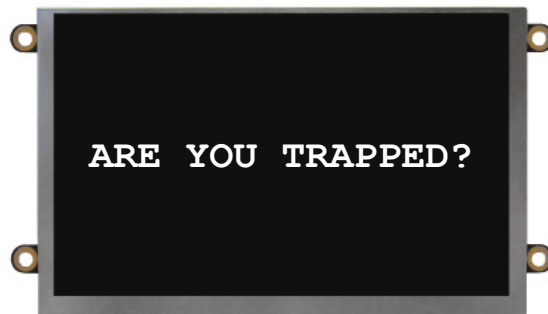




Installation & Operations Manual



SmartView Visual Communication System



Thank you for purchasing the SmartView Visual Communication System. 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.

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Pre-Installation Requirements

1. Internet Connection:

- Routed Internet connection using DHCP
(Network must use private IP address ranges 10.X.X.X or 192.X.X.X or 172.X.X.X)

OR

- Cellular modem with data (available from RATH®)

2. Laptop with a network connection for testing

3. Power Option: 2100-SVE Ethernet Extenders

4. SmartView Controller, SmartView Display, and SmartView Camera

5. YES and NO or DOOR OPEN and DOOR CLOSE buttons

Installation

Hardware Mounting

1. Mount the SmartView Controller in the elevator using the provided adapter plate or mounting kit.
2. Mount the Camera in the panel or ceiling of the elevator using the provided hardware. The Camera must be no more than 15 feet from the Controller.
3. Connect the Camera to the Controller using the provided USB cable.
4. Mount the SmartView Display in the elevator panel. The Display must be no more than 20 feet from the Controller.
Note: Reference Appendix A for Display part numbers and window thickness.
5. Connect the Display to the Controller using the provided HDMI cable.
6. Connect the Display power output (J10) to the SmartView Display power input using the provided cable.
Note: The Controller output power (J10) is only compatible with the SmartView Display.
Note: For use with the CE Elite Pi Display, you must order the Display with the proper software and also the correct SmartView Controller part number. Rath Communications is not responsible for any incompatibility issues that may occur due to changes by CE. It is recommended to contact CE directly for troubleshooting display.
7. Connect the button designated for “YES” to the Controller terminal labeled “YES”.
8. Connect the button designated for “NO” to the Controller terminal labeled “NO”.
Note: Use 24AWG wire minimum and 18AWG wire maximum.

Powering Unit

1. 2100-SVE Ethernet Extenders

- a. Reference diagram on page 5 as a guide.
- b. Place the main injector unit and UPS in the machine room or network room.
- c. Connect the provided Ethernet cable from a routed network switch to the LAN/PoE port on the main injector.
- d. If the power LED on the main injector illuminates green after the Ethernet cable is connected, skip to step e. If the power LED does NOT illuminate, plug the included power supply into the UPS.
- e. Use an existing single pair or run a single pair of wire from the main injector unit to the remote extender unit.
Note: 18AWG wire is recommended.
- f. Using the provided RJ45 adapters, wire to pins 1 and 2 and connect the adapters to the Interlink port on the main injector and Interlink port on the remote extender.
- g. Connect the provided Ethernet cable from the PoE Out port on the remote extender to the Ethernet port on the Controller Board.

If the network switch being used for the system is POE or POE+ DO NOT connect the included power supply for the extenders.

Operations and Testing

Compatible Internet Browsers: Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari

Note: A laptop or computer with a network connection is required for testing.

1. Plug the provided flash drive into your laptop or computer.
2. Open the SmartView link located on the flash drive.

Note: If you have lost the provided flash drive, contact RATH®.

3. In the Call Center/Rescue Services box, enter one of the IDs associated with your job. A new tab will open automatically.

RATH SmartView JANUS

Login

Call Center / Rescue Services
ACCESS: Cameras and Displays
Input SmartView ID
123456

Replay/Retrieve Previous Sessions
Input SmartView ID
123456

E-mail RATH Tech Support Call Tech Support: 800-451-1460 ext 3

4. In the new tab you will see the camera feed from the ID.
5. Send a message to the Display by typing into the dialog box and press **Enter**.
6. On display in the elevator, the passenger will be prompted on what buttons to use for response (Yes/Door Open or No/Door Closed)
Note: YES and NO responses will be shown adjacent to the dialog box.
7. To test other IDs, close the tab or navigate back to the Rescue Services tab and enter the remaining IDs.
8. To retrieve a previous session type SmartView ID into the Replay/Retrieve Previous Sessions box on the homepage of the SmartView viewing site.

RATH SmartView JANUS

Live Video Feed

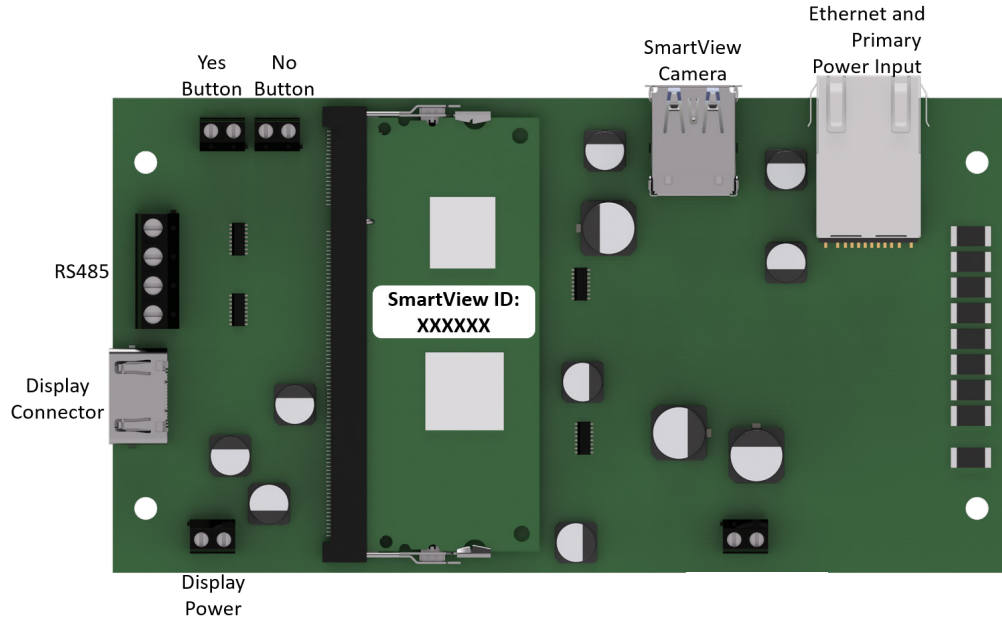
This Session is being Recorded
Elevator ID
100025
Type to communicate to Passengers:
Send

Call Center Note:
When help is dispatched send message stating "Help is on the Way."

Troubleshooting

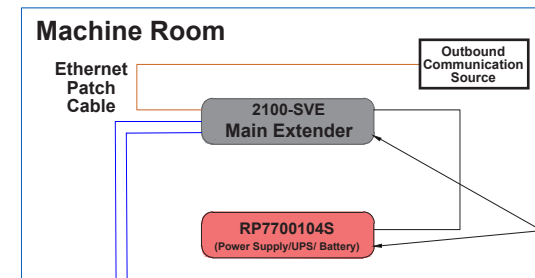
Problem	Possible Cause & Solutions
The Display is blank:	<ul style="list-style-type: none"> • The display will only power when the system is accessed via the SmartView Software. Follow the steps in the Operations and Testing section to verify. • Verify the polarity from the Display Power Port on the Smartview Controller to the display. The display is polarity sensitive. • Verify when accessed by the SmartView site, the Display Power Port on the SmartView controller has 5vdc. • Verify the HDMI cable from the controller to the display is connected and fully seated.
The Software says device is offline or not connecting:	<ul style="list-style-type: none"> • Verify the Controller has a routed Internet connection and a minimum of 5MB/S. • Verify building's network starts with an IP address of 192, 10, or 172. • Verify the Ethernet port on the Controller has an amber light and flashing green light. • Unplug the Ethernet cable from the SmartView controller and plug it into a laptop and verify web browsing capabilities on the connection. • In some cases, a firewall will block the SmartView device. An exception may need to be made for the device in firewall settings. Contact RATH® for the MAC address of your device if necessary. • Power cycle controller board by disconnecting Ethernet cable for 20 seconds then reconnect.
The software says invalid SmartView ID:	<ul style="list-style-type: none"> • Verify that the ID number was entered correctly into the viewing site. • Verify ID being entered matched ID on Smartview controller.
Finding device's IP address:	<ul style="list-style-type: none"> • Hold the Yes and No (or Door Open Door Closed if applicable) buttons simultaneously for 7 seconds. • The display will show the device's IP address and server connection.
2100-SVE has no Internet in elevator car:	<ul style="list-style-type: none"> • Verify the PWR, ETH, and PCL LEDs are illuminated on Main and Remote Extender. • Connect remote unit to main unit using a short Ethernet cable. Verify PWR and PLC light are illuminated when connected. • Verify wires to elevator car are on pins 1 and 2 of RJ-45 terminal connectors on the Interlink Ports.
SmartView controller not communicating with CE Display:	<ul style="list-style-type: none"> • SmartView controller may not have the correct software on it. Unit must be a model number 2100-SVCCE or have a serial number of G22 or later. • CE Display must be an Elite PI. • CE Display may not have correct software loaded onto it. • Please contact CE directly for any issues integrating SmartView.

Controller Layout



Installation & Wiring Diagrams

Typical Wiring with Ethernet Extenders (2100-SVE) (Must be Supplied by RATH®)

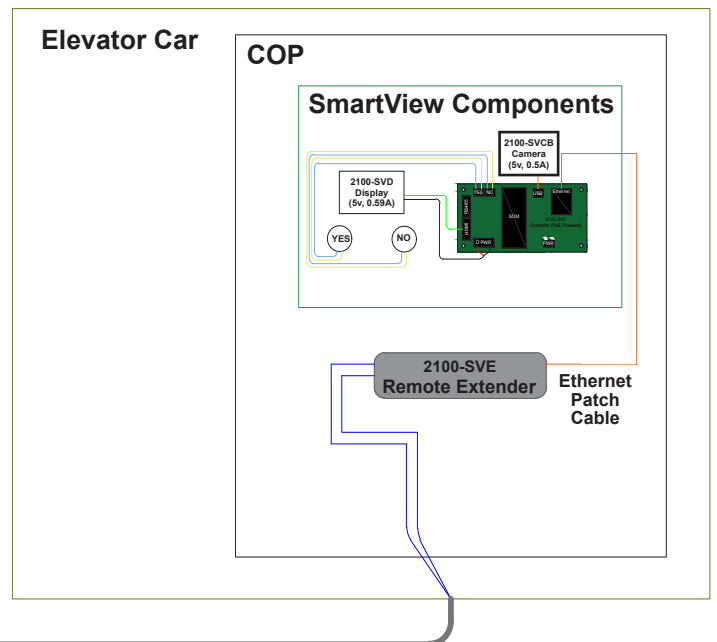


Single Pair
Wire to pins 1 and 2 of the RJ45 connector
Extends power and communication up to 1,600 feet

Notes:

- 2-wire from main Extender to remote Extender
- Ethernet Patch Cable from communication source to main Ethernet Extender
- Ethernet Patch Cable from remote Ethernet Extender to SmartView Controller

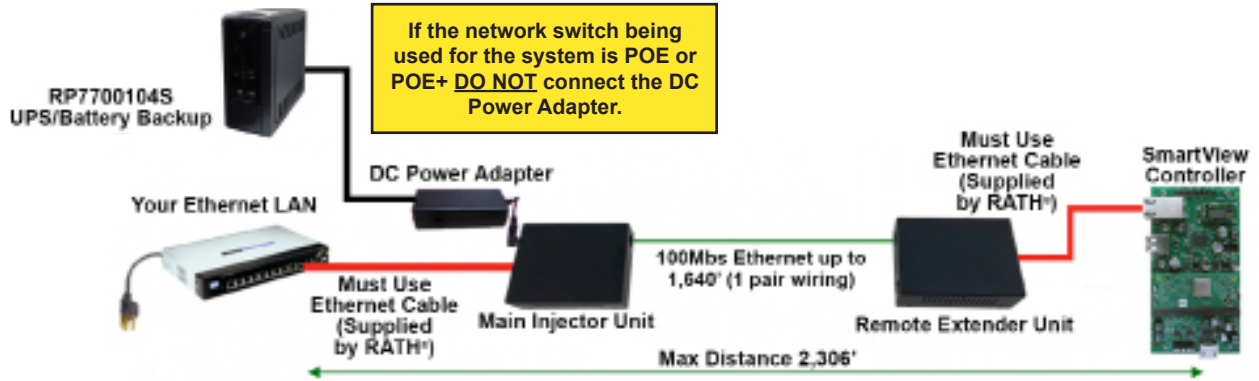
Battery backup can be done remotely.



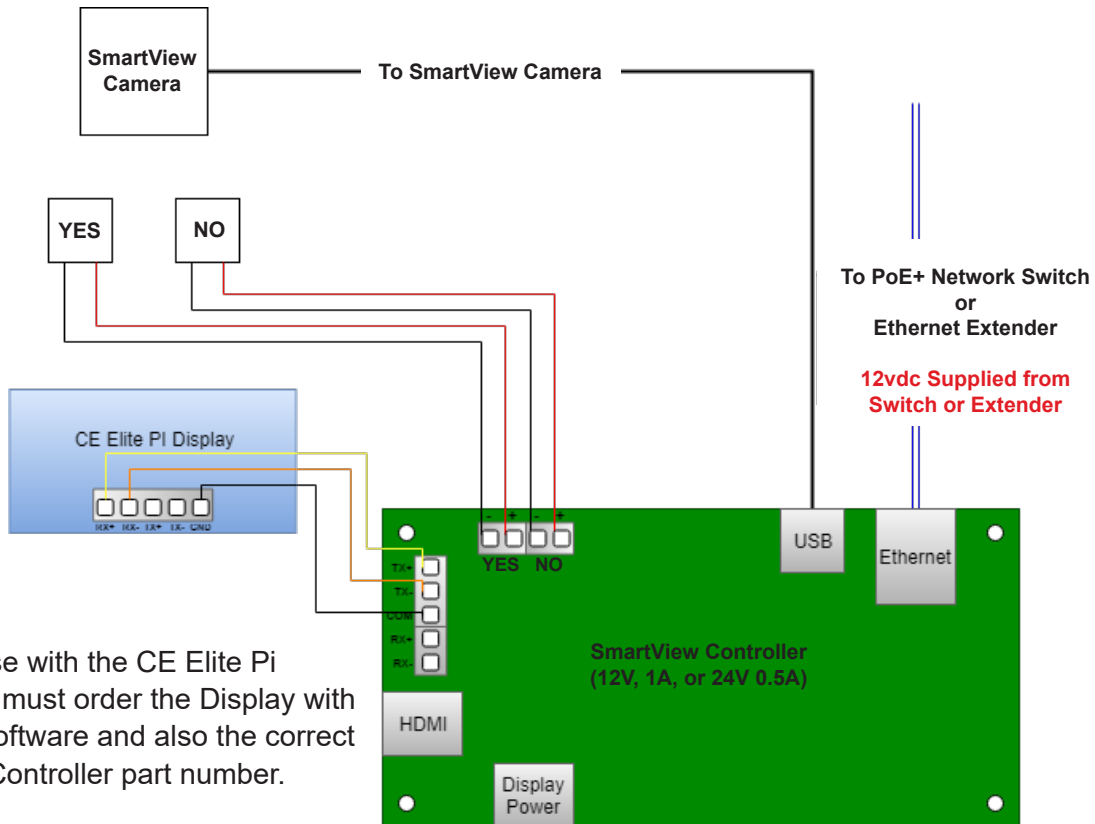
Wiring Example (Preferred Option for Standard Travel Cable):



- **Extender Power:** Supplies 1A to the SmartView Controller
- **Extender Wiring:**
 - Extends up to 1,640 feet over single pair of wiring between Extenders (requires single pair, 18-24ga, shielded or unshielded)
 - Ethernet Patch Cable with RJ45 connectors required from network switch and the SmartView Controller to each Extender
 - Main Unit (Injector) has LAN/PoE (Internet connection) and Interlink (two wire connection)
 - Remote Unit (Extender) has Interlink (two wire connection from main unit) and LAN/PoE (Ethernet connection to SmartView Controller)



Wiring to CE Elite Pi Display



Note: For use with the CE Elite Pi Display, you must order the Display with the proper software and also the correct SmartView Controller part number.

Appendix A

SmartView Controller Specifications:

- **Power Requirements:** 12v or 24v via Extender
- **Current Draw:**
 - 12v Active = 1A
 - 12v Idle = 0.5A
 - 24v Active = 0.5A
 - 24v Idle = 0.25A
- **Operating Temperature:** 32°F to 158°F (0°C to 70°C)
- **Dimensions:** 4" H x 7" W x 1.2" D

SmartView Camera Specifications (Powered by Controller):

- **Power Requirements:**
 - Active = 5v, 0.12A
 - Idle = 0v, 0A
- **Operating Temperature:** 32°F to 140°F (0°C to 60°C)

SmartView Display Specifications (Powered by Controller):

- **Power Requirements:**
 - Active = 5v, 0.59A
 - Idle = 0v, 0A
- **Operating Temperature:** -4°F to 158°F (-20°C to 70°C)
- **Screen Size:** 5 inches
- **Part Numbers:**
 - 2100-SVD** (0.0625" window)
 - 2100-SVDA** (0.125" window)
 - 2100-SVDB** (0.109" window)
 - 2100-SVDC** (0.078" window)
 - 2100-SVDE** (0.118" window)

Appendix B

Example ID Table:

SmartView ID	Location/Description
10020	Elevator 1
10021	Elevator 2

ID Table:

SmartView ID	Location/Description