AIPHONE

IXG System

Entrance Station
Entrance Station (HID-compatible)
IXG-DM7
IXG-DM7-HID

Operation Manual

Software version 1.00 or later

IXG-DM7

IXG-DM7-HID

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.”

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.

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.

When cleaning the wall surface using a high-pressure hose, be careful that the collective entrance unit does not get wet.
This may result in fire or electrical shock.

Precautions on operation

Requests
• 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 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. • 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 30cm (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.

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 customer PINs or other transmitted information being leaked due to interception, unauthorized access, or other reasons along the communication path through the Internet.
- Available functions and services are limited according to the specifications of the installed system.
- The illustrations used in this manual may differ from the actual ones.
- 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.
- It may be difficult to operate the LCD display while wearing gloves.
- 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.

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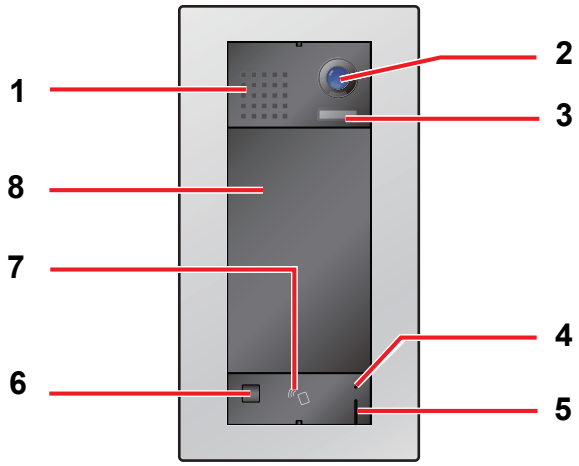
Part Names

Entrance Station IXG-DM7, Entrance Station (HID-compatible) IXG-DM7-HID



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. The light will also turn ON when being monitored by a Tenant Station, Intercom App, Master Station, or Guard Station. LED may not turn on depending on the settings.
4	Card reader indicator (Red/Green) (IXG-DM7-HID only) The light is normally ON (red). If the proximity key is authenticated, it will turn ON (green) for approximately 3 seconds.
5	Microphone
6	Motion Sensor Detects the motion of visitors and displays the screen. The screen does not display depending on the settings.
7	Card reader (IXG-DM7-HID only) Allows the door release at the entrance to be unlocked when a card is passed over the card reader.
8	Touchscreen LCD

Status Indicators (IXG-DM7-HID Only)

IXG-DM7-HID

: On, □ : Off

Name	Status (Pattern)		Description
Card reader indicator	Red light		In standby
	Green light	3 sec	Card authenticated
	Red flashing	0.5 sec → □ 0.5 sec	Sub-CPU error (CRC check error)

User Interface

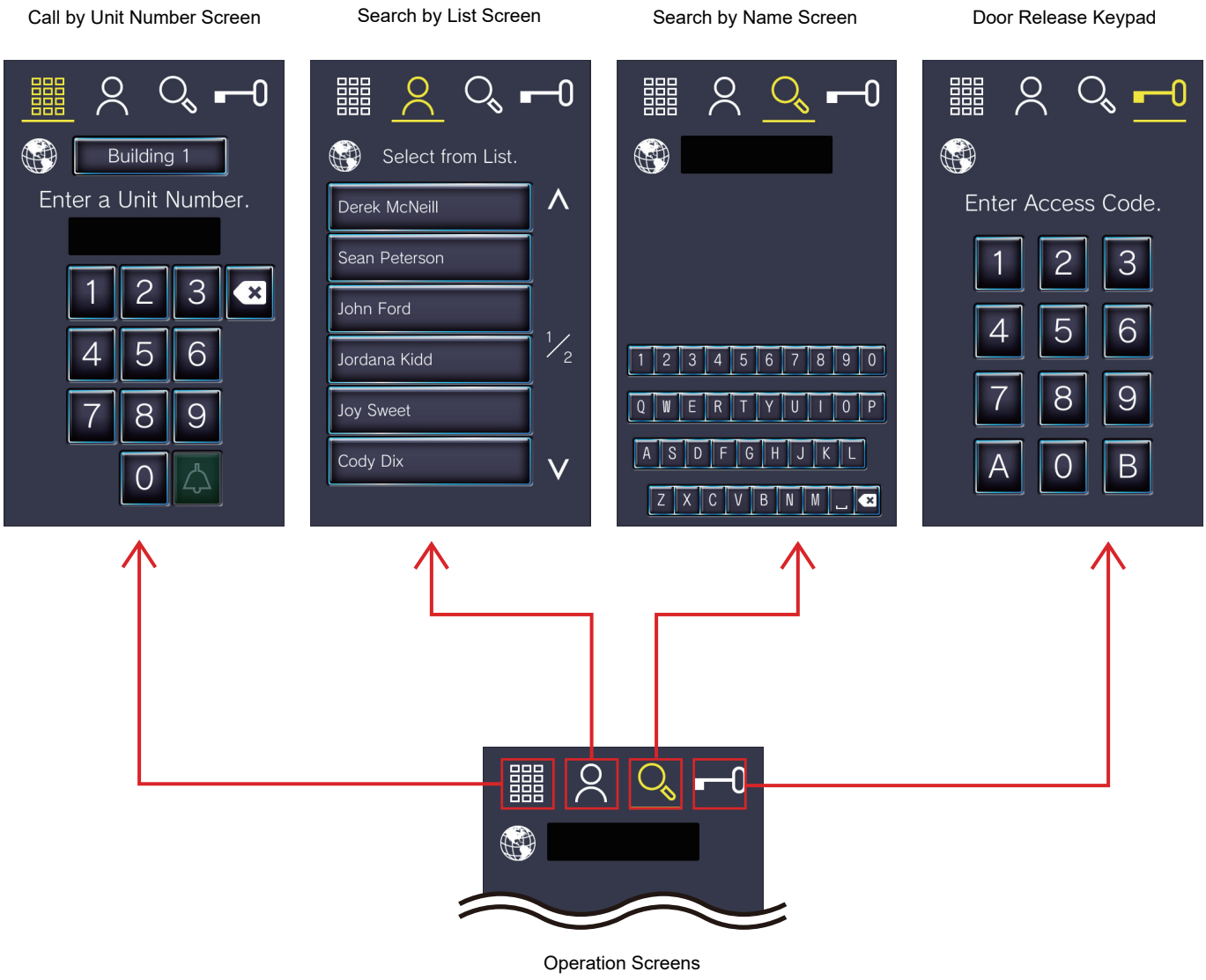
Screen display varies depending on the settings.
In standby mode, the LCD display is OFF.

Note

- When there are no calls or other operations, the display will switch to standby mode in the following situations.
  - When the screen is not operated for approximately 15 seconds
  - Once approximately 30 seconds have elapsed after the motion sensor detects the movement of a visitor
  - Once approximately 30 seconds have elapsed after the standby screen or Welcome Screen is touched when the motion sensor is OFF
  - Welcome Screen: Screen that displays the image registered by setting

Operation Screens

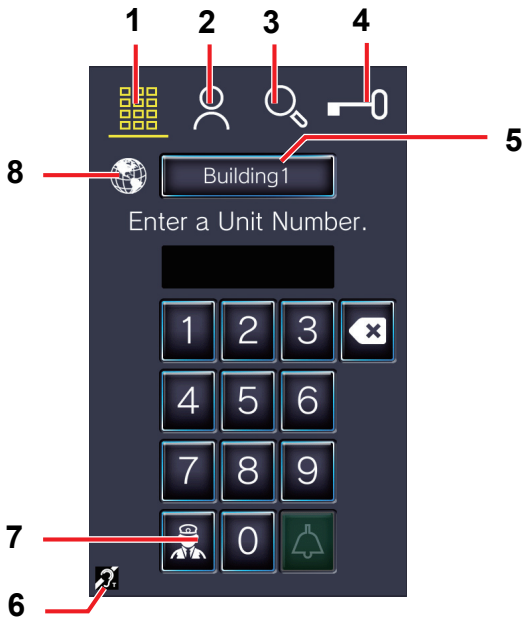
There are four types of operation screens: Call by Unit Number Screen, Search by List Screen, Search by Name Screen, and Door Release Keypad.
The screen that is first displayed will vary depending on the administrator setting.
An operation screen can be selected by tapping its icon at the top of the screen.



Operation Screens

Operation Screen

Example: Call by Unit Number Screen

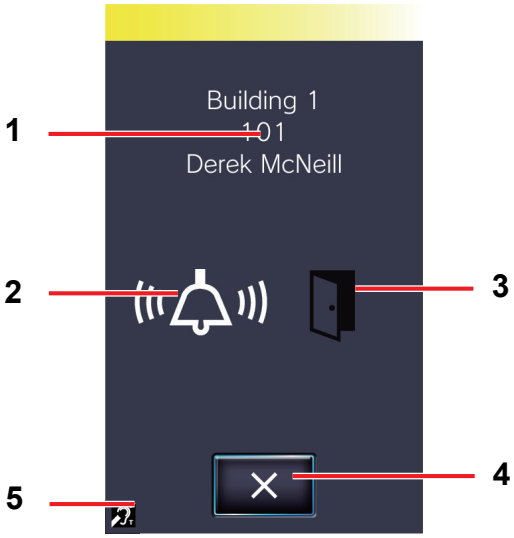


No.	Description
1	Tap to display the Call by Unit Number Screen (this screen). Enter the Unit Number to call the person to visit.*1 "Calling using the keypad (→page 17)"
2	Tap to display the Search by List Screen. Select a person to visit from the Direct Call List and then call the person to visit.*1 "Calling using the Direct Call List (→page 19)"
3	Tap to display the Search by Name Screen. Search for a person to visit and then call the person.*1 "Calling by searching for a name (→page 20)"
4	Tap to display the Door Release Keypad. Enter the Access Code to unlock the door. "Releasing by entering Access Code (→page 26)"
5	Tap to select a building to call for a Multi-building system. The selected building name will be displayed.*1
6	Hearing aid (T mode compatible symbol)*1 Creates a hearing loop to make it easier to hear audio for hearing aids with T mode.
7	Tap to call the guard.*1 "Calling the Guard Unit (→page 22)"
8	Tap to select the display language. "Selecting the Display Language (→page 29)"

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

Outgoing Call Screen

The following screen is displayed when calling a person to visit.

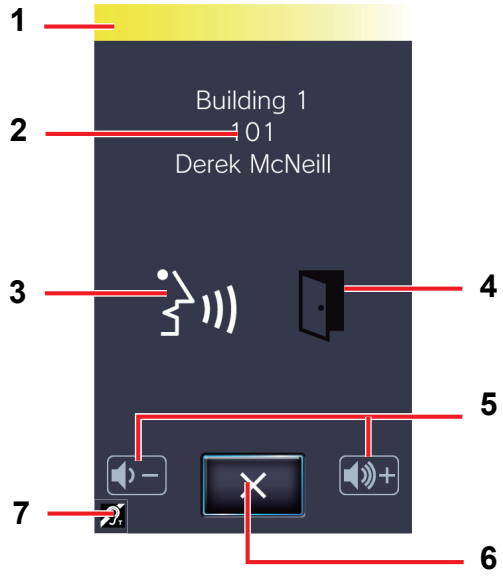


No.	Description
1	Shows the information of the destination station.
2	Indicates outgoing call is being made.
3	Indicates the door release status. This will turn white for approximately 3 seconds during door release.
4	Tap this to end the outgoing call.
5	Hearing aid (T mode compatible symbol)*1 Creates a hearing loop to make it easier to hear audio for hearing aids with T mode.

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

Communication Screen

The following screen is displayed during communication with the other party.



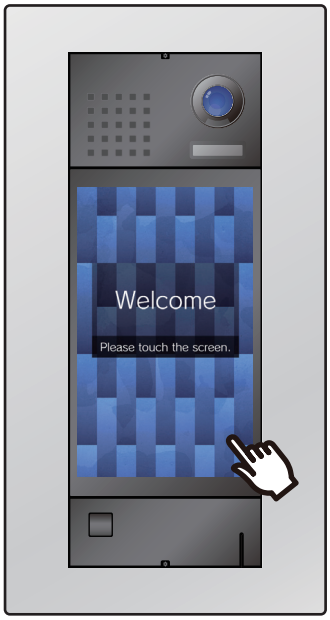
No.	Description
1	Indicates the priority level of the communication. (Green: Normal, Yellow: Priority, Red: Urgent). If several operations are performed at the same time, the operation with the highest priority will take priority.
2	Information about the destination station is shown.*1
3	Indicates in communication.
4	Indicates the door release status. This will turn white for approximately 3 seconds when the destination station is used to unlock the door release.
5	Tap to adjust the receive volume. “Adjusting speaker volume (→page 28)”
6	Tap to end communication.
7	Hearing aid (T mode compatible symbol)*1 Creates a hearing loop to make it easier to hear audio for hearing aids with T mode.

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

Displaying Operation Screens

Operation screens can be displayed from standby mode.
When the motion sensor detects movement, the Welcome Screen is displayed (Welcome Screen may not be displayed depending on the settings).
If the motion sensor has been disabled in the settings, tap the screen.
Welcome Screen: Screen that displays the image registered by setting

1. Tap the Welcome Screen.



2. The operation screen is displayed.

- The screen set by the administrator will be displayed.
  - Call by Unit Number Screen"Calling using the keypad (→page 17)"
  - Search by List Screen"Calling using the Direct Call List (→page 19)"
  - Search by Name Screen"Calling by searching for a name (→page 20)"
  - Door Release Keypad"Releasing by entering Access Code (→page 26)"

Calling a Person to Visit

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 16)” for information on how to display operation screens.

Select the appropriate building if the Building Selection Screen is displayed first.

1. Enter the "Unit Number".

- Use to delete incorrectly entered Unit Numbers.

2. Tap .

- The ringback tone or audio guidance will be played.

3. Speak with the other party.

• The audio guidance may be played.

---

4. Tap to end communication.

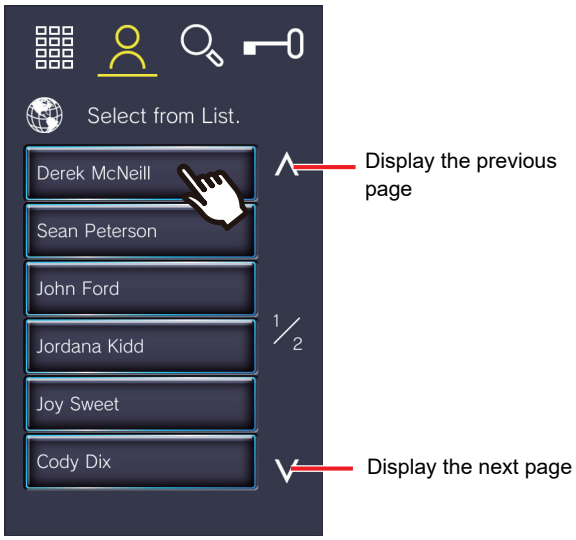
Calling using the Direct Call List

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

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

Refer to "Displaying Operation Screens (→page 16)" for information on how to display operation screens.

1. Tap the person to visit.



- The ringback tone or audio guidance will be played.

2. Speak with the other party.

- The audio guidance may be played.

3. Tap to end communication.

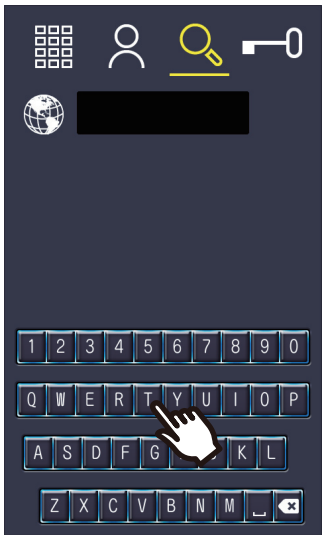
Calling by searching for a name

Use the keyboard to search for a resident by name.
Call and communicate with the person to visit by selecting from the search results.
Depending on the configuration, the person to visit may not be listed in the search results.

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

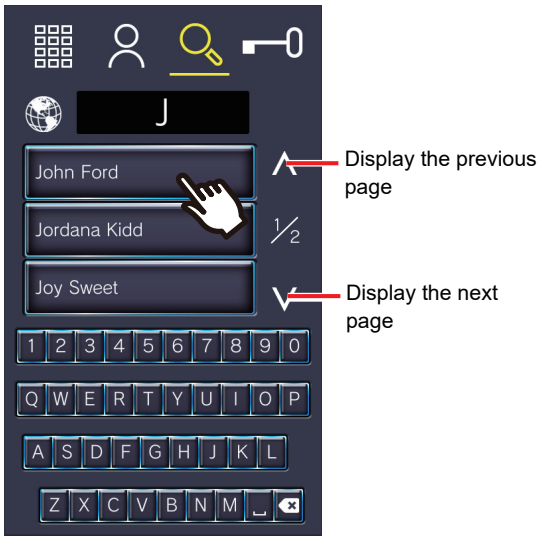
Refer to "Displaying Operation Screens (→page 16)" for information on how to display operation screens.

1. Enter the resident's name.



- Use to delete incorrectly entered name.

2. Tap the person to visit.



- The ringback tone or audio guidance will be played.

3. Speak with the other party.

- The audio guidance may be played.

4. Tap to end communication.

Note

- The call timeout may differ depending on the settings.
- If an incoming call or page with a higher priority is received from another station while making an outgoing call or during communication, the outgoing call or communication will be interrupted and the station will switch to the call or page with higher priority.
- Communication will automatically end after approximately 3 minutes. A notification tone will play approximately 10 seconds prior to communication ending.
- The outgoing call or communication will automatically end after approximately 10 seconds if the door is released on the destination station, depending on the settings.
- Depending on the configuration, the unlock tone or audio guidance may play when the door release is unlocked on the destination station.
- The call duration cannot be extended on this station. If communication is extended on the destination station, the call duration will be extended approximately 10 minutes.
- Video may be automatically recorded during an out going call, depending on the settings.
- Video and audio may be automatically recorded during communication, depending on the settings.

Calling the Guard Unit

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

Depending on the configuration, may not be displayed on the Call by Unit Number Screen. In this case, this function cannot be used.

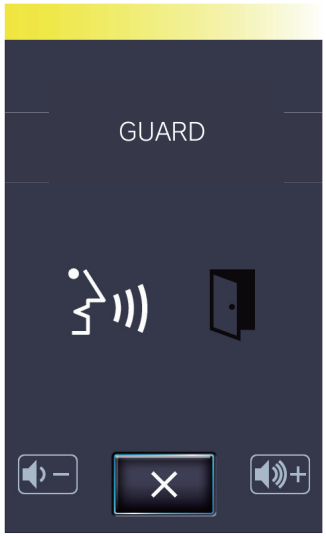
Refer to "Displaying Operation Screens (→page 16)" for information on how to display operation screens.

Select the appropriate building if the Building Selection Screen is displayed first.

1. Tap to call the guard.

- The ringback tone or audio guidance will be played.

2. Speak with the other party.



- The audio guidance may be played.

3. Tap to end communication.

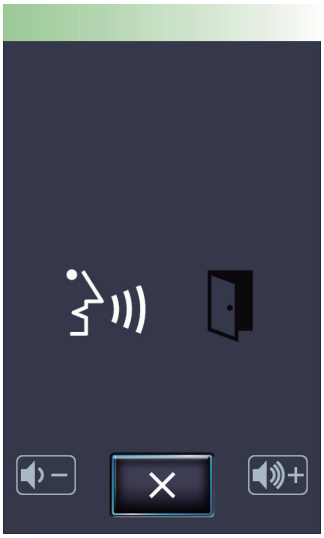
Note

- The call timeout may differ depending on the settings.
- If an incoming call or page with a higher priority is received from another station while making an outgoing call or during communication, the outgoing call or communication will be interrupted and the station will switch to the call or page with higher priority.
- Communication will automatically end after approximately 3 minutes. A notification tone will play approximately 10 seconds prior to communication ending.
- The outgoing call or communication will automatically end after approximately 10 seconds if the door is released on the destination station, depending on the settings.
- Depending on the configuration, the unlock tone or audio guidance may play when the door release is unlocked on the destination station.
- The call duration cannot be extended on this station. If the communication is extended on the destination station, the call duration will be extended approximately 10 minutes.
- Video may be automatically recorded during an out going call, depending on the settings.
- Video and audio may be automatically recorded during communication, depending on the settings.

Answering a call

If there is an incoming call from Guard Unit, Tenant Unit, or Common Inside Area, the system will automatically enter communication.

1. Speak with the other party.



- The audio guidance may be played.

2. Tap to end communication.

Note

- If an incoming call or page with a higher priority is received from another station during communication, communication will be interrupted and the station will switch to the call or page with higher priority.
- If the call duration that was previously set on the destination station elapses, communication will automatically end. A notification tone will play approximately 10 seconds prior to communication ending.
- The communication will automatically end after approximately 10 seconds if the door is released on the destination station, depending on the settings.
- Depending on the configuration, the unlock tone or audio guidance may play when the door release is unlocked on the destination station.
- The call duration cannot be extended on this station. If the communication is extended on the destination station, the call duration will be extended approximately 10 minutes.
- Video and audio may be automatically recorded during communication, depending on the settings.

Receiving a transferred call

Communication can be transferred from another station.

1. Begin speaking with the transferring station when an incoming call is received from the transfer origination station.

• The audio guidance may be played.

2. Communication is transferred when the transfer origination station hangs up. Begin speaking with the other party.

• The audio guidance may be played.

Note

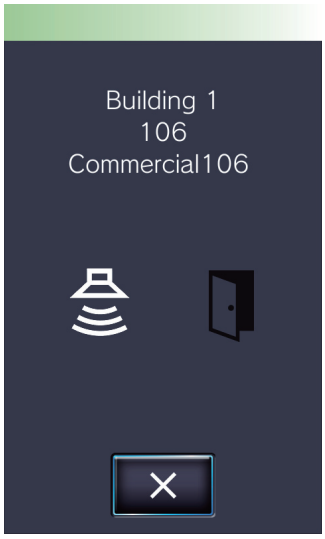
- If communication is ended at the transfer destination before the transfer origination station, the transfer will not be completed.
- If the call duration that was previously set on the transfer origination station elapses, communication will automatically end. A notification tone will play approximately 10 seconds prior to communication ending.
- The unlock tone or audio guidance may play when the door release is unlocked on the destination station.
- Video and audio may be automatically recorded during communication, depending on the settings.

Receiving a Page

A page can be received from Guard Unit, Commercial Unit, or Common Inside Area.

Receiving a page

The paging pretone will ring, then paging will begin.



Note

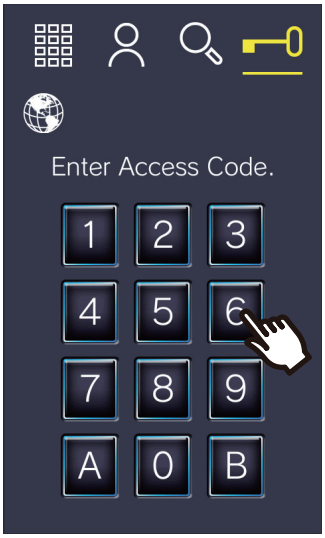
- If an incoming call or page with a higher priority is received from another station during a page, the page will be interrupted and the station will switch to the incoming call or page with the higher priority.
- may not be displayed depending on the settings.

Unlocking a door

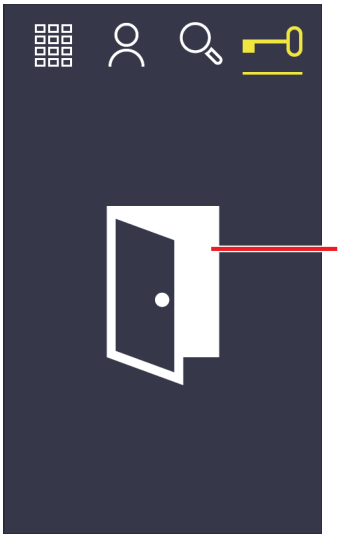
Releasing by entering Access Code

An electric lock can be released by entering Access Code using the keypad.
If no Access Code has been registered, this function cannot be used.
Refer to “Displaying Operation Screens (→page 16)” for information on how to display operation screens.

1. Enter Access Code.



The door is unlocked



- 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.

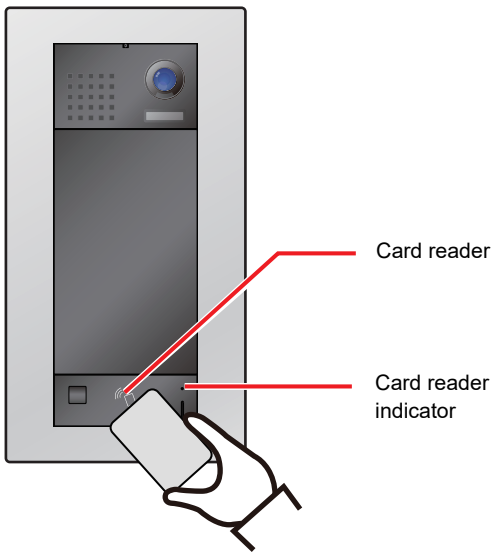
Note

- The door release duration varies depending on the settings. The door released icon will be displayed for approximately 3 seconds regardless of the set duration.

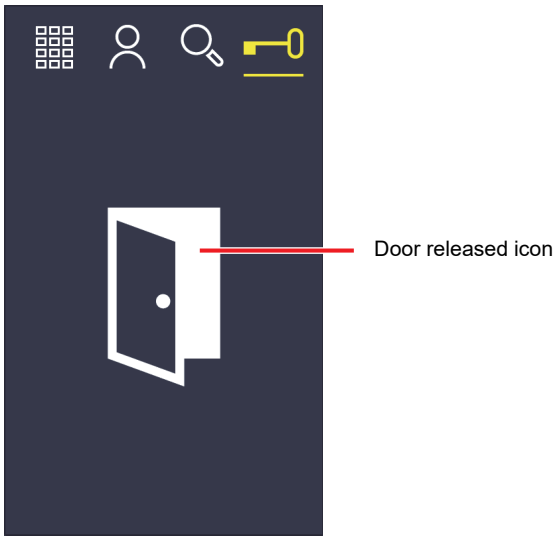
Release the door using access control credentials (cards, tabs, tags, mobile) (IXG-DM7-HID only)

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

1. Hold the access control credential over the reader.



The door is unlocked



- 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 indicator will turn ON (green) for approximately 3 seconds.

Note

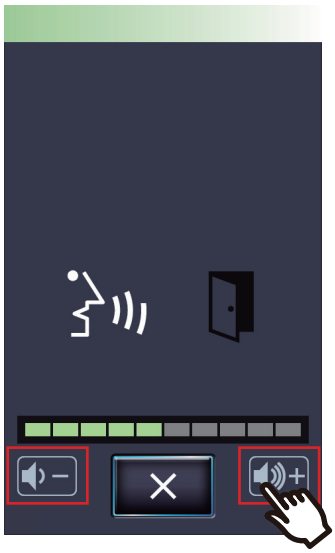
- The door release duration varies depending on the access control system settings. The door released icon will be displayed for approximately 3 seconds regardless of the set duration.
- The door released icon may not be displayed.
- Access control credentials are registered on the access control system. Refer to the manual of the access control system for details.
- 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 format
  – H10301 (26-bit Wiegand Format)
- The following Bluetooth® Interface is compatible.
  Bluetooth® Interface (2.44GHz)
  – Mobile phones compatible with Bluetooth® Smart (smartphones)
- HID is a trademark or registered trademark of HID Global in the United States of America.
- Bluetooth® is a registered trademark owned by Bluetooth SIG, Inc.
- MIFARE® is a registered trademark of NXP Semiconductors, Inc.

Adjusting speaker volume

The receive volume can be adjusted during communication.

Setting values: 10 steps from "1" to "10" Default value: "6"

1. Tap or .



- Tap to increase one step.
- Tap to decrease one step.
- The setting will be saved.

Note

- Adjusting the receive volume will also change the ringback tone volume.

Selecting the Display Language

Visitors may temporarily select a different display language if needed.
The screen will return to the original display language when it returns to standby mode. It will also return to the original language if the station is restarted.

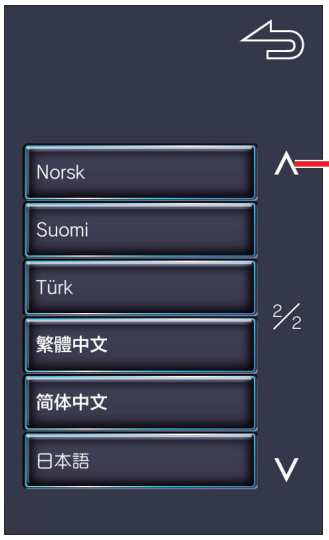
Setting values: English/Français/Nederlands/Español/Deutsch/Italiano/Norsk/Suomi/Türk/ 繁體中文 / 简体中文 / 日本語

Refer to “Displaying Operation Screens (→page 16)” for information on how to display operation screens.

1. Tap .

2. Tap the language to display.

Display the next page



Display the previous page

- Tap to return to the previous screen.
  The setting will not be changed.

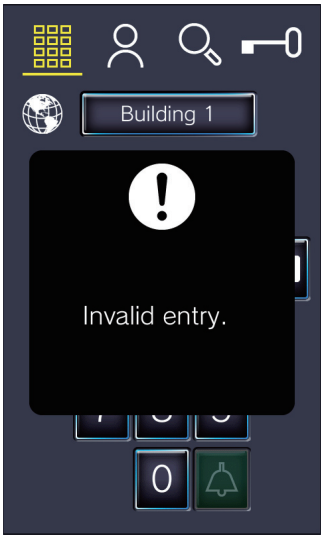
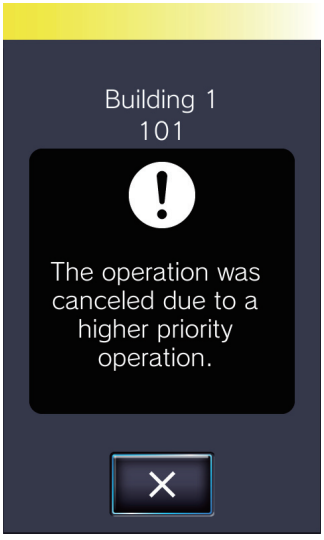
Note

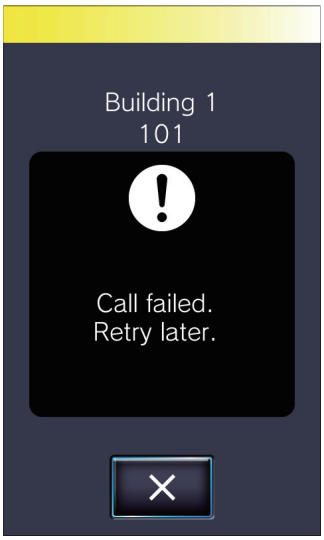
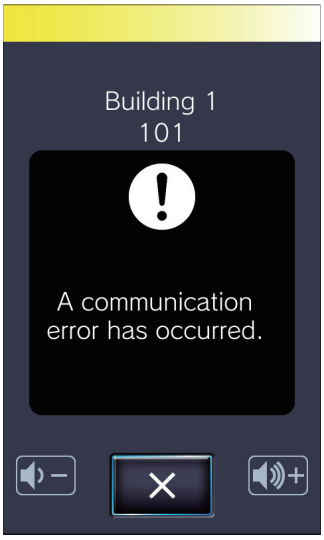
- The language will also be changed for the audio guidance that plays when the call begins, communication is started, or the door is released.
- Unit Name or other labels may not be displayed properly when changing the display language. It may be displayed as blanks or garbled texts.

Error Screen Troubleshooting

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

■ Error screen list

Error screen	Cause	Solution
	• The wrong number was entered. • The system is disconnected. • 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.
	• The operation was interrupted by a higher priority operation.	• Wait for a while and try the operation again.

Error screen	Cause	Solution
	• The call destination is busy. • The system is disconnected. • 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.
	• The system is disconnected. • There is a problem with the configuration.	• Contact the guard or property management company.

Specifications

Power	PoE (IEEE802.3af Class 0 standard)
Power consumption	For PoE, Stanby 5.3W, Max 11.6W (48 VDC) For Card reader, Stanby 1.0W, Max 1.6W (12 VDC)
Communication	Full duplex audio (depending on the destination station)
Display	7" TFT LCD display WVGA 800×480 (Approx. 1.15 million 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 (Main profile only)
Protocol	IPv4, IPv6, TCP, UDP, SIP RFC3261, HTTP, HTTPS, RTSP, RTP, RTCP, IGMP, MLD, SMTP, FTP, DHCP, NTP, DNS, TLS
Encryption system	TLS1.0, TLS1.1, TLS1.2
Packet transmission system	Unicast and multicast
Number of units in address book	Max. 9,998 units (Number of stations that can be registered as a call destinations: IX/IXG stations: Max.9,998 stations + mobile applications: Max.9,999)
Number of Buildings	Max. 99 buildings
Operating temperature	-10 to +60°C (+14 to +140°F)
Materials	Panel: Stainless steel (vertical alignment finished) Main unit/case: Self-extinguishing resin LCD display: Glass Chassis: Die-cast aluminum
Color	Front Panel: Silver Main unit: Black
Dimensions	182 mm (7-3/16") [W] × 347 mm (13-11/16") [H] × 12.5 mm (1/2") [D] (exposed area)
Weight	Approx. 2.4 kg (5.3 lbs)
Water/dust protection class	IP65 (dust-proof/spray-resistant)
Impact protection class	IK08

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 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.

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- 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.

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47CFR §2.1077 Compliance Information

Unique Identifier:

Trade Name : AIPHONE
Model : IXG-2C7, IXG-2C7-L, IXG-DM7, IXG-DM7-HID, IXG-MK, IXGW-LC, IXGW-GW

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

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