

AIPHONE INTERCOM HELP NOTES

updated
30 Aug 2022

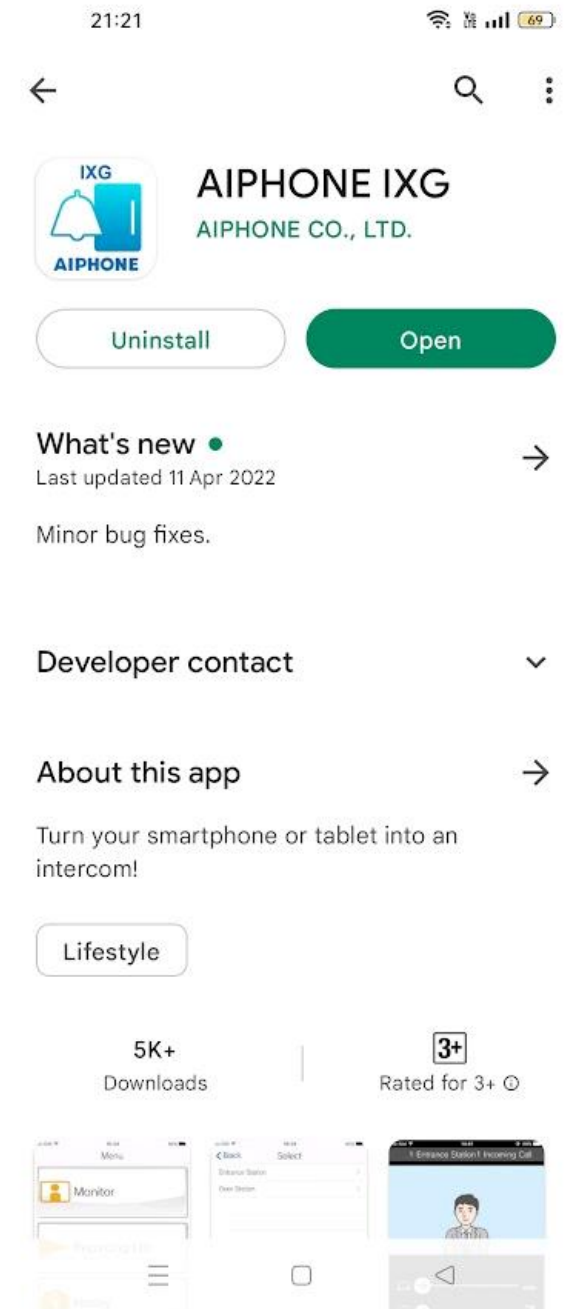


DOWNLOADING AIPHONE FROM APP STORE

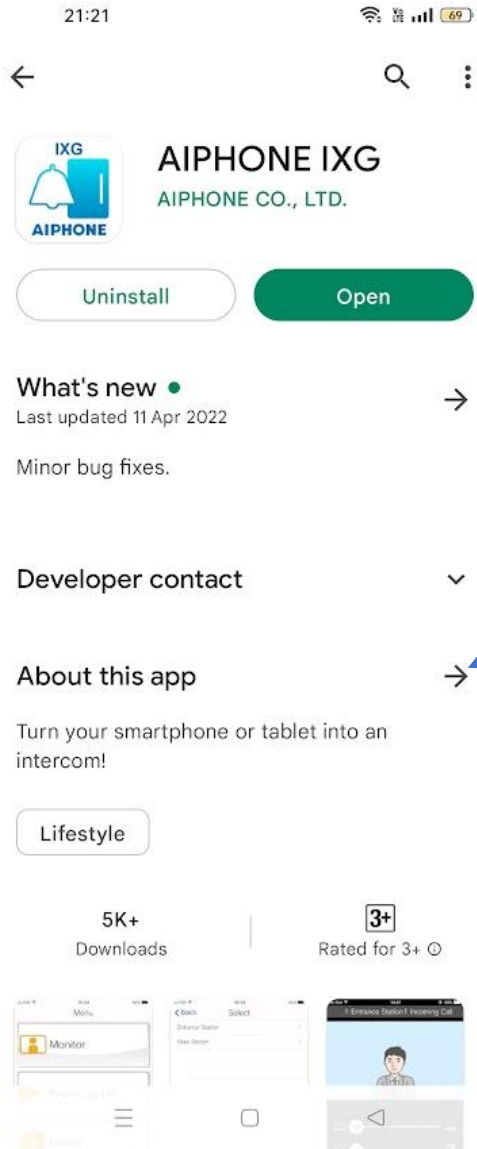
- Ensure it is IXG and not another Aiphone app
- Check version is correct.
- Ensure your smartphone has the right OS version
- **Huawei phones without bona fide GooglePlay installed will not work properly even if it can be download.** Some Samsung, Oppo and other branded phones are also not supported

Version is 2.04
updated on
11 Apr 2022

Requires
Android 6.0
and up

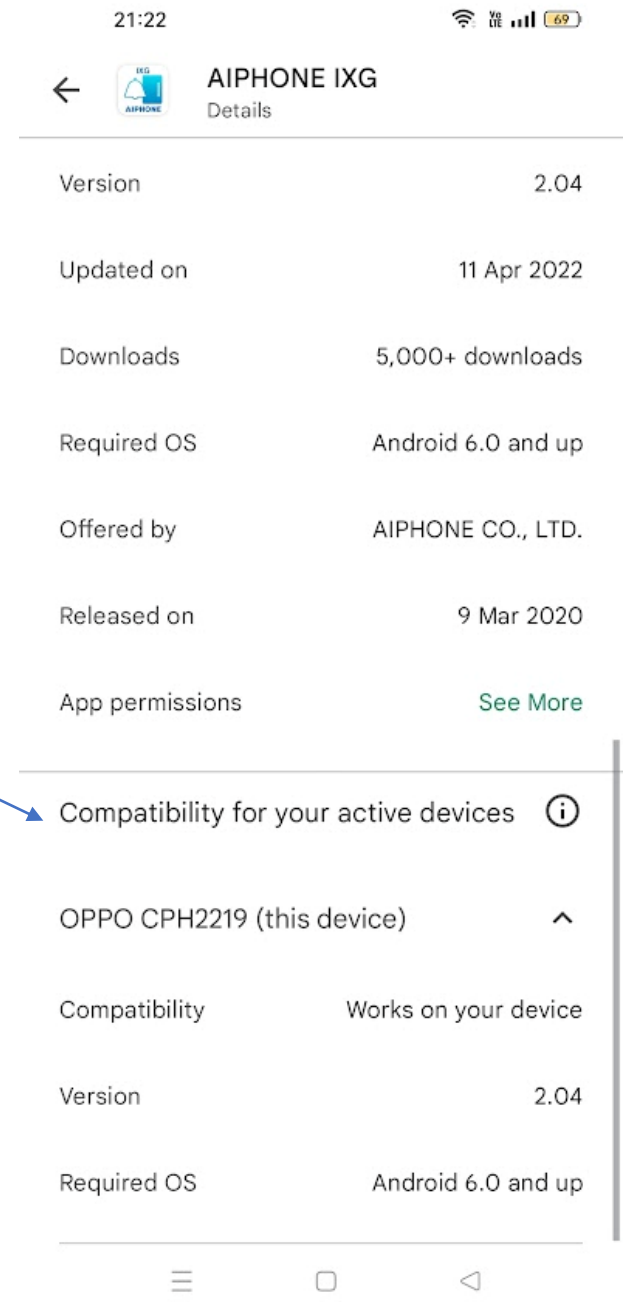


TO CHECK IF YOUR PHONE IS COMPATIBLE



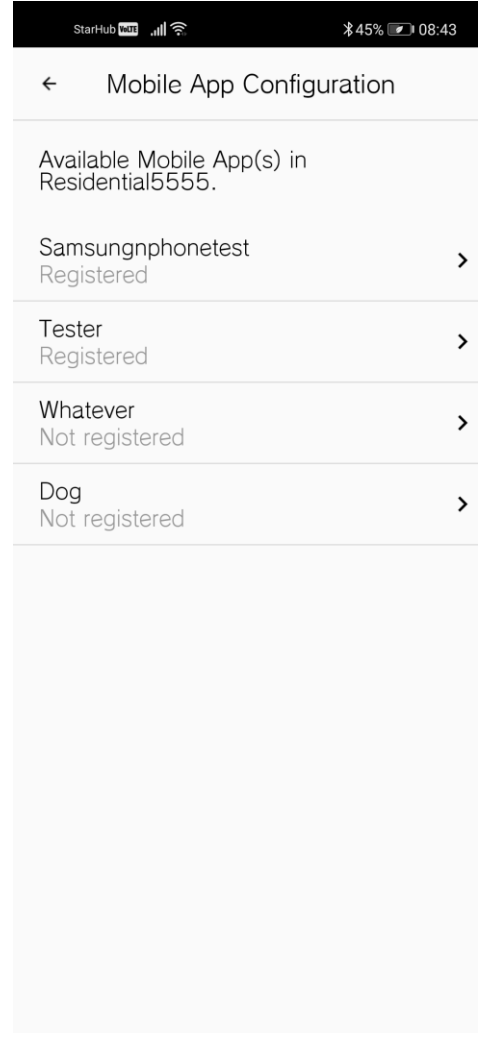
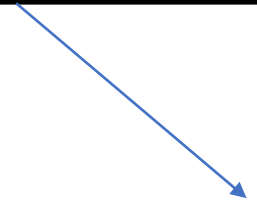
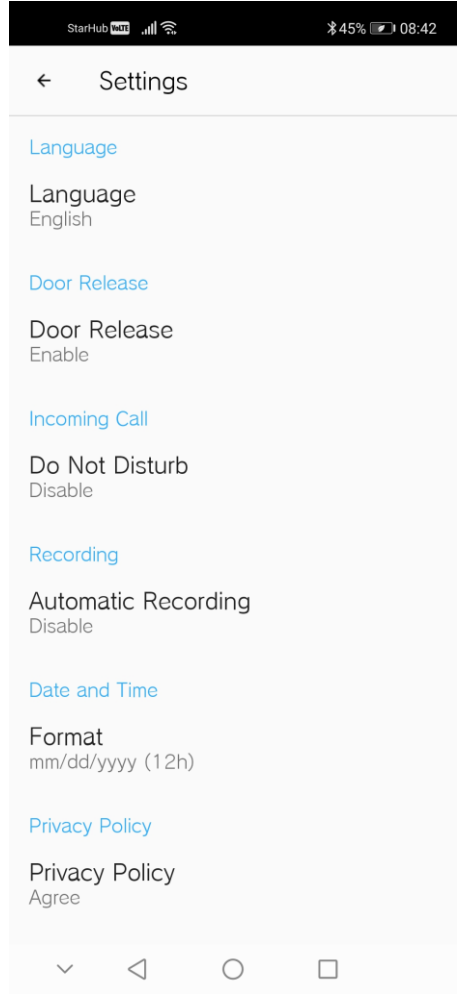
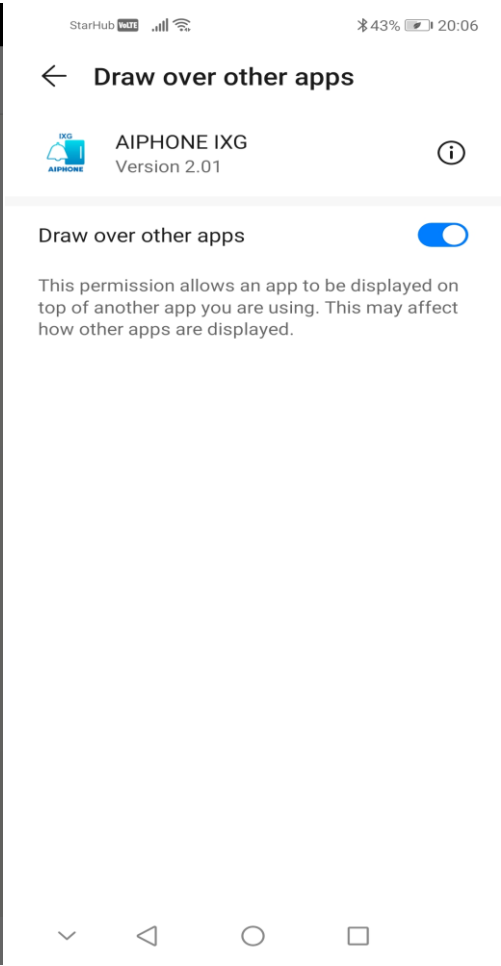
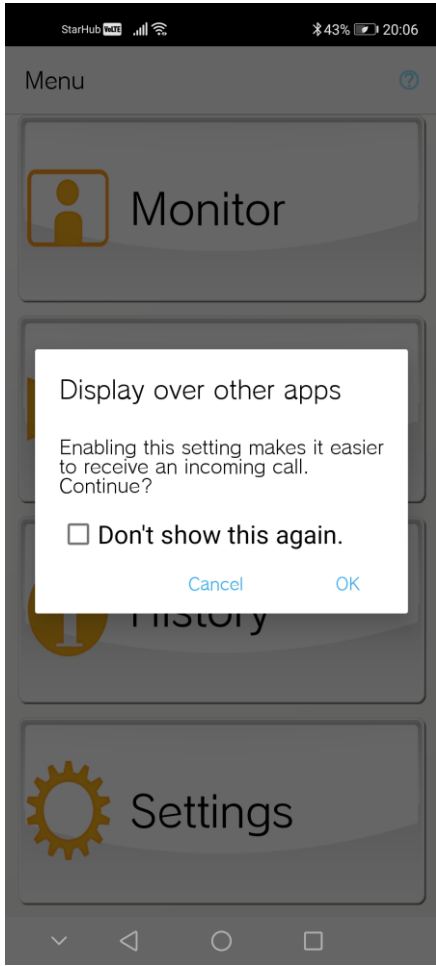
In playstore, click on About this app

Scroll to the bottom and if your phone is compatible, it will be shown



SETTINGS

After you have registered you can check the Mobile App configuration page to see all the phones in your unit and change the names so that you know who has registered.





AIPHONE APP SCANNER COMPATIBILITY

- If the Aiphone app does not make the scanner work to register the QR code, you cannot proceed to use that phone. Apps can fail to work properly due to various OS changes.
- You need to get a new phone and then register again. The QR code can still be used.
- It is confirmed that **OPPO phone scanners** do not work. If the scanner fails to work, please use another phone. There is nothing that Aiphone can do to help you.

NOTIFICATION SETTINGS

- Smart phone settings are complicated. To ensure you always receive calls, ensure the following :
- Aiphone notification is allowed
- **Grant all permissions**, camera, microphone, storage
- If you put your phone to SILENT mode and vibrate, you may miss the call.
- Notification settings on your phone **is your own responsibility**. Aiphone **DOES NOT ALTER** any notification settings in your phone.
- After registration, it is recommended you go to the lobby intercom and press your own unit and check the response.
- If you can select the entrance station and see what is in the lobby, your Aiphone works.
- Any other failure is due to the network.

PHONE OS UPDATES

- Your phone operating system (OS) gets updated regularly. When that happens, settings may alter the Aiphone operations.
- If this is encountered, check the permissions granted for Aiphone. These may be automatically revised by the new OS.
- Regularly **power off and on your phone**. In this way, you reset some of the settings that are needed to make Aiphone work properly.




PHONE- WIFI NETWORK ISSUES

- Despite what you think, not all phones are created equal or else why would the prices be different? Some brands of phones frequently drop the WIFI network signal or lose mobile signal.
- Setting the phone to automatically switch between wifi and mobile network is one of the situations where connectivity is easily lost.
- During the switching process, the phone connection may be in a bad state.
- If your computer regularly loses wifi network at home, your wifi network is not stable and setting your phone to just use wifi at home may result in missed or no calls received.
- For best reliability, have at least one of the Aiphone app phones always connected on Mobile Network.
- Even then, mobile networks depends on usage of the network and there are busy periods.

CRASHING APP

- It is possible some of you may experience Aiphone app crash during installation or usage. There are many reasons this can happen.
- Please consult the following sites to resolve the issue.
- <https://www.iphonelife.com/content/how-to-stop-apps-crashing-your-iphone>
- <https://www.technobezz.com/fix-apps-freezing-crashing-iphone/>

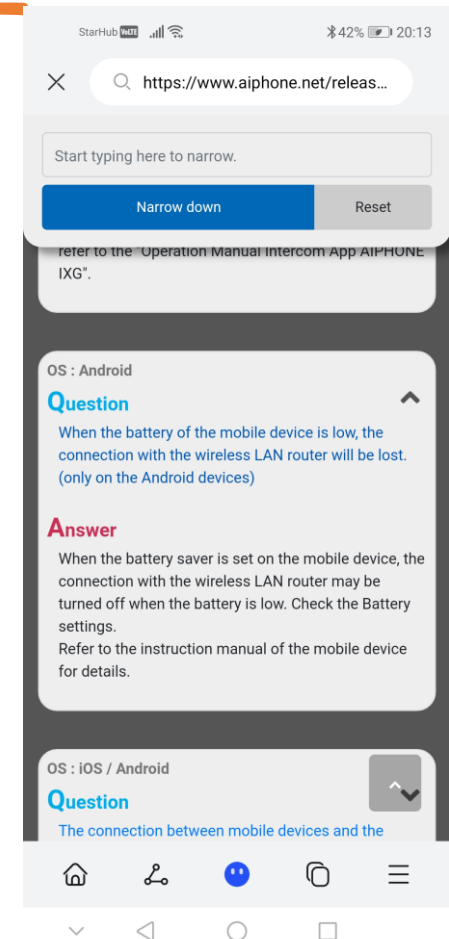
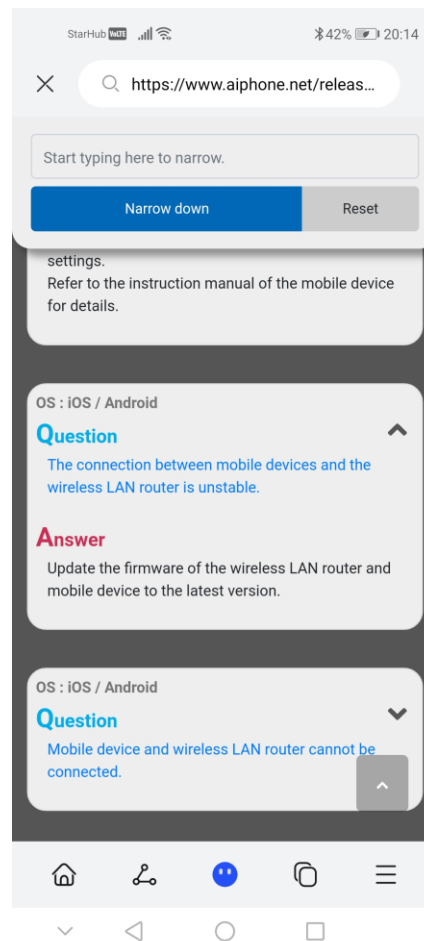
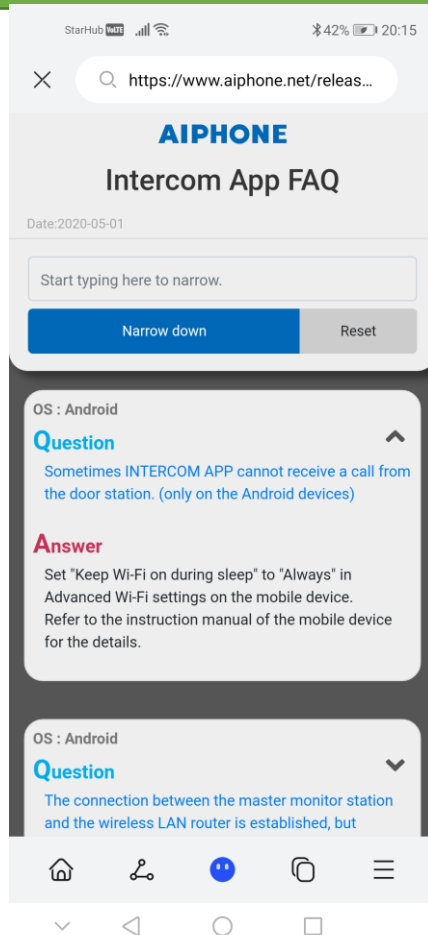
AIPHONE IXG keeps stopping

-  App info
-  Close app
-  Send feedback

HELPER'S PHONE ISSUES

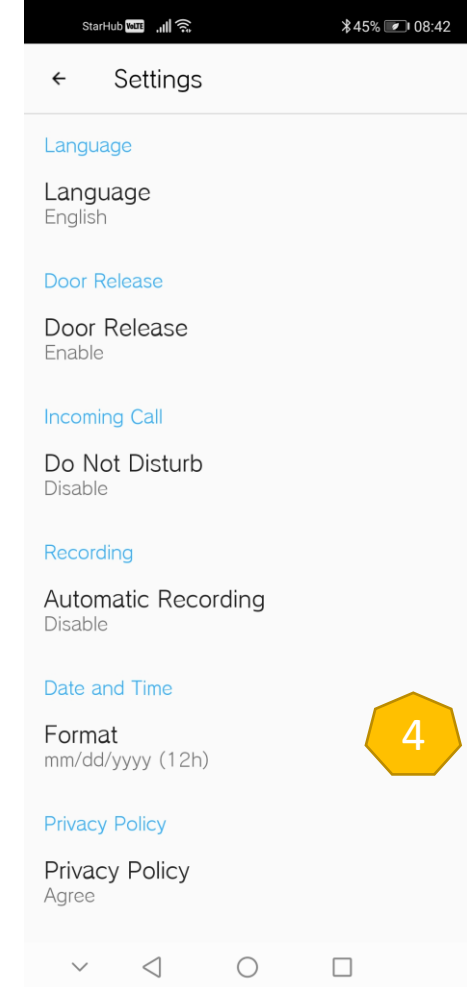
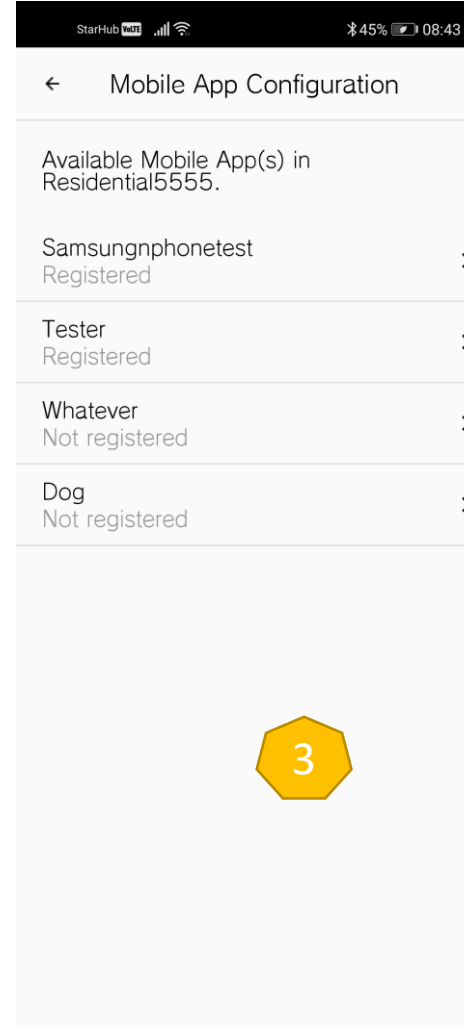
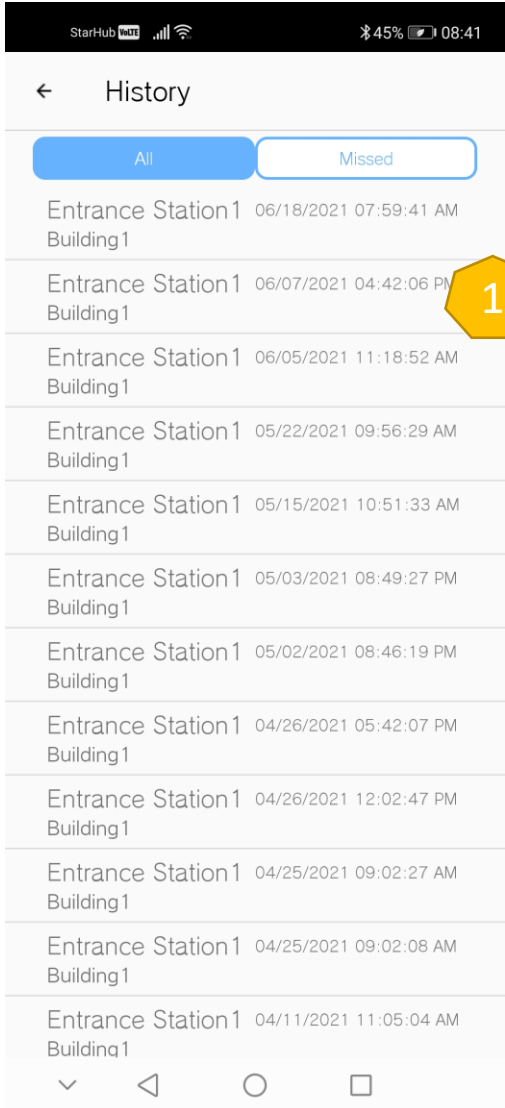
- A lot of residents complain that their helper's phone does not work with the Aiphone.
- Helper pays for their own phone bills and use phone plans that minimise expense. Some of these plan settings do not optimise use of Aiphone.
- Helpers also like to put their phone to SILENT mode so that their employers do not know how many times messages come in. Hence it is not surprising that the helper never hears the Aiphone ringing.
- Helpers may actually answer a call before the owner and **yet not respond to the intercom call** making it look like a missed call happened when in fact it did not. Therefore we advise not to use the intercom on helper's phones but instead use an old phone as the de facto house intercom.

Reasons for App Not Working



AIPHONE ISSUES

If you tell us you have missed deliveries or any problems, we need you to screenshot the History, Configuration page and send to cascope@yahoo.com.sg

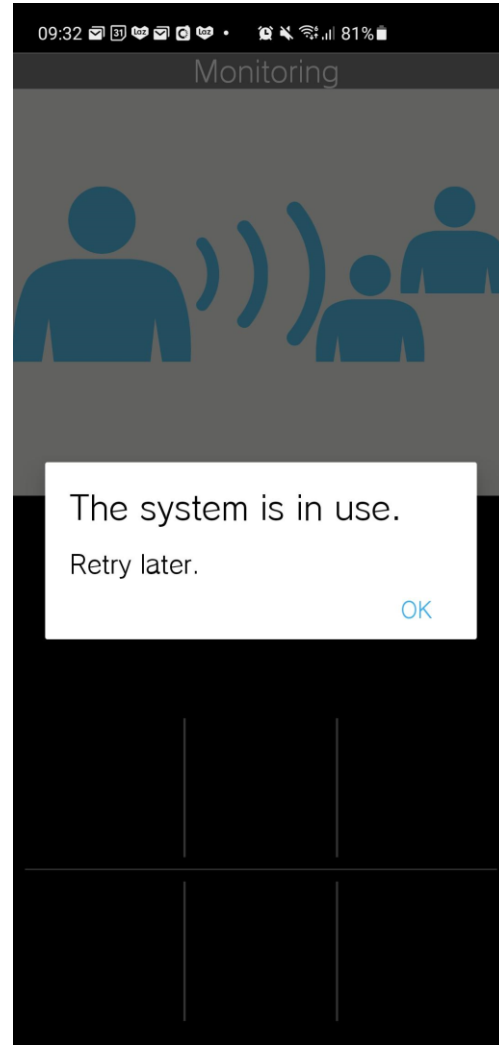


SOME TYPICAL ERRORS

If you go to the monitor page and decide to see who is at the lift lobby, you might find that the System is Busy. This is because someone is actually using the system at that time. When the lobby intercom is in use, you obviously cannot use it.

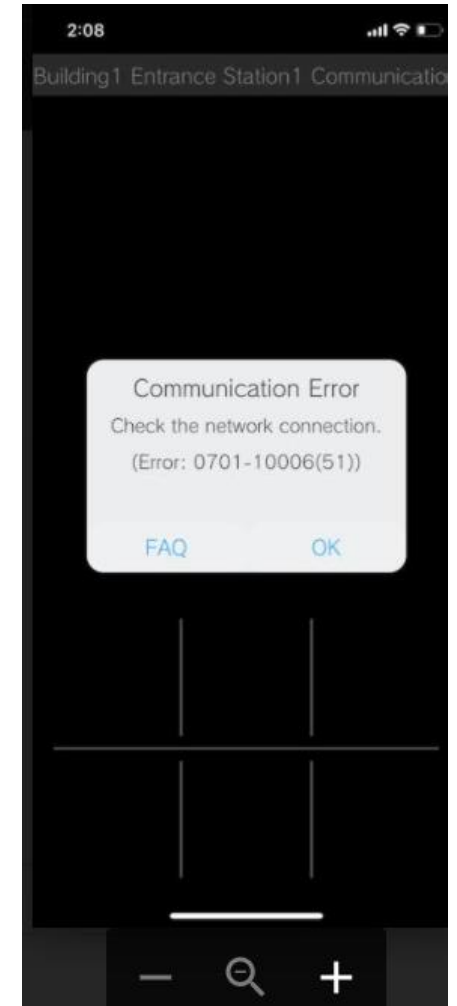
This is NOT a problem. It's just busy.

Immediately after you realise a call is received and you try to go to the monitor, you may see this report.

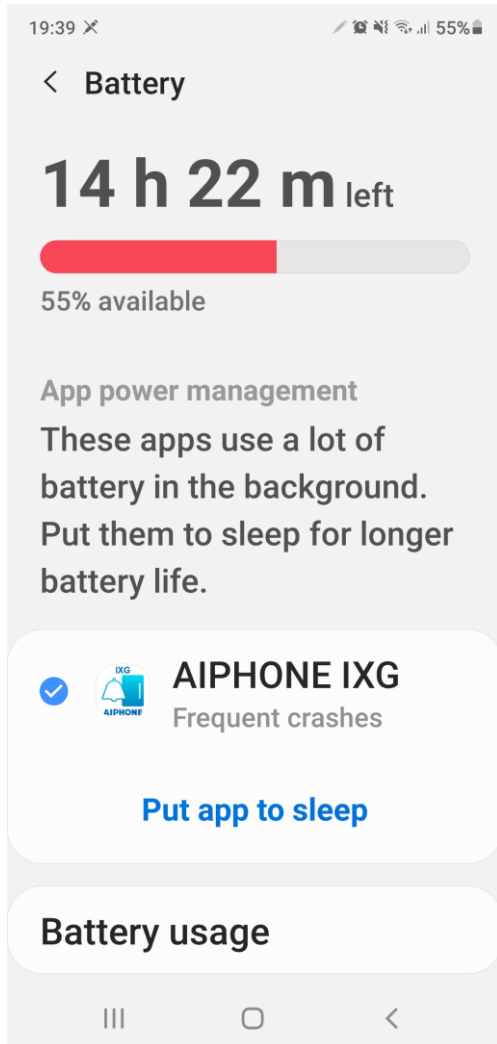


Communications error may happen because of network connection lost OR when 2 persons from the same household try to connect to the intercom AT THE SAME TIME. This can happen soon after receiving a missed call and 2 persons from the same household try to go into the monitor to check for the delivery caller.

If this happens frequently to all phones, it is time to check your wifi router at home or check your phone mobile network.



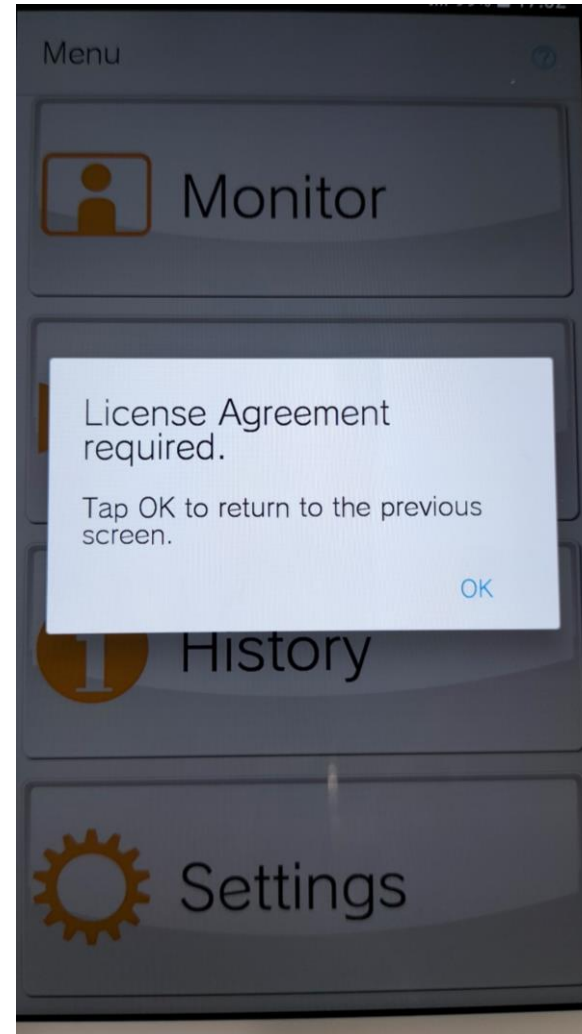
SOME TYPICAL MESSAGES



Phones pride itself with long battery life.

As such, it does not like to see an app that is constantly on monitoring mode.

If you put the app to sleep because of this battery message, the Aiphone app won't work.



Every phone is different and the buttons do different things.

If you finish the use of the app and want to close it and use Return key or GoBack, you may encounter this error.

Do not try and redo the license agreement.

Use HOME button instead to exit the app