disclose to be defective and under warranty. Aiphone reserves unto itself the sole right to make the final decision whether there is a defect in materials and/or workmanship; and whether or not the product is within the warranty. This warranty shall not apply to any Aiphone product which has been subject to misuse, neglect, accident, power surge, or to use in violation of instructions furnished, nor extended to units which have been repaired or altered outside of the factory. This warranty does not cover batteries or damage caused by batteries used in connection with the unit. This warranty covers bench repairs only, and any repairs must be made at the shop or place designated in writing by Aiphone. This warranty is limited to the standard specifications listed in the operation manual. This warranty does not cover any supplementary function of a third party product that is added by users or suppliers. Please note that any damage or other issues caused by failure of function or interconnection with Aiphone products is also not covered by this warranty. Aiphone will not be responsible for any costs incurred involving on site service calls. Aiphone will not provide compensation for any loss or damage incurred by the breakdown or malfunction of its products during use, or for any consequent inconvenience or losses that may result.