AIPHONE PTY LTD
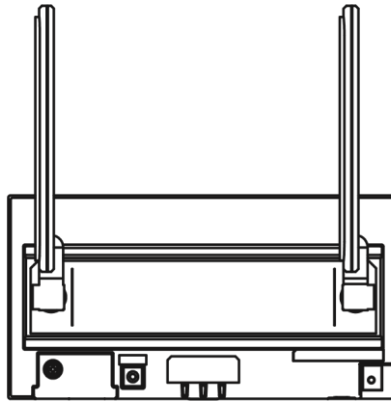
IXG SERIES

IXGW-TGW Gateway Settings and Telephone Registration Guide

IXG Support Tool version **5.0.1.0**

Table of Contents

For more details about the features and information above, please contact Technical Support.

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Overview

This guide covers configuring the IXGW-TGW gateway adaptor to use the included SIM card for network and telephone connections. It also includes instructions to provide end users on registering their phone numbers to the IXGW-TGW.

This guide assumes that the rest of the IXG Series system has been programmed and is operational, including providing the IXGW-TGW with an IP address, assigning it to the desired units, and configuring it for mobile app use (if required). If these steps have not been completed, consult the IXG Quick Start Programming Guide here: Quick Start Programming Guide OP Manual EN (aiphone.com.au) IXG Support Tool is needed to set up the system, and can be downloaded here: IXG SYSTEM | Software and Documents | AIPHONE, Intercom Company

Hardware Notes

The IXGW-TGW comes with a SIM card slot and the SIM needs to purchase separately by the end-user.

The two antennas that come included with the IXGW-TGW screw onto the front of the unit. These can be adjusted to improve the wireless connection on the station. See **pages 6 and 7** for instructions on how to determine the wireless connection status and strength on the station.

Advanced Mode

To access the settings covered in this guide, select **View**, Advanced.
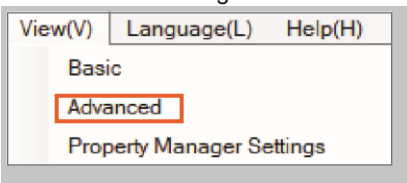
Gateway Registration

Navigate to **Gateway Settings**, Gateway Registration. Most of these settings will have already been configured, but there are a few that relate to telephone registration and wireless network configuration.

The guidance language will be used if an end user registers their phone number by calling the IXGW-TGW directly. The **Default Guidance Language** is English, which can be changed using the drop-down menu. Users will be able to select any of the available languages from the phone directory.

Gateway Settings				
Gateway Registration				
Enable	Station Name	Cancel Priority Rule	Maximum Simultaneous Calls	Default Guidance Language
☑	Gateway Adaptor1	Enable	8	English

The checkboxes beneath **Available Languages** can be used to remove languages from that list.

Available Languages								
English	French	Dutch	Spanish	German	Italian	Norwegian	Finnish	Japanese
☐	☑	☑	☑	☑	☑	☑	☑	☑

Gateway Registration *(continued)*

Key Input Wait Time [sec] controls how long a user has between key presses when entering a password. If the time is exceeded, they will need to try again. This only applies when a user is registering their phone with the system by calling the IXGW-TGW directly.

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The **Internet Connection** setting controls what network connections the IXGW-TGW will use. The default option is to use the wired LAN connection as the primary, with the cellular connection as a backup. The drop-down can be used to configure other settings instead. Once all settings are configured, click Save .

Key Input Wait Time [sec]	Internet Connection
15	Wired LAN / Cellular (Back up)

Gateway SIM Settings

Next, the IXGW-TGW will need to be configured to operate the installed SIM card.
Navigate to **Gateway Settings**, Gateway SIM Settings. Fill in the following information:

Gateway SIM Settings

APN Settings

APN	User Name	Password	Authentication Type	APN protocol	Network Type
live.vodafone.com			PAP	IPv4v6	Automatic

APN:
Vodafone- live.vodafone.com
Telstra- Telstra.internet
Optus- connect
Username: Blank
Password: Blank
Authentication Type: **PAP** (default setting, do not change)
APN protocol: **IPv4v6** (default setting, do not change)
Network Type: **Automatic** (default setting, do not change)

There is an option to set a PIN code under **PIN Code Settings**. This is entirely optional, and doing so will lock the SIM card to the MAC address of the IXGW-TGW. If a PIN code is needed, set **PIN** to Enable. A pop up will appear with a warning that this process will override a PIN code that has already been set on the SIM card, and that entering an incorrect PIN code too many times can lock a SIM card. Enter the desired PIN code under **Code.**

Once all settings are configured, click Save .

Enabling Phone Calls

Navigate to **Site Settings**, Units/Stations. For each unit that will have a phone number, set **Phone Registration** to Enable. Once all settings are configured, click Save .

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Building Nu	Unit Numbe	Unit Type		Site Settings			
				Units / Stations			
				Unit Name	First Name	Last Name	Phone Registration
01	100	Guard	Select	Guard100			Disable
01	200	Entrance	Select	Entrance200			
01	301	Residential	Select	John Doe			Enable
01	302	Residential	Select	Richard Roe			Enable
01	303	Residential	Select	Jane Doe			Enable
01	304	Residential	Select	John Smith			Enable

Telephone Entry Settings

The telephone numbers will need to be registered. This can be done either through IXG Support Tool, or by calling the IXGW-TGW's phone number directly. Some settings will need to be done in IXG Support Tool, regardless of which registration method is used.

Shared Settings

In the top right, there are two cells for **Phone Entry Codes**. These are numerical codes that can be entered during a telephone call to unlock Relay Output 1 or 2 on the door or entry station in the call. These can be between one and twenty digits long. Click Save to confirm the setting.

Phone Entry Codes	
Relay Output 1	1234
Relay Output 2	2345

Passwords will be listed for each unit. These are the configured and default passwords. The Password is entered when calling the IXGW-TGW to register phone numbers. The Passwords are generated by the IXGW-TGW, and are downloaded to IXG Support Tool upon navigating to **Gateway Settings**, Telephone Entry Settings. Initially, there will not be an entry under **Registered Phone Number** or the password columns.

Select	Building ▼	Unit Number	Unit Name	Registered Phone I	Status
☐	01	101	Residential101		No Phone Service
☐	01	102	Residential102	********4519	Registration status is cur
☐	01	301	Commercial301		No Phone Service

Password	Default Password	Gateway Adaptor	Gateway Phone Number
-	-	YS IXGW-TGW	155512345679
162739	286163	YS IXGW-TGW	155512345679
-	-	YS IXGW-TGW	155512345679

Registering Phone Numbers by IXG Support Tool

To register phone numbers through the IXG Support Tool, enter them in the **Registered Phone Number** next to the appropriate unit. Click Save .

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Select	Building Nu	Unit Number	Unit Name	Registered Phone Number
☐	01	100	Guard100	
☐	01	301	John Doe	******1234
☐	01	302	Richard Roe	******2345
☐	01	303	Jane Doe	******3456
☐	01	304	John Smith	******4567

Telephone Entry Settings *(continued)*

Registering Phone Numbers by Telephone

If any settings changes were made under Telephone Entry Settings, upload settings to all stations in **Connection(S)**, Upload Settings before performing phone registration.

Provide whoever will register the phone with the **Gateway Phone Number**, their **Unit Number**, and the **Default Password** set for that unit (or the **Password**, if one has already been generated). The rest of these steps will be from the perspective of the person placing the call.

Call the **Gateway Phone Number**. Follow the prompts and select a language from the phone tree; press **1** for English.

Enter the appropriate unit number, followed by **#**.

Enter the password, followed by **#**. If prompted, enter a new six-digit password, followed by **#**. Re-enter the new password, followed again by **#**.

A message will play indicating that the password was changed. Press **1** to return to the menu, then **1** to register the phone number. Press **1** again to finish registering the phone number. It is safe to hang up at that point.

### Backing Up and Downloading Phone Information

Once phone numbers have been registered to the IXGW-TGW, information can be downloaded to IXG Support Tool or exported by using the buttons along the top of the screen.

Download Phone Information will import all registered phone numbers on the IXGW-TGW into IXG Suport Tool.
Export Registration PDF will create a PDF listing the methods used to register each phone number.
Backup Phone Information will create a backup of the currently registered phone numbers.
Recover Phone Information allows the registered phone numbers to be restored from a backup.
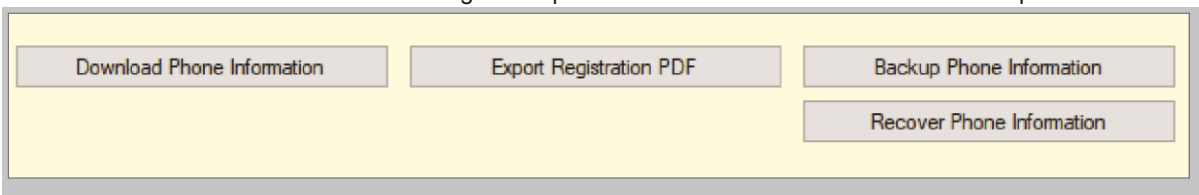

Uploading Settings to Stations

Once all settings have been configured, navigate to **Connection(S)**, Upload Settings, and follow the steps shown in the IXG Quickstart Guide to upload settings to all stations.

Status Light Codes

The lights on the front of the IXGW-TGW can be used to read the status and strength of the station's wireless connection.

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IXGW-TGW
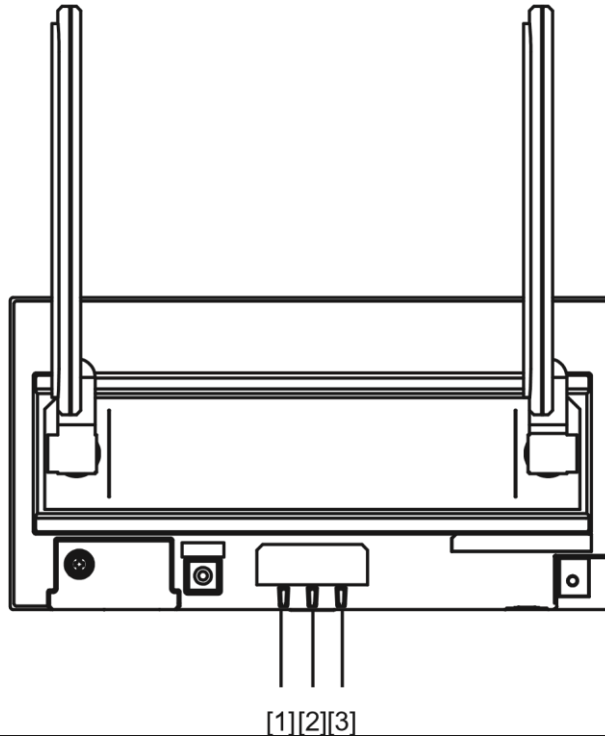
Legend

[1]   Signal strength indicator (green)

[2]   Wireless indicator (green)

[3]   Status indicator (orange/green)

[1][2][3]

[1] Signal Strength Indicator

Light Color, Status	Light Pattern	Description
Green, Solid	Not applicable	SIM card PIN lock (incorrect PIN code has been entered three times; the PUK code is needed to recover from the PIN lock state).
Green, Flashing	Flashes 4 times, pauses for 1.125 seconds	Reception level 5 (strongest signal)
	Flashes 3 times, pauses for 1.375 seconds	Reception level 4
	Flashes 2 times, pauses for 1.625 seconds	Reception level 3
	Flashes 1 time, pauses for 1.875 seconds	Reception level 2
Green, Off	Not applicable	Reception level 1 (no connection, out of range).

[2] Wireless Indicator

Light Color, Status	Light Pattern	Description
Green, Flashing	Flashes 1 time for .5 seconds, pauses for .5 seconds	No 4G LTE connection (including connection issues or no contract signed for the account).
	Flashes 1 time for .3 seconds, pauses for 2.7 seconds	Has a 4G LTE connection.
Green, Solid	Not applicable	Communication module shutting down.
Green, Off	Not applicable	Communication module shut down.

IXGW-TGW Status Light Codes *(continued)* [3] Status Indicator

Light Color, Status	Light Pattern	Description

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Orange, Solid	Not applicable	Not configured to connect with the IXG Cloud Server, or "Gateway Registration" has been set to "None" in IXG Support Tool.
Orange, Flashing	Flashes on and off at a .75 second interval	Booting up
	Flashes 1 time, pauses for 4 seconds	IXG Cloud Server (Amazon Web Services) communication failure
	Flashes 1 time for one second, flashes on and off twice at a .25 second interval	Firmware version updating
	Flash 1 time for one second, flashes on and off once at a .25 second interval	Initializing
Green, Solid	Not applicable	In communication with the IXG Cloud Server.
Green, Flashing	Flashes 1 time, pauses for 4 seconds	The primary connection (wired or wireless) connection to the IXG Cloud Server fails during startup. Can also occur if one of these connections is set as the backup and that backup connection is in use. In either case, reboot the IXGW-TGW once the connection has been reestablished to end this status.

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