RATH®

Installation & Operations Manual

SmartView Cellular Gateway 2100-SVCELLU

RATH

Thank you for purchasing RATH's SmartView Cellular Modem. We are the largest Emergency Communication Manufacturer in North America and have been in business for over 35 years.

We take great pride in our products, service, and support. Our Emergency Products are of the highest quality. Our experienced customer support teams are available to remotely assist with site preparation, installation, and maintenance. It is our sincere hope that your experience with us has and will continue to surpass your expectations.

Thank you for your business,

*The RATH® Team*

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Items Needed

- RATH® SmartView System
- PC or Laptop to test the SmartView System
- Battery backed up 120v power source or RATH® RP7700104S
- Standard size (25mm x 15mm) **DATA ONLY** SIM card
    - 2100-SVCELLU (AT&T, Verizon, T-Mobile, and Bell)
        NOTE: When activating SIM cards, IMEI of unit must be linked to SIM during SIM card activation.
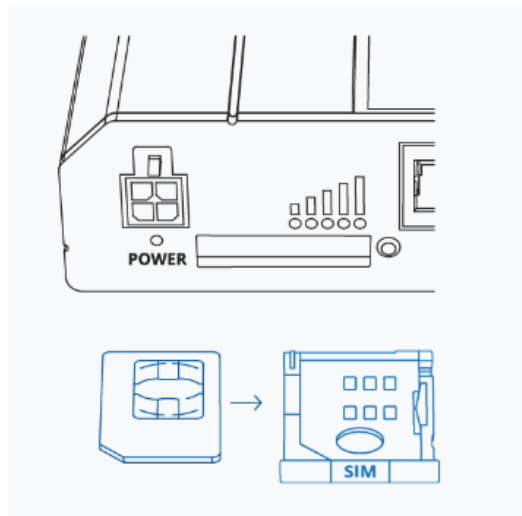- Ethernet cable
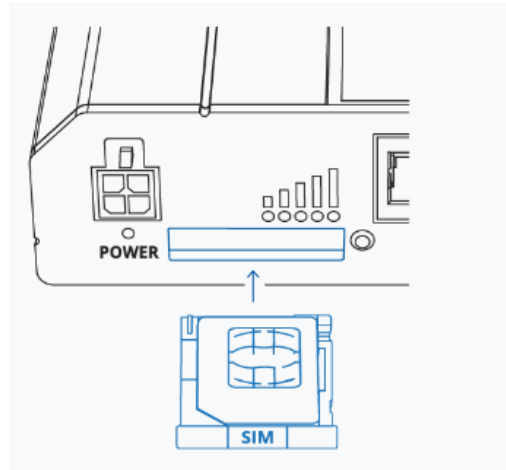
Installation

1. On the cellular modem, using provided SIM card needle, push in the button to the right of the SIM card holder to release the slot.
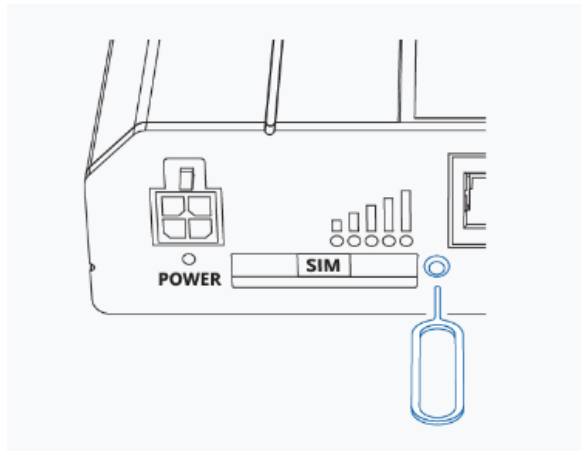
2. Pull out the SIM card holder and insert the SIM card using the provided SIM card adaptors if necessary.

**3.** Slide the SIM card holder back into the cellular modem.

4. Attach mounting brackets to the back of the unit using provided hardware.
5. Drill a 7/8" hole in appropriate location for data and telephone wiring.
6. Make a slit in the provided grommet and insert into the 7/8" hole.
7. Screw the two antennas labeled "MOBILE" into the two "MOBILE" ports on the cellular modem.
   NOTE: Unit comes with an additional WIFI antenna that is not utilized. Do not use WIFI antenna or WIFI port.
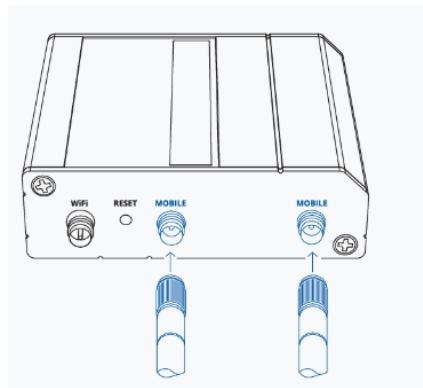
8. Using provided plug-in transformer, plug the 4-pin connector side into the "POWER" port on the cellular modem.
9. Connect the power brick from the plug-in transformer coming out of the enclosure to a standard 110vac wall outlet or RATH® RP7700104S
10. Turn on 110vac source or RP7700104S.
11. Verify the power LED on the cellular modem turns green when power applied.

12. Wait 3 minutes for unit to fully boot. When fully booted, 4G LED should be illuminated along with at least 3 signal strength bars. If LEDs aren't as described, see troubleshooting section for corrective action.
   NOTE: If less than 3 signal strength bars are illuminated, unit has low cell reception and will not function properly.

SmartView Set-Up & Test

1. Using provide Ethernet cable, connect laptop or PC to "LAN" port on the cellular modem.
2. Open a web browser on the PC.
3. Verify computer's ability to surf the web.
4. Disconnect computer from cellular gateway and connect SmartView system to "LAN" port.
   NOTE: See SmartView manual for full wiring details and SmartView testing proceedure.

Troubleshooting

Problem	Possible Cause & Solutions
Unit will not allow for web browsing:	• Verify both antennas are connected to the unit. • Verify only "MOBILE" antennas are being used. • Verify both antennas are connected "MOBILE" port on gateway. • Power down the unit by unplugging it from the 120v power source. Leave unit powered down for 2 minutes then power it back on. After powering on, unit may take up to 5 minutes to fully reboot. • Verify SIM card being used is set up for data only. • IMEI of unit not linked to SIM being used. • Computer or SmartView system not connected to "LAN" port on modem.
LEDs on unit don't match normal operation status:	• See chart below for LED status. • SIM Card may be bad or not activated. • Unit may be in an area with low signal. Unit needs to be installed in an area where cellular coverage is 3 bars or higher.

LED Status Chart

2G, 3G, and 4G LED blinking every 1 second	**No SIM or bad SIM contacts**
Blinking from 2G LED to 4G LED repeatedly	**Attemping to connect to mobile network**
2G/3G/4G LED blinking every 1 second	**Connected to 2G/3G/4G, no data session established**
2G/3G/4G LED turned on	**Connected to 2G/3G/4G with data session**
2G/3G/4G LED blinking rapidly	**Connected to 2G/3G/4G with data session and data being transferred**

SMARTVIEW
SYSTEM

TO ANTENNAS

MOBILE

LAN

CELLULAR
MODEM

POWER

TO 110VAC
POWER