

# IXG System

Tenant Station

Tenant Station (with handicap support)

IXG-2C7

IXG-2C7-L

## Operation Manual

Software version 3.00 or later



IXG-2C7







IXG-2C7-L

### 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.
- The Intercom Apps are referred to as "Apps."
- 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.



**Keep the station away from liquid.**  
If this happens, remove the LAN cable.  
Otherwise, this may result in fire or 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.



**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.



### 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 the unit more than 1m (3.3') away from radio or TV set.
- 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 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.
- 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 doorbells 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.
- 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.
- 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.

### 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 for indoors use only. It cannot be used outdoors.
- 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.
- When wall-mounted, the top of the station may darken. This does not indicate 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 inability 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.
- 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.

### Notices

- Using a fluorescent light could periodically alter the color of the screen (color rolling). This is not a malfunction.
- The date and time displayed on this station will return to the initial value if the product loses power, such as during a power outage.
- This station is for installations on walls and vertical surfaces only.
- Station maybe unoperatable while updating the system settings.
- 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.

### 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.

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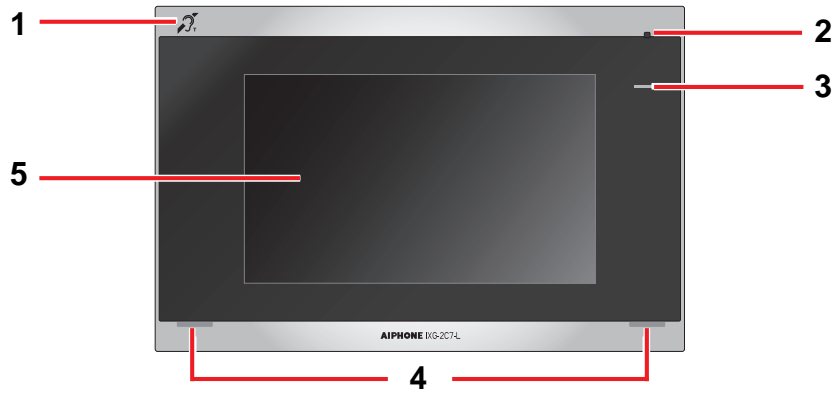
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# Part Names

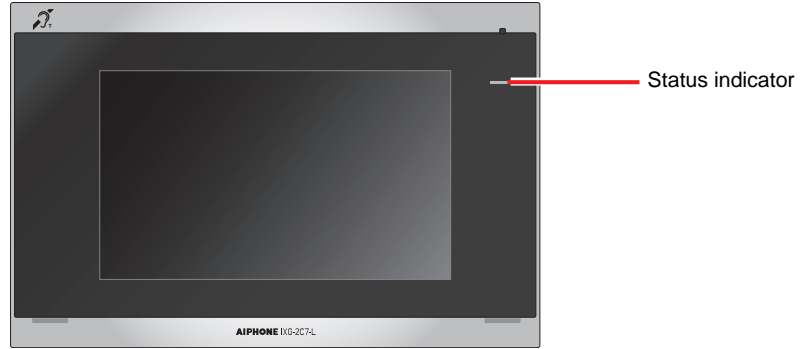
## Tenant Station IXG-2C7 and IXG-2C7-L (Hearing aid compatible)



No.	Name & description
1	Hearing aid (T mode) compatible symbol (IXG-2C7-L only) Creates a hearing loop to make it easier to hear audio on a hearing aid equipped with T-mode.
2	Microphone Do not attach any stickers, tape, etc. This may distort or block communication.
3	Status indicator (Blue) Shows the status of this station. <a href="#">"Status Indicators (→page 11)"</a>
4	Speaker
5	Touchscreen LCD Remove the protective film before use.

# Status Indicators

IXG-2C7-L



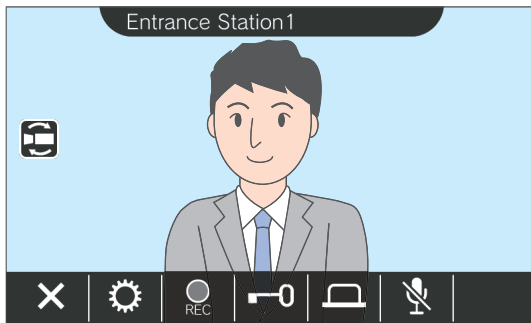
☀: On, □: Off

Name	Status (Pattern)	Description	
Status indicator	Blue light ☀	Standby	
	Blue flashing	☀ 1sec → □ 1sec Repeat 3 times, then turn on	Calling destination busy
		☀ 2sec → □ 2sec	Incoming Page
		☀ 0.75sec → □ 0.75sec	Booting
		☀ 0.25sec → □ 0.25sec	Outgoing Call Monitoring
		☀ 0.25sec → □ 0.25sec → ☀ 0.25sec → □ 0.75sec	Incoming Call
		☀ 0.5sec → □ 0.5sec	Missed Call Door Release*1 Unconfirmed Message
		☀ 0.5sec → □ 4sec	Communication failure
		☀ 0.5sec → □ 2.5sec	Automatic Open Enabled
		☀ 1sec → □ 0.25sec → ☀ 0.25sec → □ 0.25sec → ☀ 0.25sec → □ 0.25sec	Firmware version updating

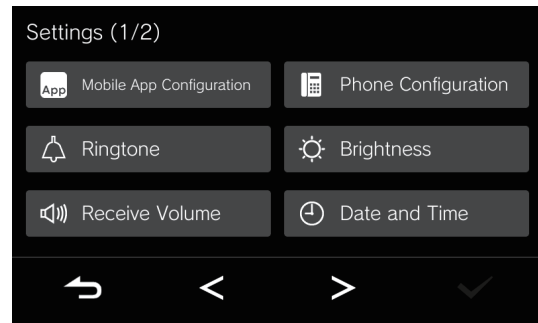
\*1 If the door release timeout is set to 3 seconds or less, it will flash at a 3 second interval.

# Buttons


Ex: Communication Screen



Ex: Settings Screen



Button	Description
	Tap to end the operation.
	The following items can be adjusted. : Change the volume of the Ringtone, Doorbell Ringtone, Auto Answer Tone, and the Paging Pretone. The changes will be saved. : Change the volume of the receiving sound, Ringback Tone, Communication Timeout Notification, Busy Response Tone, Call Failed Tone, Door Release, End Communication Notification Tone, and the Paging. The changes will be saved. : Change the screen brightness. The changes will be saved. : Apply backlight compensation and nighttime sensitivity correction for the Entrance Station or Video Door Station. <a href="#">“Adjusting video to enhance visibility (→page 32)”</a>
	Tap to display the video of the network camera. <a href="#">“Switching the video (→page 34)”</a>
	Tap to begin communication.
	Tap to turn this station's microphone off during communication, so that the audio is not sent to the other party. To cancel, tap  or end communication.
	Tap to unlock the door. <a href="#">“Unlocking a door (→page 30)”</a> Depending on the installed system, this may control an external device instead of unlocking the door release.
	Tap to unlock the door. <a href="#">“Unlocking a door (→page 30)”</a> Depending on the installed system, this may control an external device instead of unlocking the door release.
	Tap this to begin record video/audio. <a href="#">“Recording Video / Audio (→page 31)”</a>
	Tap to display the previous screen. If the button is tapped on the first screen, it displays the last screen.
	Tap to display the next screen. If the button is tapped on the last screen, it displays the first screen.


Button	Description
	Returns to the screen which was previously displayed.

- Button display varies depending on the installed system.

# User Interface

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

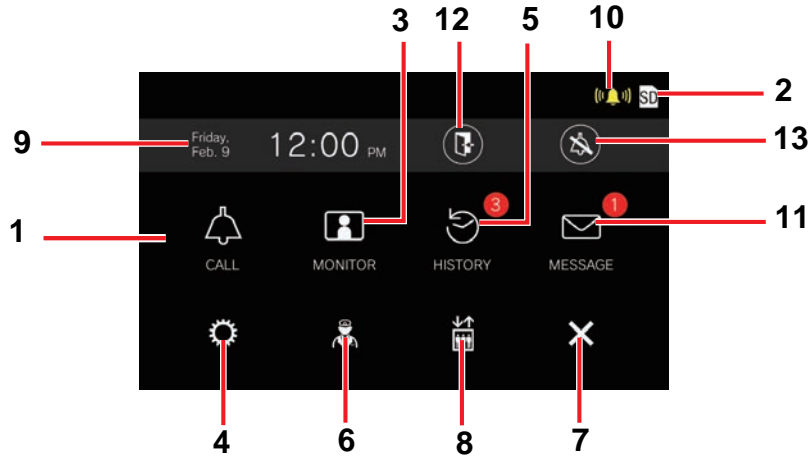
### Note





- When not in use, the display will switch to standby mode in the following situations.
  - If there are no screen operations for approximately 60 seconds
  - Tap  .

### Home Screen

Display the Home Screen in the following situations.

- Tap the Touchscreen LCD when the station is in standby mode
- When receiving an incoming call from the doorbell



No.	Description
1	Tap to call the specified station from the Address Book. <a href="#">“Calling the other party (→page 18)”</a>
2	Displays when a micro SD card is inserted.
3	Tap to monitor the specified station. <a href="#">“Monitoring a door station (→page 26)”</a>
4	Tap to configure various settings. <a href="#">“Making Setting Changes (→page 41)”</a>
5	Tap to confirm the history and recordings. <b>1</b> is displayed when there are unconfirmed Missed Calls. <a href="#">“Calling from call history (→page 17)”</a> , <a href="#">“Viewing the Call History (→page 35)”</a> , <a href="#">“Viewing Missed Calls (→page 37)”</a> , <a href="#">“Viewing the recording history (→page 38)”</a>
6	Tap to call the Guard Unit. *1 <a href="#">“Calling the Guard Unit (→page 20)”</a>
7	Tap to turn off the screen.
8	Tap to call the elevator to the unit floor. *1 <a href="#">“Calling the elevator (→page 24)”</a>
9	Displays the current date and time.
10	Displays when an incoming call is received from the doorbell.
11	Tap to confirm messages. <b>1</b> is displayed when there are unconfirmed messages. <a href="#">“Viewing Notifications (→page 39)”</a>
12	Tap to set Automatic Open.*1 <a href="#">“Making Setting Changes (→page 41)”</a>  : Automatic Open is disabled.  : Automatic Open is enabled.
13	Tap to set Do not Disturb. <a href="#">“Making Setting Changes (→page 41)”</a>  : Do not Disturb is disabled.  : Do not Disturb is enabled.

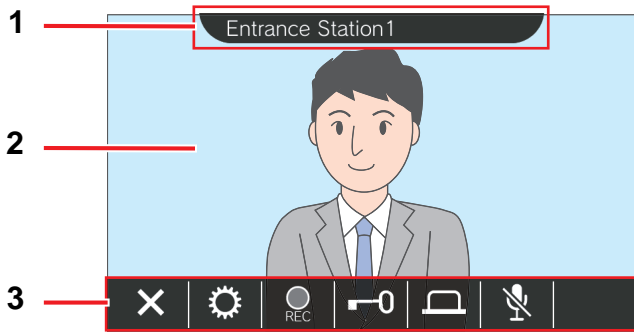
\*1 May not be displayed depending on settings.

### Operation Screen

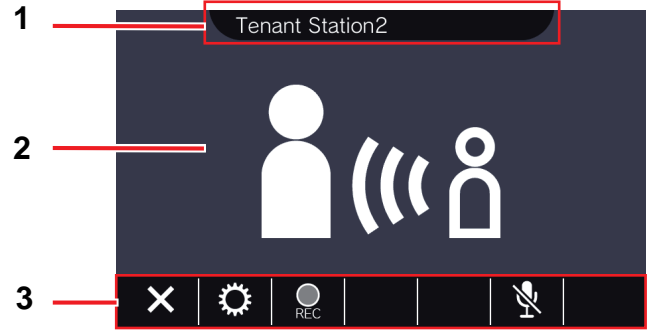
The following screen is displayed when starting a communication with the other party.

Ex: Communication Screen

When receiving a call from a video station



When receiving a call from an audio station





No.	Description
1	Displays information about the destination station. Tap to display detailed information.
2	Displays the video from the destination station camera. Video may not be displayed depending on the destination station type.
3	Displays the operation buttons. Tap any part of the screen other than the buttons while the video is displayed to hide the buttons for approximately three seconds. Tap the screen again to display the buttons. <a href="#">"Buttons (→page 12)"</a>



# Calling from call history

If there is no response when a call is received, the incoming call history is retained as missed calls.

 is displayed when there are missed calls.

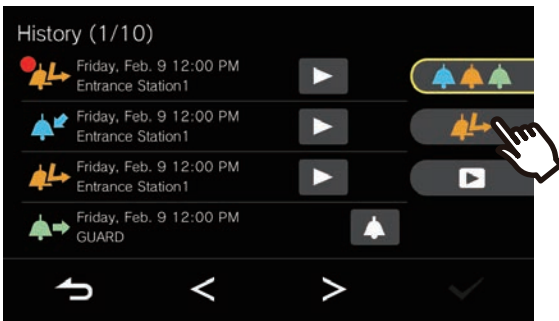
 is not displayed if another station answered.

Place a call from the history if the call was not from a Entrance Station or Door Stations.

**1.** Tap **[HISTORY]** on the Home Screen.

**2.** Tap  .

- The Missed Calls screen is displayed.




**3.** Tap the  icon to place a call.

**4.** Speak when the other party answers.



- Refer to [“Buttons \(→page 12\)”](#) for the operations available during a call.

**5.** Tap  to end communication.



### Note

- Automatically ends the outgoing call when the call timeout which was set in advance elapses. A notification sound plays when the outgoing call ends.
- If a page with a higher priority is received from another station while making an outgoing call or during communication, the outgoing call or call will be interrupted and the station will switch to the page.
- The communication ends automatically after approximately three minutes. A notification sound will play approximately 10 seconds before ending.
- The call duration cannot be extended on this station. If communication is extended on the destination station, the call duration will be extended.
- The call priority is "Normal."

# Calling the other party

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

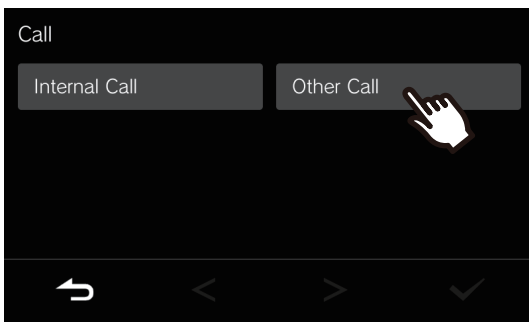
- Guard Unit
- Inside Area
- Commercial Unit
- Other Residential Units
- Other Tenant Station, Handset Sub Station, Mobile Apps, or Phones in the same residential unit. (All Stations, Apps, and Phone)
- Other Tenant Station, Handset Sub Station in the same residential unit. (All stations)
- Mobile Apps and Phones in the same residential unit. (All Apps and Phone)
- A single Tenant Station or Handset Sub Station in the same residential unit. (Individual)

Call will be placed to all the registered Mobile Apps if multiple Mobile Apps are registered within the same residential unit. It communicates with the first Mobile App that responds.

**1.** Tap **[CALL]** on the Home Screen.

**2.** Tap the call destination.

- The call will be placed to the selected party.



- The ringback tone is heard.

**3.** Speak when the other party answers.



- Video may not be displayed depending on the destination station. The "When receiving a call from an audio station" screen in section ["Operation Screen \(→page 16\)"](#) is displayed.
- Refer to ["Buttons \(→page 12\)"](#) for the operations available during a call.

**4.** Tap **[X]** to end communication.




### Note

- Automatically ends the outgoing call when the call timeout which was set in advance elapses. A notification sound plays when the outgoing call ends.
- If a page with a higher priority is received from another station while making an outgoing call or during communication, the outgoing call or call will be interrupted and the station will switch to the page.
- The communication ends automatically after approximately three minutes. A notification sound will play approximately 10 seconds before ending.
- The call duration cannot be extended on this station. If communication is extended on the destination station, the call duration will be extended.
- The call priority is "Normal."

# Calling the Guard Unit

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

Depending on the setting, when  is not displayed on the Home Screen, select Guard under **[CALL]** on the Home Screen to call the Guard.

## 1. Tap on the Home Screen.

- The ringback tone will be played.

## 2. Speak with the other party.



- Refer to [“Buttons \(→page 12\)”](#) for the operations available during a call.

## 3. Tap to end communication.

### Note


- Automatically ends the outgoing call when the call timeout which was set in advance elapses. A notification sound plays when the outgoing call ends.
- If a page with a higher priority is received from another station while making an outgoing call or during communication, the outgoing call or call will be interrupted and the station will switch to the page.
- The communication ends automatically after approximately three minutes. A notification sound will play approximately 10 seconds before ending.
- The call duration cannot be extended on this station. If communication is extended on the destination station, the call duration will be extended.
- The call priority is "Normal."

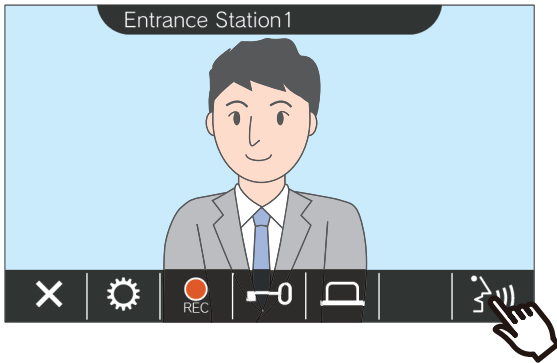
# Answering a call

When there is an incoming call, the status indicator flashes and the ringtone plays.

Video of the destination station is displayed, and it is able to communicate by answering the call.

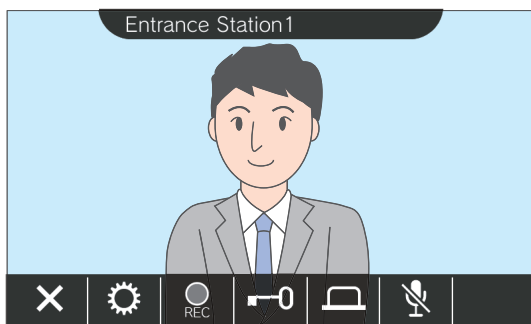
When receiving an individual call from another Tenant Station in the same residential unit, the auto answer tone plays, and it automatically initiates communication depending on the settings.


1. Tap  when receiving an incoming call.



- Video may not be displayed depending on the destination station. The "When receiving a call from an audio station" screen in section ["Operation Screen \(→page 16\)"](#) is displayed.
- Refer to ["Buttons \(→page 12\)"](#) for the operations which are available when receiving an incoming call and during a call.

2. Speak with the other party.




3. When the communication ends, tap .

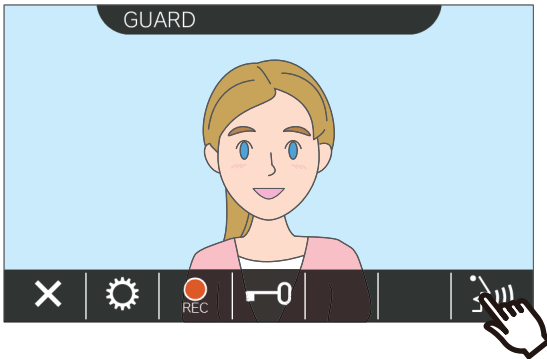
### Note

- The ringtone normally plays, though this can be disabled in the settings.
- If a page or incoming call with a higher priority is received from another station while receiving an incoming call, the incoming call will be interrupted and the station will switch to the page or call with higher priority.
- If a page with a higher priority is received from another station during communication, the call will be interrupted and the station will switch to the page.
- The communication ends automatically after approximately three minutes. A notification sound will play approximately 10 seconds before ending.
- The call duration cannot be extended on this station. If communication is extended on the destination station, the call duration will be extended.
- Depending on the setting, if the electrical lock is released during an incoming call from the Entrance Station or while communicating, the incoming call or communication will end automatically after approximately 10 seconds.
- The incoming call may be recorded depending on the installed system.

### Receiving a transferred call

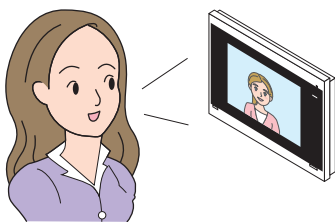
This station can receive a call transferred from another station. The status indicator flashes when receiving the transfer.

1. Tap  when receiving an incoming call from the transferring station.

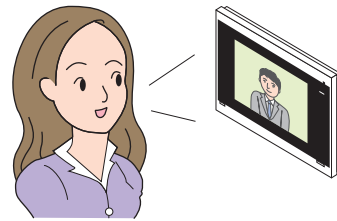



- Video may not be displayed depending on the destination station. The "When receiving a call from an audio station" screen in section ["Operation Screen \(→page 16\)"](#) is displayed.
- Refer to ["Buttons \(→page 12\)"](#) for the operations which are available when receiving an incoming call and during a call.

2. Speak with the transferring station.



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



4. Tap  to end communication.


#### Note

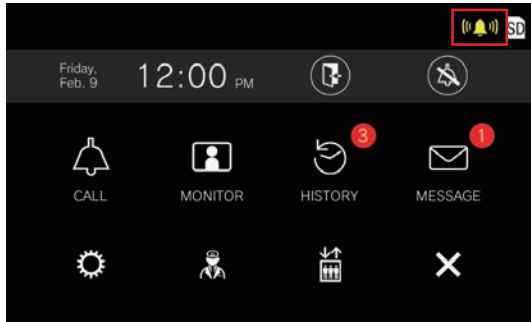
- If the station receiving the transfer ends the call before the transferring station completes the transfer process, the transfer will fail.
- The transferred call's talk timeout counts the time before and after the transfer. When this combined time runs out, the call will automatically end. A notification tone will play approximately 10 seconds before the call ends.
- The call duration cannot be extended on this station. If communication is extended on the destination station, the call duration will be extended.
- Depending on the setting, if the electrical lock is released while communicating with the Entrance Station, the incoming call or communication will automatically end after approximately 10 seconds.
- The incoming call may be recorded depending on the installed system.


# Receiving an incoming call from the doorbell

An incoming call can be received from a door bell.

### When receiving an incoming call from the doorbell...

The doorbell ringtone plays, and  is displayed in the upper right part of the Home screen.




- The  disappears when the incoming call from the doorbell ends.

#### Note

- If a page or an incoming call is received from another station while receiving a doorbell call, the doorbell ringtone will stop playing, and the station will switch to the page or incoming call.


If a doorbell call is received during a station call or other operation, the doorbell ringtone does not play and the



 is displayed.

# Calling the elevator

The elevator can be called to the unit floor.

Depending on the setting, this function cannot be used when  is not displayed on the Home Screen.

**1.** Tap  on the Home Screen.

 changes to  for approximately three seconds, and the elevator moves to the unit floor.



### Note

- The elevator operations may differ according to the elevator control equipment. Moreover, it may not operate as desired due to the usage conditions.




## Receiving a Page


### Receiving a page

The paging pretone will be played, then paging will begin.



- Refer to [“Buttons \(→page 12\)”](#) for the available operations during paging.

 **Note**

- 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.
- Depending on the setting,  may not be displayed when receiving a page with an "Urgent" priority.
- When a page with an "Urgent" priority is received, it is played at the maximum receive volume. The receive volume can be adjusted during paging.

# Monitoring a door station

Video and audio of the following stations can be monitored.

- Entrance Station
- Door Stations
- Network cameras

Only audio will be monitored on Audio Door Stations.

If a network camera is associated with an Audio Door Station, video will be monitored from the network camera, and audio will be monitored from the Audio Door Station.

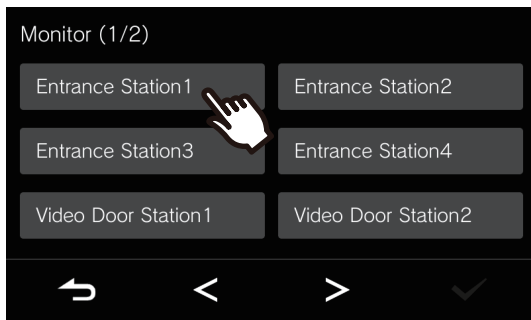
Audio from this station cannot be heard by the other party during monitoring. However, the other party may be notified that they are being monitored using a notification tone or flashing status indicator depending on the settings of the destination station.

Monitoring cannot be performed during calls or while the destination station is otherwise occupied.

This is the case even if settings on the destination station allow for monitoring.

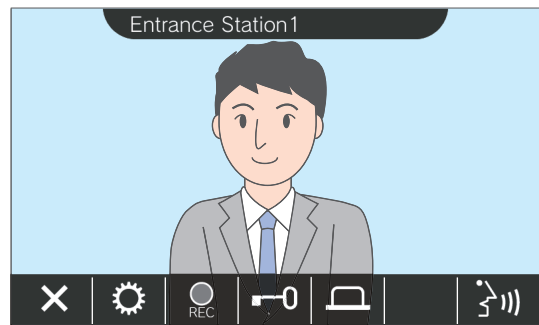
**1.** Tap **[MONITOR]** on the Home Screen.

**2.** Select a station to monitor.



- The calling tone plays until monitoring begins.

**3.** View the video and audio.



- Refer to "[Buttons \(→page 12\)](#)" for the available operations during monitoring.

**4.** Tap **[X]** to end monitoring.


### Note

- The monitoring ends automatically when the monitoring time which was set in advance elapses. A notification sound will play approximately 10 seconds before ending. The notification sound may not play depending on the setting.
- When an incoming call or page is received from another station while monitoring, the monitoring is interrupted and the station switches to the incoming call or page.
- If a network camera is associated with the Intercom, the receiving audio from the Intercom will be recorded even if the video of the network camera is displayed.
- Video of the network camera may not be recorded due to the size of the image.

# Viewing Recordings

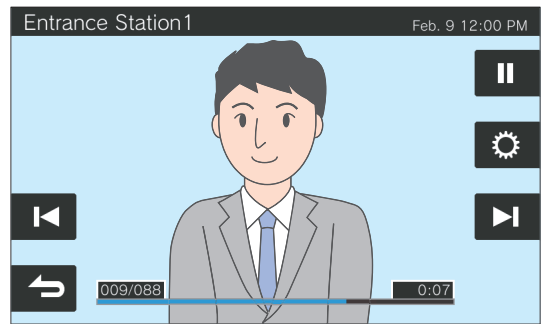
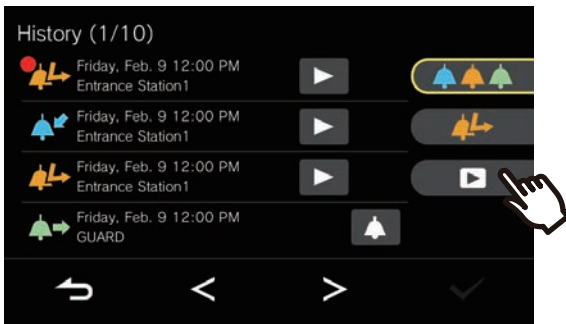
Video / audio recordings can be selected from the history to be viewed.

**1.** Tap **[HISTORY]** on the Home Screen.

**3.** Tap the  of the recording that you wish to confirm.



**2.** Tap .

**4.** View the video and audio.



- Refer to "[Playback Screen \(→page 28\)](#)" for how to view the recording playback screen.

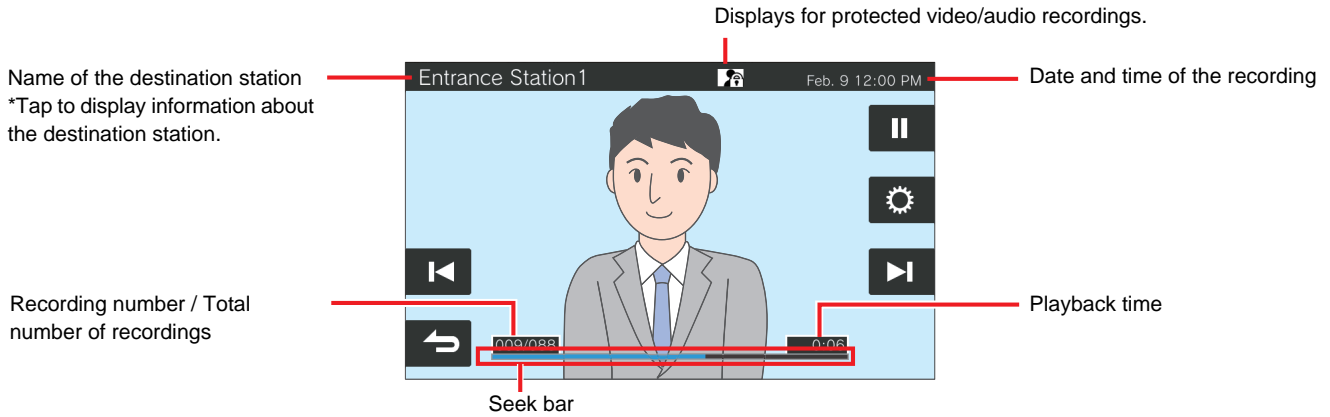
### ◆ Icon explanations

Icon	Description
	Displays for audio only recordings. It shows the recording date / time and information about the destination station.
	Displays for video and audio recordings. It shows the video / audio recording date and information about the destination station.

- Tap any part of the screen other than the buttons while the video is displayed to hide the buttons for approximately three seconds. Tap the screen again to display the buttons.
- The button displays vary depending on the installed system.

# Playback Screen

When playing video / audio recording





When playing audio recording



### ◆Button explanations

Button	Description
	Tap to play the recording.
	Tap to pause the recording.
	Tap to change the various settings. : Tap to change the recording volume. The changes will be saved. : Change the brightness of the screen. The changes will be saved. : Tap  to protect the displayed video / audio recording. A recording cannot be overwritten when it is protected. Tap  to remove the protection.
	Tap to display the playback screen of the previous recording. If the icon is tapped while the first recording is displayed, then it shows the last recording.

Button	Description
	Tap to display the playback screen of the next recording. If the icon is tapped while the last recording is displayed, then it shows the first recording.
	Return to the recording history screen.

- Tap any part of the screen other than the buttons while the video is displayed to hide the buttons for approximately three seconds. Tap the screen again to display the buttons.
- The button displays vary depending on the installed system.



### Note

- Depending on the communication status when recording video / audio, the recorded data may not be saved properly and may be unable to be played back properly.

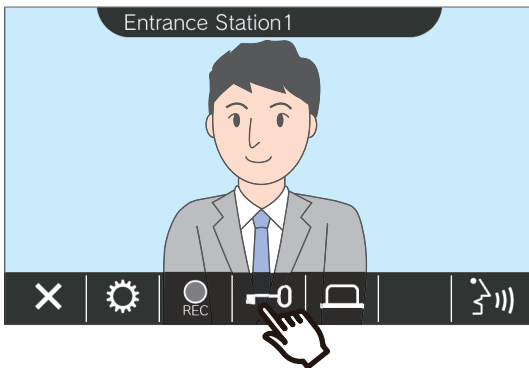
### Unlocking a door

The door release can be unlocked in the following situations.

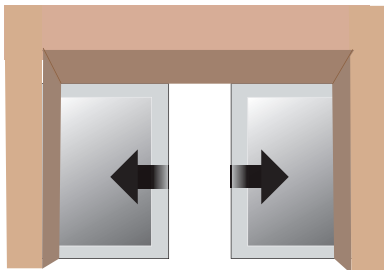
- During an incoming call (Only when video is displayed)
- In communication
- While monitoring

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





1. Tap  or .







The door will be unlocked.



Auto lock example


- The door release tone plays when the door is unlocked, and  or  changes to  or  for approximately three seconds.

#### Note

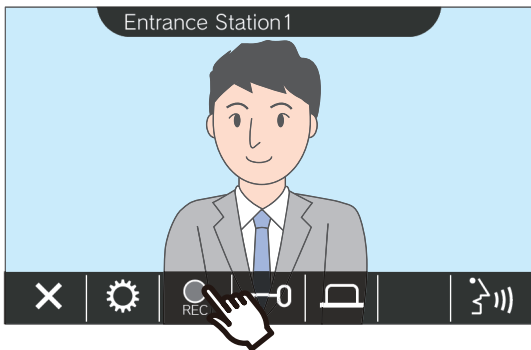
- If the door cannot be released, an error tone will sound.
- The unlock time differs depending on the configuration of the destination station.  or  returns to  or  approximately three seconds later regardless of the configured time.
- Depending on the setting, if the electrical lock is released during an incoming call from the Entrance Station or while communicating, the incoming call or communication will end automatically after approximately 10 seconds.
- The external device may be controlled instead of unlocking the door depending on the settings.



## Recording Video / Audio


Record the video shown on the Touchscreen LCD during the incoming call.  
 The video shown on the Touchscreen LCD and audio can be recorded during a call or while monitoring.  
 If no video is shown on the Touchscreen LCD, only audio will be recorded.  
 The audio on both sides is recording during the call.



If  is not displayed on the Home Screen, this function cannot be used.

1. Tap  .




- The  icon changes to  and the video / audio recording starts.

2. Tap  to end video / audio recording.

- The  icon changes to  and the video / audio recording ends.

### Note

- Audio from a station will be recorded even if video from a network camera is displayed during communication.
- The recording automatically ends approximately 10 seconds after the start.
- In the following cases, the recording automatically ends even if approximately 10 seconds have not elapsed from the start of recording.
  - When the incoming call, communication, or monitoring ends
  - When the other party puts communication on hold
- The oldest data is overwritten with the newest data if the SD card becomes full.
- The video shown on the Touchscreen LCD during an incoming call may be automatically recorded depending on the settings.
- If a network camera is associated with the Master Station, the Intercom audio will be recorded even if the video from the network camera is displayed during monitoring.
- Because the camera cannot be selected while recording, the  icon is not displayed.

## Adjusting video to enhance visibility

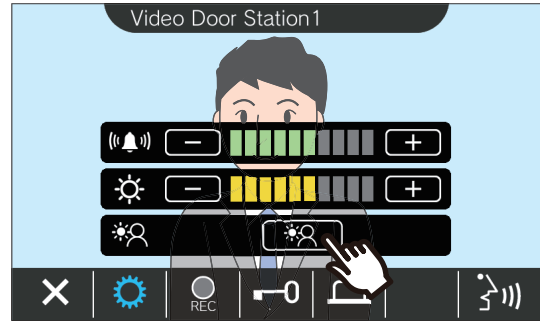
In the following situations, the video of the Entrance Station or Video Door Station can be adjusted to enhance visibility.


- During incoming call
- In communication
- While monitoring

1. Tap .



2. Tap .



- Because the video of the network camera cannot be adjusted, the  icon is not displayed.
- This setting will not be saved.
- The image will be adjusted. A sample is shown below.

<Backlight compensation>



Before compensation

<Nighttime compensation>



Before compensation



After compensation



After compensation




### 3. Tap .

- Return to the original screen.



#### Note

- Tap  after compensation to return the image before the compensation.
- Video from a network camera, Guard Station, and Master Station cannot be adjusted.


## Switching the video

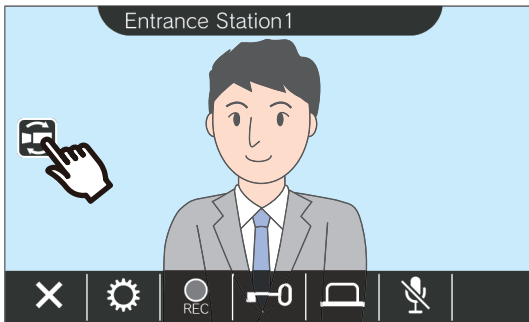
If a network camera is associated with the following stations, the video can be switched to the video of the network camera.

- Entrance Station
- Video Door Station
- Guard Station
- Master Station
- PC Master Station


The video display can be switched in the following situations.

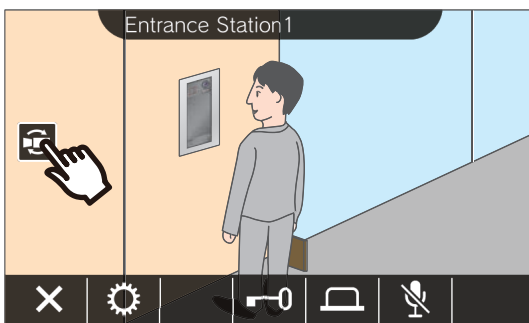
- During an incoming call
- In communication
- While monitoring

**1.** Tap  to switch the video.





- It will display the video of the network camera.

**2.** To return to the video of the Intercom, tap the  icon again.



### Note

-  does not appear while  is displayed.

# Reviewing Call History

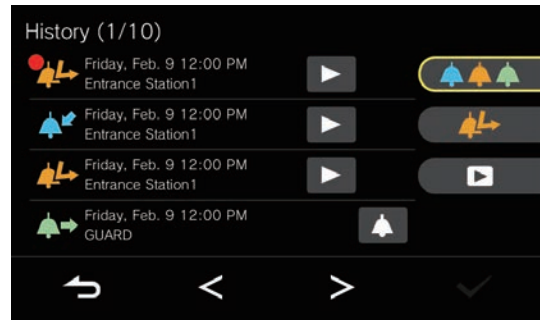
### Viewing the Call History

Incoming and outgoing call history can be viewed.

Up to 20 incoming call and outgoing call history records can be saved. New records will be saved over the oldest records if the number of records exceeds 20.

**1.** Tap **[HISTORY]** on the Home Screen.

**2.** Check the Call History.



◆ Icon and button explanations

Icons and buttons	Description
	This is displayed for unanswered calls in the history. This icon is displayed next to unconfirmed entries on the <a href="#">“Viewing the Call History (→page 35)”</a> or <a href="#">“Viewing Missed Calls (→page 37)”</a> screens.
	This icon is displayed for answered incoming calls in the history. Shows the date and time of the call and the name of the destination station.
	This icon is displayed next to the missed call history. It shows the date and time of the call and the name of the destination station.  is displayed if another station answered.
	This icon is displayed in the outgoing call history. Shows the date and time that the call was placed and the name of the destination station.
	This icon is displayed next to the received page history. It shows the date and time that the page was received and the name of the destination station.
	Tap to play the recording. <a href="#">“Viewing Recordings (→page 27)”</a> This icon is displayed when there is a video / audio recording.
	Tap to call the station which originated the call (except for Entrance Station or Door Stations) or the call destination.
	Tap to display the Missed Calls Screen. <a href="#">“Viewing Missed Calls (→page 37)”</a>
	Tap to display the recording history. <a href="#">“Viewing the recording history (→page 38)”</a>

- The button displays vary depending on the installed system.



### Note

- The most recent entries are displayed first.

### Viewing Missed Calls

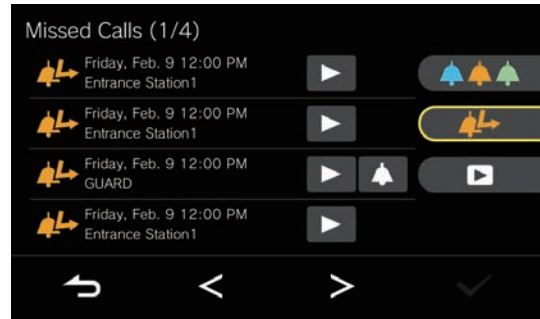
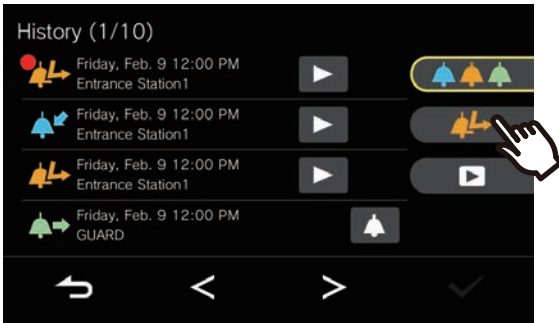
View the missed call history.

If another station answered, the entries are displayed in the incoming call history.








**1.** Tap **[HISTORY]** on the Home Screen.

**2.** Tap  .

**3.** View the missed calls.



◆ Icon and button explanations

Icons and buttons	Description
	This is displayed for unanswered calls in the history. This icon is displayed next to unconfirmed entries on the <a href="#">“Viewing the Call History (→page 35)”</a> or <a href="#">“Viewing Missed Calls (→page 37)”</a> screens.
	This icon is displayed next to the missed call history. It shows the date and time of the call and the name of the destination station.  is displayed if another station answered.
	Tap to play the recording. <a href="#">“Viewing Recordings (→page 27)”</a> This icon is displayed when there is a video / audio recording.
	Tap to call the station which originated the call (except for Entrance Station or Door Stations).
	Tap to display the History Screen. <a href="#">“Viewing the Call History (→page 35)”</a>
	Tap to display the recording history. <a href="#">“Viewing the recording history (→page 38)”</a>

- The button displays vary depending on the installed system.

 **Note**

- The most recent entries are displayed first.

### Viewing the recording history

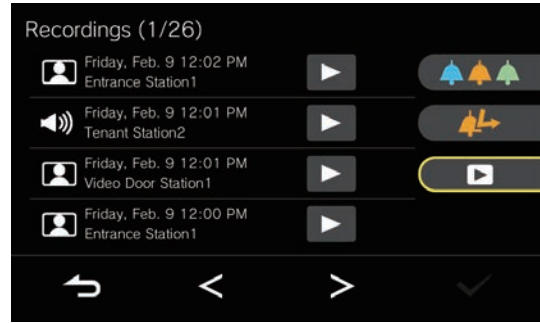
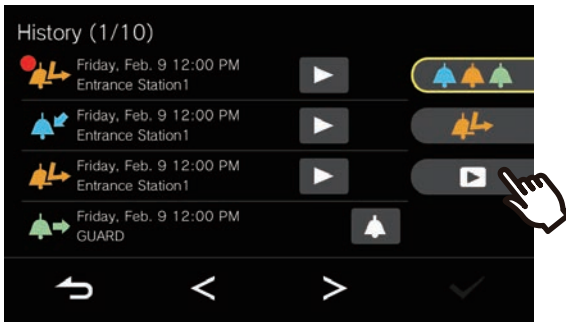
A maximum of 999 recordings can be viewed for the following recording types.

- During an incoming call
- In communication
- While monitoring






**1.** Tap **[HISTORY]** on the Home Screen.

**3.** View the video / audio recordings in the history.

**2.** Tap  .



#### ◆ Icon and button explanations

Icons and buttons	Description
	Displays for audio only recordings. Shows the recording date and time and the name of the destination station.
	Displays for video and audio recordings. Shows the recording date and time and the name of the destination station.
	Tap to play the recording. <a href="#">“Viewing Recordings (→page 27)”</a>
	Tap to display the History Screen. <a href="#">“Viewing the Call History (→page 35)”</a>
	Tap to display the Missed Calls Screen. <a href="#">“Viewing Missed Calls (→page 37)”</a>

- The button displays vary depending on the installed system.

#### Note

- The recordings are displayed by date.

# Viewing Notifications

Messages from the Property Manager can be viewed.

The phones registered in the residential unit and the Registered App Status are periodically reported depending on the settings. The notification time may differ depending on the station.

When there is a notification, the status indicator flashes and the notification sound plays.

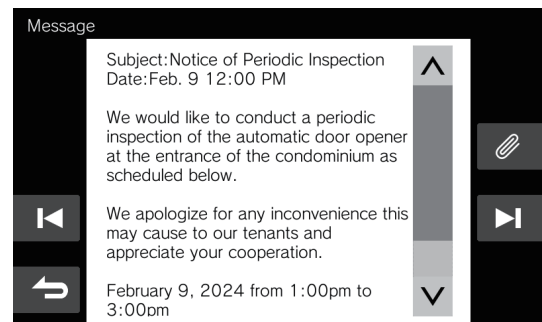
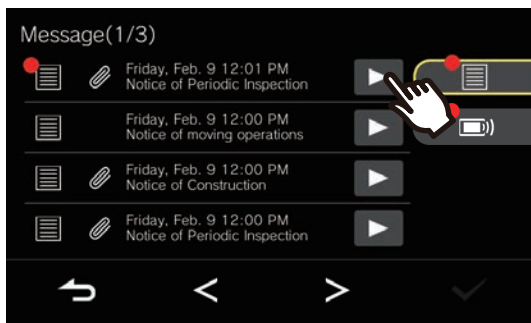
Up to 20 notifications are saved. When the number of notifications exceeds 20, the new notifications are saved over the oldest notifications.

If you do not recognize the reported phone numbers or number of Apps, delete them by following the operations listed in the message or contact the guard unit or property management company.








**1.** Tap **[MESSAGE]** on the Home Screen.



**3.** View messages or the connection status

**2.** Tap  .



### ◆ Icon and button explanations

Icons and buttons	Description
	Displayed for notifications that have not been viewed.
	Displayed for messages. Shows the date and time that the message was received and the subject.
	Displayed when an image is attached to the message.
	Displayed for phone and Registered App Status notifications. Shows the date and time that the notification was received.
	Tap to display the image attached to the message.
	Tap to display the previous notification. If the icon is tapped while the first notification is displayed, it shows the last notification.
	Tap to display the next notification. If the icon is tapped while the last notification is displayed, it shows the first notification.

Icons and buttons	Description
	Tap to display the messages only.
	Tap to display the phone and Registered App Status notifications only.

- The button display varies depending on the installed system.

### Note

- The most recent entries are displayed first.
- Messages may be deleted by Property Manager operation.




## Making Setting Changes

Changing various settings.

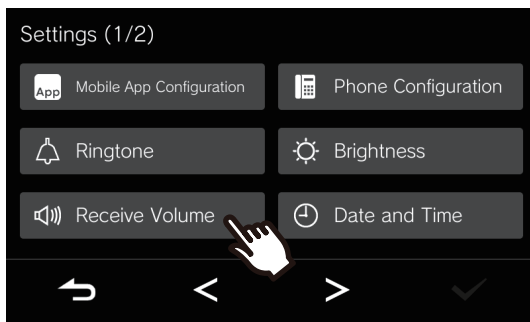
When an incoming call from the doorbell is received during configuration, the doorbell tone will ring.

Example: Changing the receive volume

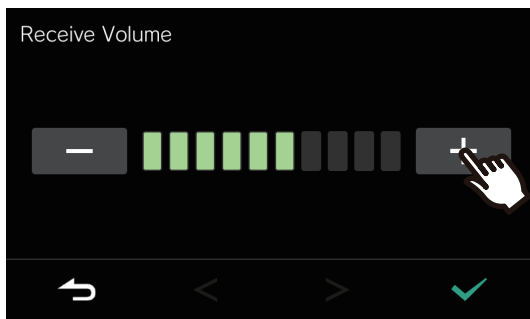
1. Tap  on the Home Screen.

---

2. Tap the setting to change.



3. Make desired changes.





4. Tap  .

- The settings are saved, and it returns to the Settings screen.
-

The following settings can be configured on the Settings screen.

Entry		Description	Settings	Default values
Mobile App Configuration	Registered App Status* <sup>1</sup>	Confirm the registration status of the Residential Mobile App. To cancel the Mobile App registration, touch <b>[Disconnect]</b> . If the registration is canceled, you will not be able to receive calls to the Residential Unit on the Mobile App.	-	-
	Register Apps* <sup>1</sup>	Register a Mobile App in the Residential Unit. You can receive a call to the Residential Unit even on a Mobile App by registering. Refer to " <a href="#">Registering Apps (→page 45)</a> " for more information.	-	-
Phone Configuration	Registered Phone Number Status* <sup>1</sup>	Confirm the registration status of the residential unit's phone. To cancel the phone registration, touch <b>[Disconnect]</b> . If the registration is canceled, you will become unable to receive calls to the residential unit on the phone.	-	-
	Phone Number Registration* <sup>1</sup>	Register a phone to the residential unit. Calls to the residential unit can also be received with the phone by registering it. Register the phone by calling the Phone Number for Registration shown on the screen and following the audio guidance.	-	-
Ringtone	Ringtone	Configure the Ringtone for an incoming call (type of sound).	Call Pattern 1 Call Pattern 2 Call Pattern 3 Call Pattern 4 Call Pattern 5 Call Pattern 6	Call Pattern 1
	Ringtone Count	Configure the Ringtone count time.	3 Infinite (keeps ringing until the call is answered or the caller hangs up.)	Infinite
	Ringtone Volume	Configure the Ringtone Volume. All of the following volumes are changed. <ul style="list-style-type: none"> <li>• Ringtone Volume</li> <li>• Doorbell Ringtone volume</li> <li>• Auto Answer Tone</li> <li>• Paging Pretone volume (for paging that does not have a priority of Urgent)</li> </ul>	"0" silence Levels "1" through "10"	"6"
Brightness		Adjust the brightness of the screen.	Levels "1" through "10"	"6"

Entry		Description	Settings	Default values
Receive Volume		<p>Configure the Receive Volume. All of the following volumes are changed.</p> <ul style="list-style-type: none"> <li>• Receive Tones</li> <li>• Ringback Tone</li> <li>• Communication Timeout Notification</li> <li>• Busy Response Tone</li> <li>• Call Failed Tone volume</li> <li>• Door Release</li> <li>• End Communication Notification Tone volume</li> </ul>	Levels "1" through "10"	"6"
Date and Time	Current Time* <sup>2</sup>	<p>Because Current Time is used for video / audio recordings and the call history, be sure to configure this setting. Current Time does not need to be configured if it is acquired from an NTP server.</p>	-	09:00, January 1, 2020
	Daylight Saving Time	Configure whether to automatically adjust Daylight Saving Time.	ON (adjust) OFF (do not adjust)	OFF
Do not Disturb		<p>Set Do not Disturb mode.</p> <p>Display the Settings Screen even if  is tapped on the Home Screen.</p> <p>When Do not Disturb is enabled, the following operations are restricted when an incoming call with a priority of "Priority" or "Normal," paging with a priority of "Normal," or a doorbell incoming call is received.</p> <ul style="list-style-type: none"> <li>• Ringtones, paging pretones, paging, doorbell tones, and message or connection status notification sounds will stop playing, and the status indicator will not flash.</li> <li>• The Incoming Call Screen is automatically not displayed in standby mode.</li> <li>• The status output linked to the incoming call will not operate.</li> </ul>	Disable For 1 Hour For 2 Hours For 6 Hours For 12 Hours Always Enable	Disable
Automatic Open		<p>Set Automatic Open.</p> <p>Display the Settings Screen even if  is tapped on the Home Screen.</p> <p>When Automatic Open is enabled, the electrical lock is automatically released when there is an incoming call from the Video Entrance Station.</p> <p>Depending on the setting, if the electrical lock is released, the incoming call or communication will automatically end after approximately 10 seconds.</p>	Disable Enable	Disable

Entry	Description	Settings	Default values
Language *3	Configure the display language.	English Français Nederlands Español Deutsch Italiano Norsk Suomi Türk 繁體中文 简体中文 日本語	English
Station Information	Check the following station information. <ul style="list-style-type: none"> <li>• Firmware Version</li> <li>• IP Address</li> <li>• MAC Address</li> <li>• Station Number</li> </ul>	-	-
Restart	Restart the station. Do not Disturb is disabled when the station is restarted. Use this function when the station does not operate normally, etc.	-	-
Move Out*4	Erase any privacy related information from the station when moving out of the residential unit. When the Move Out operation is performed, all registered Intercom Apps, unlock QR codes registered in the Intercom App, phone numbers, recordings, history, and messages are erased, and the station setting changes are initialized.	-	-


- \*1 Depending on the installed system, you may be unable to register Mobile Apps and phones in some cases. Please contact the guard unit or property management company.
- \*2 A maximum of 1 minute time gain / loss can occur in the displayed time over a month. It is recommended to correct the time periodically.  
If the power is turned off due to a power outage or other event, the date and time will return to the default setting. The default value of the date and time varies depending on the time zone. If this occurs, configure the date and time again.  
If the date and time are changed, it may take some time for the setting to be updated.
- \*3 Changing the display language may cause the unit name and other text to not display correctly.
- \*4 If you are unable to perform the Move Out operation, wait a few moments to retry the operation or contact the guard unit or property management company.

### Registering Apps

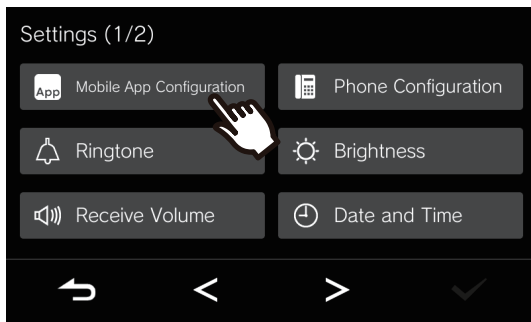
Register a Mobile App in the Residential Unit.

Mobile App can receive a call to the Residential Unit by registering a Mobile App.

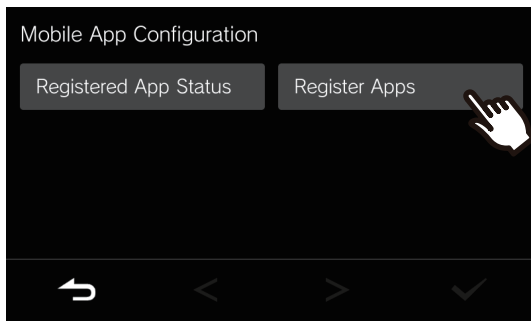
Refer to "Initial Settings" in the "Intercom App AIPHONE IXG Operation Manual" before proceeding with the following procedure to prepare the Mobile App registration.

1. Tap  on the Home Screen.

2. Tap  .



3. Tap .



4. Scan the QR code with the Intercom App.




• The Mobile App registration is complete.

#### Note

- Depending on the installed system, you may be unable to register Mobile Apps in some cases. Please contact the guard unit or property management company.

# Troubleshooting

If the station does not function normally, please check the following causes and solutions. If the problem is not resolved or the phenomenon does not match the "symptoms" described in the items, contact the Property Management Company, place of purchase, or our customer support center.

Symptom	Cause	Solution
The screen is white or displays white vertical lines or rings.	When sunlight or other strong light strikes the lens of the Entrance Station or Video Door Station, it may become difficult to view. (This is not a malfunction.)	Pressing  may improve the symptom. <a href="#">"Adjusting video to enhance visibility (→page 32)"</a>
The screen is a bit white or black and difficult to see.	The screen may become difficult to see due to the screen brightness.	Adjust the brightness. <a href="#">"Buttons (→page 12)"</a>
The Entrance Station or Door Stations ringtone does not play.	Is the ringtone volume set to "0?"	Adjust the ringtone volume.
	Is Do not Disturb enabled?	Disable Do not Disturb.
The status indicator continuously flashes during standby.	-	<a href="#">"Status Indicators (→page 11)"</a>

# Error Screen Troubleshooting

If the following error screens are displayed, refer to the following information for the possible solutions.

## ■ Error Screen List

Error screen	Description	Solution
The operation was canceled due to a higher priority operation. Retry later.	<ul style="list-style-type: none"> <li>• Canceled because a higher priority operation occurred.</li> </ul>	<ul style="list-style-type: none"> <li>• Wait for a while and retry the operation.</li> </ul>
Call failed. Retry later.	<ul style="list-style-type: none"> <li>• The call destination may be busy.</li> <li>• The settings may be incorrect.</li> </ul>	<ul style="list-style-type: none"> <li>• Wait for a while and retry the operation.</li> <li>• If the problem is not resolved by waiting a few moments and retrying the operation, contact the guard unit or property management company.</li> </ul>
A communication error has occurred.	<ul style="list-style-type: none"> <li>• The call destination may be disconnected.</li> <li>• The settings may be incorrect.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact the guard unit or property management company.</li> </ul>
Door release failed.	<ul style="list-style-type: none"> <li>• The call destination may be disconnected.</li> <li>• The settings may be incorrect.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact the guard unit or property management company.</li> </ul>

# Specifications

Power	PoE (IEEE802.3af Class 0 standard)
Power consumption	IXG-2C7: Standby 1.9W, Max 5.9W (48 VDC) IXG-2C7-L: Standby 1.9W, Max 6.0W (48 VDC)
Communication	Full duplex audio (depending on the destination station)
Display	7" TFT LCD display WVGA 800x480 (Approx. 1.15 million pixels)
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, TLS1.3, IEEE802.1X
Packet transmission system	Unicast and multicast
Number of units	Max. 9,999 units (Number of stations that can be registered as call destinations: IX/IXG/VoIP Phone stations: max. 500 stations + phones (stations which use phone numbers): max. 9,999 stations + Mobile Apps: max. 9,999 rooms x 8)
Operating temperature	0 to +40°C (+32 to +104°F)
Mounting	Wall-mount
Materials	Flame retardant resin
Color	White
Dimensions	227 mm (8 - 15/16") [W] x 148 mm (5 - 13/16") [H] x 25.3 mm (1") [D]
Weight	Approx. 560 g (1.24 lbs)

## 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.

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

**Unique Identifier:**

Trade Name : AIPHONE  
Model : IXG-2C7, IXG-2C7-L

**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)

**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.



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

AIPHONE CO., LTD., NAGOYA, JAPAN

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