

SmartView Hub User Manual

SmartView Hub Monitoring Website

Ver. 5.0 July 2024



Thank you for purchasing the SmartView 2 Elevator Communication System.

Combining the brands of RATH™ Communications and JANUS Elevator Products, AVIRE Global is the largest Emergency Communication Manufacturer in North America and has 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 and 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 will continue to surpass your expectations.

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Creating an Account

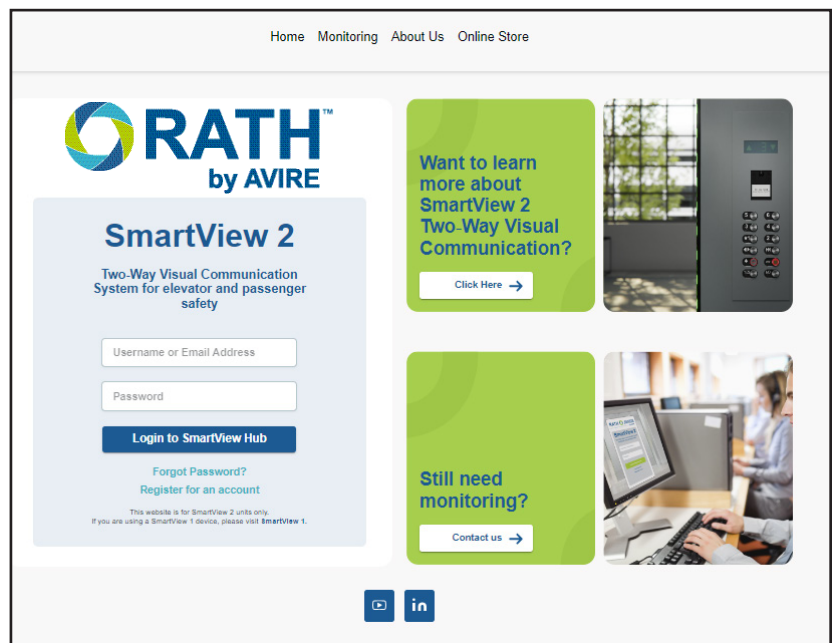
The RATH™ SmartView 2 system uses a cloud-based website for communicating with and viewing elevator passengers in the event of an emergency call. All administrators and users of this monitoring software platform require a username and password to access their account and are subject to the permissions and capabilities of the role they are assigned or select.

SmartView 2 elevator cab units will only be linked to authorized accounts. To access the monitoring platform, users will need a computer with Internet access. SmartView Hub is cloud-based; there is no software that needs to be downloaded or installed.

PLEASE NOTE: The website and instructions below are only for SmartView 2 systems. Original SmartView 1 units will still be accessed and viewed through the website on the flash drive sent with the unit.

To access the site and create a new SmartView 2 SmartView Hub account for your organization, please see instructions below.

1. Open a web browser on PC (Microsoft Edge, Google Chrome, Mozilla Firefox, and Apple Safari compatible)
2. Navigate to **<https://www.smartviewhub.com>**
3. Click **“Request an Account”** at the bottom of the login screen.
4. You will be redirected to the account creation form. Fill out the required information on the form then click **“Send Request”**.
5. When your account is created, you will receive an email prompting you to set your password. Once the password is set, you can proceed to login to site.



HELPFUL TIPS:

If a password is forgotten or doesn't work, click "Forgot Password" on the bottom of login screen. This will send a link to the email used for registration to reset the password.

If multiple people from one company need to access the site, they must be added by the Company Administrator when the account is created and populated.

Accessing Your Account: Home Page Overview

After your account is created, you must populate your account with additional users (optional) and SmartView 2 devices. Upon login, you will see the following screen:

The screenshot shows the SmartView Hub Home Page Overview. At the top, there is a navigation bar with links: Cameras, Device Management, Company, Accounts, Profile, Help, and Logout. Below the navigation bar, there is a header section with the following callouts:

- Total Number of Cameras
- Camera List
- Device Management
- Company Information
- Company Accounts
- User Account Information

The main content area displays a table of cameras. The table has the following columns: Actions, SmartView ID, Status, Description, Building name, Building address, Assignment Type, and Monitoring Reference. The table contains 5 rows of camera data. The first row is highlighted. The table is titled "Rath Communications Cameras | Total: 5".

Callouts for the table and other elements include:

- Search Fields
- User Guide
- Transfer/Delete Request
- Assign camera
- View Camera
- Online/Offline Status
- Request to Transfer or Delete a Camera
- Add Camera to Account

Actions	SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
	219437	Online	Elevator 5	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, WI 53089	PRIMARY MONITORING	Acct #: 12345
	231034	Offline	Elevator 2	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, WI 53089	PRIMARY MONITORING	Acct #: 12345
	231216	Online	Elevator 3	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, WI 53089	PRIMARY MONITORING	Acct #: 54321
	249136	Online	Elevator 4	Sussex East	N56 W24720 N. Corporate Cir. Sussex, WI 53089	PRIMARY MONITORING	Acct #: 54321
	268460	Online	Elevator 1	Sussex East	N56 W24720 N. Corporate Cir. Sussex, WI 53089	PRIMARY MONITORING	Acct #: 54321

Note: View Camera button will only appear if you are registered as a Monitoring company or an Elevator Installer. If you are registered as Building Manager not doing your own monitoring, you will not have this option.

Edit/Update Your Personal Profile Settings

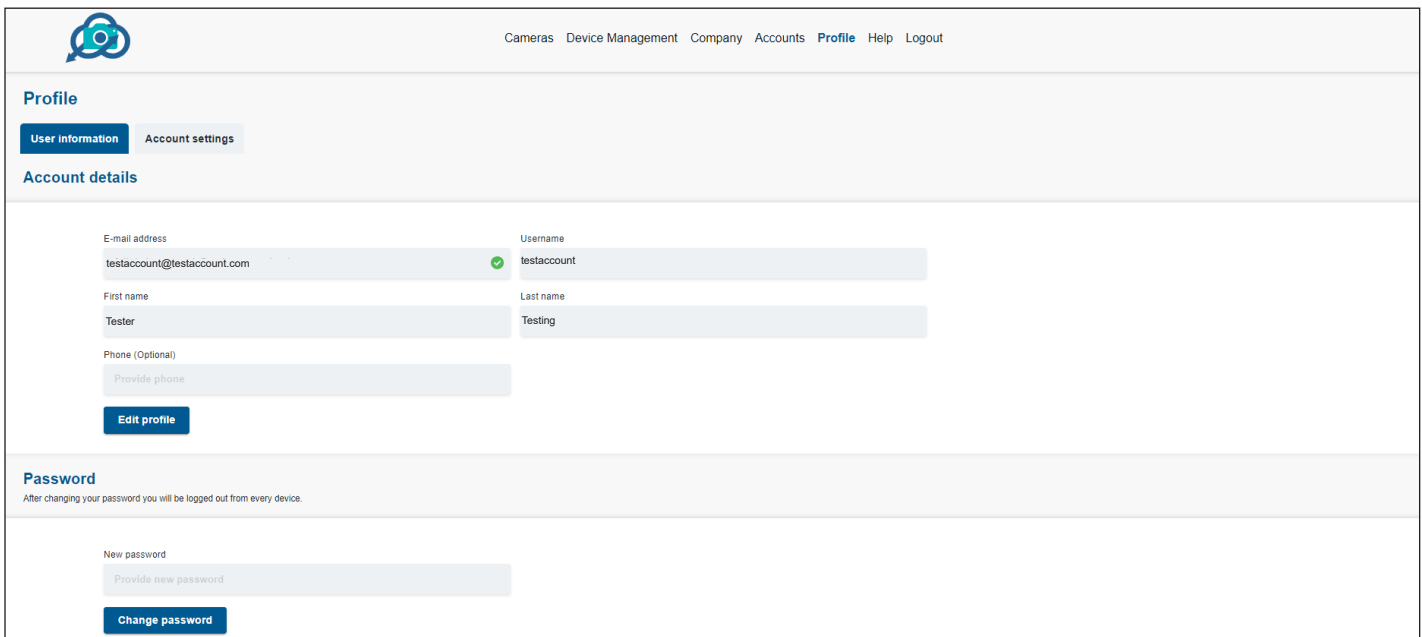
1. Click **“Profile”** in the top menu bar.
2. Click **“Edit profile”** button under your personal information.
3. After changing desired information, click **“Save Profile”**.

Change Password for Account:

1. Click **“Profile”** in the top menu bar.
2. Click **“Change password”** under Password field.
3. Enter new password in **“New Password”** box.

NOTE: Password must contain at least 1 lowercase letter, 1 uppercase letter, 1 special character, 1 number, and at least 8 total characters.

4. Re-enter new password in **“Confirm password”** box.
5. Click **“Save password”** to save.



The screenshot shows the SmartView Hub user interface. At the top, there is a navigation bar with the SmartView Hub logo on the left and links for Cameras, Device Management, Company, Accounts, Profile (highlighted), Help, and Logout on the right. Below the navigation bar, the 'Profile' section is active, showing two tabs: 'User information' and 'Account settings'. Under 'Account details', there are input fields for E-mail address (testaccount@testaccount.com), Username (testaccount), First name (Tester), Last name (Testing), and Phone (Optional) (Provide phone). A green checkmark is visible next to the Username field. An 'Edit profile' button is located below the input fields. Below the 'Account details' section, the 'Password' section is visible, with a note: 'After changing your password you will be logged out from every device.' It contains a 'New password' input field (Provide new password) and a 'Change password' button.

Turn On / Off Two-Factor Authentication for Personal Account:

NOTE: Only Company Administrators can turn Two-Factor Authentication on or off for their individual profiles. Company Collaborators cannot edit this functionality.

1. Click **“Profile”** in the top menu bar.
2. Click **“Account Settings”** tab.
3. Scroll down to Personal Two Factor Authentication.
4. Click slide bar next to **“Enable Two-Factor Authentication for your account”** to turn on or off.
5. Click “Save password” to save.

Change Session Time:

The session time is the amount of time the system will automatically log a user out after a set time of inactivity.

1. Click **“Profile”** in the top menu bar.
2. Click **“Account Settings”** tab.
3. Click **“Change Session Time”**.
4. Change minutes, hours, and / or days to desired time.
5. Click “Save”.

Edit Your Company Settings

1. Click **"Company"** in the top menu bar.
2. Click **"Edit Company"** button under your company information.
For logging and billing purposes, users can only change the company phone number. If any other information needs to be modified or changed, please contact RATH support at 1-800-451-1460 ext. 4.
3. After changing desired information, click **"Save Company"**

Turn On / Off Two-Factor Authentication for all company users:

1. Click **"Company"** in the top menu bar.
2. Scroll down to Personal Two Factor Authentication.
3. Click slide bar next to **"Enable Two-Factor Authentication for your account"** to turn on or off. This will enable or disable two-factor authentication for all users on the company account.

Cameras Device Management **Company** Accounts Profile Help Logout

Your Company details

General information Pre-loaded messages

Company ID

Company Name
Rath Communications

Phone
+1 800-451-1460

State
WI

City
Buxton

Address
N66W04720 North Corporate Circle

ZIP Code
53089

Edit company

Company type

Company type
Monitoring Company

Maximum number of cameras
8

☒ Monitoring License

Billing information

Billing Contact Name
Not provided

Billing Contact Phone number
Not provided

Billing Contact Email address
Not provided

Billing Contact Role
Not provided

Company Two Factor Authentication

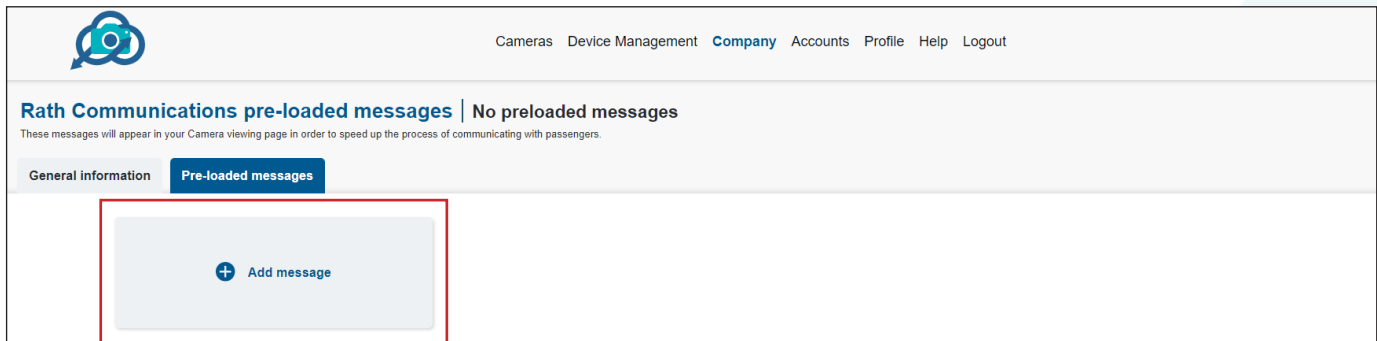
This setting will 2FA for Company Administrator accounts and all Company Collaborator users.

Enable Two-Factor Authentication for Company ☐

Add Pre-loaded Response Messages

For increased response time while answering emergency calls, the SmartView Hub can have up to 10 text messages pre-loaded. Companies can set their own messages to allow for the proper verbiage and procedures to be followed.

1. In **"Company"** click the **"Pre-loaded messages"** tab.
2. Click the **"Add message"** box.



3. Enter the desired message into the text box then click the save icon.

NOTE: Messages can contain up to 80 characters.



- Repeat steps 2 and 3 until all desired messages have been entered.

Cameras Device Management **Company** Accounts Profile Help Logout

Rath Communications pre-loaded messages | Total: 1

These messages will appear in your Camera viewing page in order to speed up the process of communicating with passengers.

General information Pre-loaded messages

Are you trapped?

+ Add message

Add Additional Users to Company (Optional)

SmartViewHub has the ability for a company administrator to add additional users. There are two access levels a user can be given, Company Administrator or Company Collaborator. Company Administrators have full administrative access on the site. They can add/delete/edit cameras along with add/delete/edit users. Administrators can also turn on/off two-factor authentication for the company.

Company collaborators are users who can view the cameras in the event of an emergency but cannot add/delete/edit cameras or add/delete/edit users. Company collaborator access level should be given to users who only need to view cameras such as employees at call centers, monitoring employees, or security desks.

- Click “**Accounts**” from the top of the page.

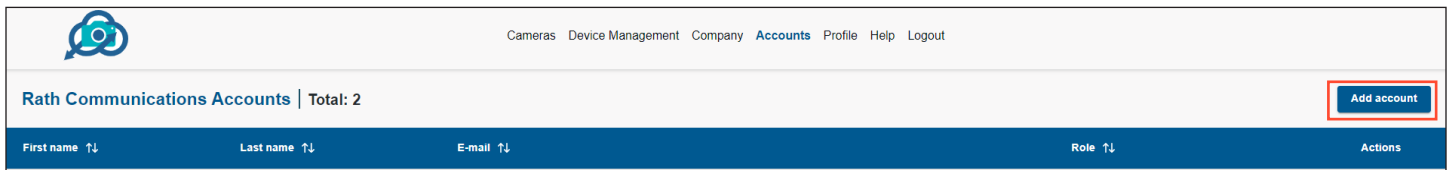
Cameras Device Management Company **Accounts** Profile Help Logout

Rath Communications Accounts | Total: 2

Add account

First name ↑↓	Last name ↑↓	E-mail ↑↓	Role ↑↓	Actions
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Susan	Monitoring	susan.monitoring@monitoring.com	Company Administrator	
Katie	Dispatch	katie.dispatch@monitoring.com	Company User	

2. Click **“Add Account”** button in the top right corner.



3. Fill out username, role (either Company Administrator or Company Collaborator), First Name, Last Name Phone Number (If desired) and e-mail address fields. Click **“Add”** in top right corner to save. User will be sent an email to the email address entered in this step to set their own password.

NOTE: This information can be modified at a later time by clicking “Edit” button next to username in Accounts menu.

This screenshot shows the 'Add Account' form. The form has a header with the SmartView Hub logo and navigation links. A red circle with the number '1' is placed over the 'Add Account' button in the top right corner. The form contains several input fields: E-mail address, Role (a dropdown menu), First name, Last name, and Phone (Optional). A red line connects the 'Add Account' button to the 'E-mail address' field. Below the form is a section for 'Account Two Factor Authentication' with a toggle switch. At the bottom is a section for 'Session time settings' with input fields for Minutes, Hours, and Days.

4. Repeat steps 2 and 3 until all users are created.
5. Once password has been set by the company collaborator, they will log in to smartviewhub.com using their username and password.

Optional Settings

When adding a new user, the company administrator also has the ability to turn on two-factor authentication and set a session time. Two-Factor Authentication will require the user to enter an authorization code received via email to login to smartviewhub.com. Setting a session time will modify how long after a period of inactivity by a user on the site before they are automatically logged out. The default is 15 minutes.

Account Two Factor Authentication

This setting set 2FA for this account only.

Enable Two-Factor Authentication for Account ☐

Session time settings

You will be logged off automatically after below time since every login.

Minutes

Hours

Days

Change session time

Turn On / Off Two-Factor Authentication for Personal Account:

1. Click “**Accounts**” in the top menu bar.
2. Click “**Edit**” icon next to desired user.
3. Scroll down to Personal Two Factor Authentication.
4. Click slide bar next to “**Enable Two-Factor Authentication for your account**” to turn on or off.

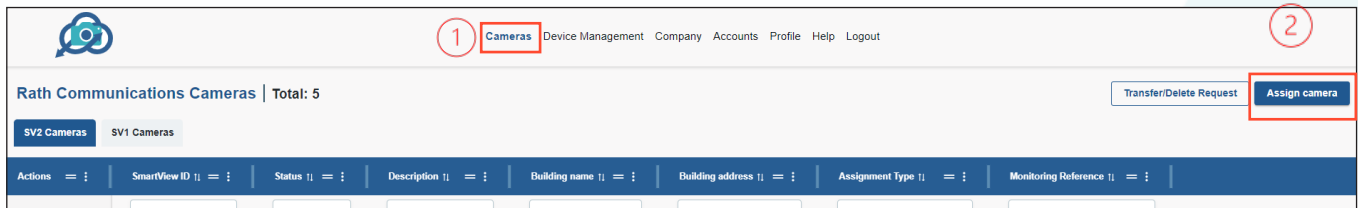
Change Session Time:

1. Click “**Accounts**” in the top menu bar.
2. Click “**Edit**” icon next to desired user.
3. Click “**Change Session Time**”.
4. Change minutes, hours, and / or days to desired time.
5. Click “**Save**”.

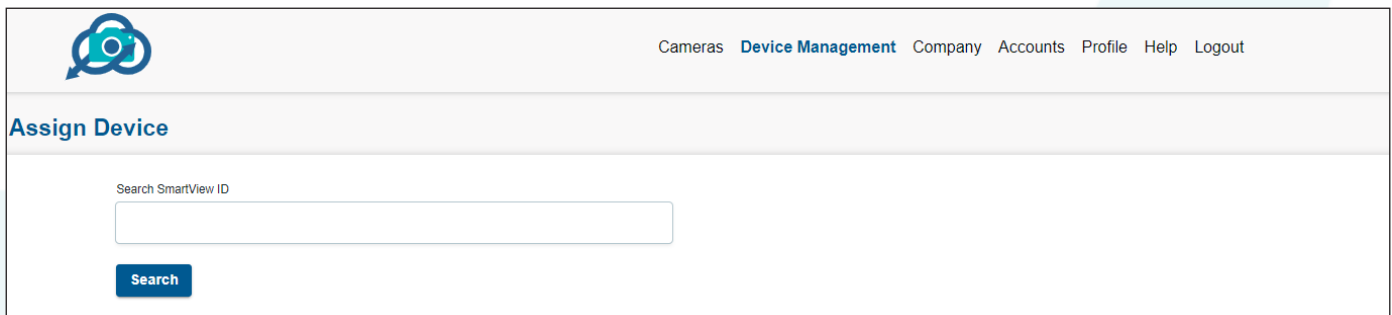
Add Devices / Cameras to Your Account

Elevator cab units must be linked to SmartViewHub account to be able to view the camera feed and utilize the text messaging feature. If units are not linked to the account, the monitoring party will not be able to view them and communicate with passengers. SmartView 2 systems can be assigned to one Primary Monitoring company and one Secondary Monitoring company. Units can also be added to one Building Manager account and one Install/Test Device Account. This document will cover assigning a unit to a Primary Monitoring company. Follow the instructions below to add units to your account.

1. Once logged in to smartviewhub.com, click the **"Cameras"** option at the top of the page.
2. Click the **"Assign Camera"** button in the top right corner.



3. On the **"Assign Device"** page, type in the SmartView ID you are trying to add to your account. Then click **"Search"**



4. Once search is complete, you will see available assignment options. Click **"Request Assign"** under "Primary Monitoring"

NOTE: A Primary Monitoring company must be assigned before a Secondary Monitoring can be added.

Cameras **Device Management** Company Accounts Profile Help Logout

Assign Device

Search SmartView ID
290731

Search

Search Results:

Building Manager
Forbidden
 You do not have the permissions to request assignment for this role.
 Request Assign

Primary Monitoring
Unassigned
 You can request assignment for this role.
Request Assign

Secondary Monitoring
Forbidden
 Primary Monitoring needs to be set first.
 Request Assign

Install/Test Device
Forbidden
 You do not have the permissions to request assignment for this role.
 Request Assign

- A window will pop up that requires you to acknowledge you have the authorization to add the device to your account. Check the acknowledgment box, then click "Accept".

RATH™
by AVIRE

Please make sure you read and understand following issues:

By adding this SmartView 2 device to my account, I affirm that I have the authorization to monitor and view the installed device and will do so in accordance with any security and privacy laws applicable in the installed location.

☐ I have read and understood the above statement.

Accept **Cancel**

- After accepting, the Device Information page will appear. In the Device Information settings, type in the desired Description, Building Name, and Building Address for the device. This information will show up next to the SmartView ID on the Cameras page. The description, building name, and building address can be modified at a later time by going to the Device Management page and clicking the "Edit" button next to the desired camera. Click "Assign" button to complete.
- Repeat steps 2-6 for any additional SmartView 2 devices / cameras.

Cameras **Device Management** Company Accounts Profile Help Logout

Device Information

You are requesting for assignment as a **Primary Monitoring** for a 290731 Smartview ID

Cancel **Assign**

Description
(eg. West Elevator 1)

Building Name


Building Address
City, ZIP Code, Street and Building number

Monitoring

Monitoring reference

Device Management

1. Once logged in to smartviewhub.com, click the **“Device Management”** in the top menu bar.






Cameras **Device Management** Company Accounts Profile Help Logout

Rath Communications Device Management | Total: 5

Transfer/Delete RequestAssign camera

SV2 CamerasSV1 Cameras

Actions	SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
	219437	Online	Test			PRIMARY MONITORING	
	231034	Offline	Elevator 2	Sussex West	N56W24720 North Corporate Circle	PRIMARY MONITORING	
	231216	Online	Elevator 3	Sussex West	N56W24720 North Corporate Circle	PRIMARY MONITORING	


2. Using bottom scroll bar, scroll to the right to view **“Edit”** button for desired camera.

3. Under Device Information, Click **“Edit”** button.

4. Enter new information into Description, Building Name, and/or Building Address fields.

If you need to edit or update the device information at any time after initial setup, you can do so with Device Management.

5. Click **“Save”** to submit changes.
6. Monitoring reference is a unique identifier proprietary to the company monitoring the device / camera. To change Monitoring Reference field, click **“Edit”**.
7. Enter new information into Monitoring Reference field.
8. Click **“Save”** to submit changes.



Cameras **Device Management** Company Accounts Profile Help Logout

Device Information

Description

Elevator 2

e.g. West Elevator 1

Building Name

Sussex West

Building Address

N56W24720 North Corporate Circle

City, ZIP Code, Street and Building number

Edit

Monitoring

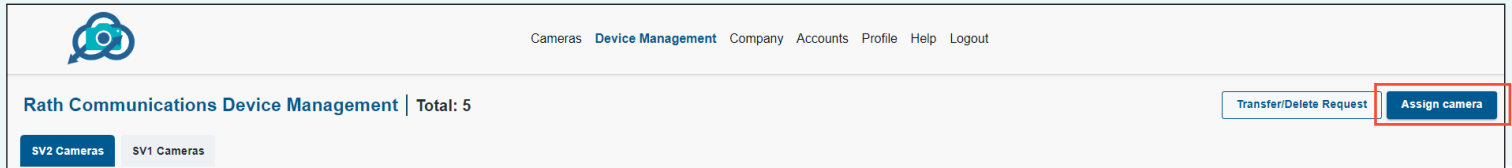
Monitoring Reference

Edit

Transfer / Delete Devices from Your Account

The SmartView Hub has the option for users to transfer or delete SmartView 2 devices on their account. Transfer allows you to move a device from your account to another monitoring entity. Deleting will remove the device from your account. Both options will result in company administrators and collaborators to no longer view the devices or see them on their account.

1. Once logged in to smartviewhub.com, click the **“Transfer/Delete Request”** button at the top of the page.

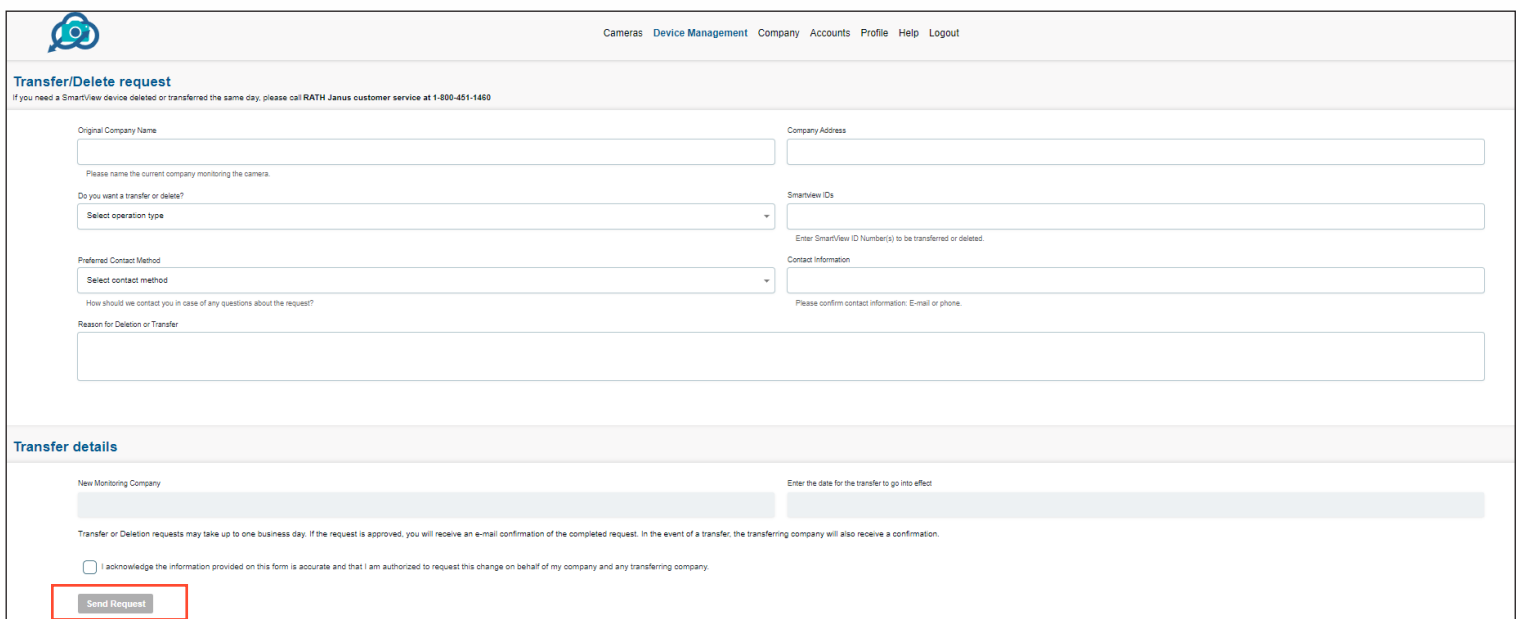


The screenshot shows the top navigation bar of the SmartView Hub. On the left is the SmartView logo. To its right are links for Cameras, Device Management (highlighted), Company, Accounts, Profile, Help, and Logout. Below these links, it says 'Rath Communications Device Management | Total: 5'. On the right side of the bar, there are two buttons: 'Transfer/Delete Request' and 'Assign camera'. The 'Transfer/Delete Request' button is highlighted with a red box.

2. In Transfer/Delete Request form, enter the Company Name and Company Address.
3. In the drop-down box, select if you want to Transfer or Delete the camera.
4. Enter the SmartView ID numbers for the units you would like to be transferred or deleted.
5. Select your preferred contact method and contact information.
6. Enter the reason for deletion or transfer in the reason field.

If Transferring: Enter the new monitoring company and the date the transfer should go into effect in the **"Transfer Details"** fields.

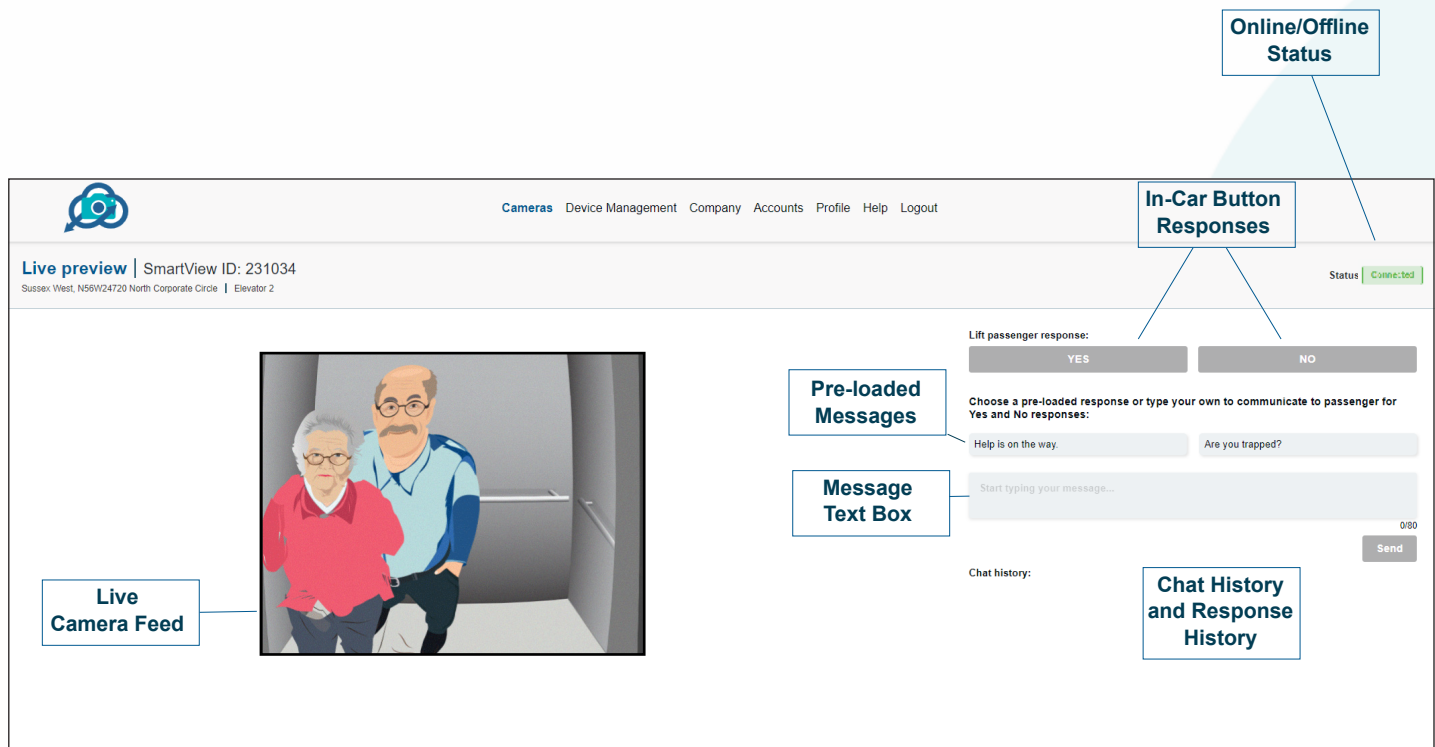
7. Check the box acknowledging the form accuracy, then click **"Send Request"**



The screenshot shows the 'Transfer/Delete request' form. At the top, it says 'Transfer/Delete request' and 'If you need a SmartView device deleted or transferred the same day, please call RATH Janus customer service at 1-800-451-1460'. The form is divided into two main sections: 'Transfer/Delete request' and 'Transfer details'. The 'Transfer/Delete request' section contains fields for 'Original Company Name', 'Company Address', 'Do you want a transfer or delete?' (with a dropdown menu), 'SmartView ID's', 'Preferred Contact Method', 'Contact Information', and 'Reason for Deletion or Transfer'. The 'Transfer details' section contains fields for 'New Monitoring Company' and 'Enter the date for the transfer to go into effect'. At the bottom, there is a checkbox for 'I acknowledge the information provided on this form is accurate and that I am authorized to request this change on behalf of my company and any transferring company.' and a 'Send Request' button, which is highlighted with a red box.

Monitoring Elevators With Your Account

Cab Communication/Camera Viewing Page Overview



How It Works

A rider will press the emergency phone button in the elevator, prompting the phone to call out to a monitoring service or an answering party. When the call is answered, a pre-recorded location message with a SmartView ID will be played (example: “Highland Hotel, Building A, Elevator 1, SmartView ID. 123456”). The location message will play on a loop until any key on the phone being used to answer the call is pressed to stop it.

If you are able to verbally communicate over the phone with the calling party:

Continue the call and no further action is needed.

If you are unable to verbally communicate with the calling party:

1. Navigate to <https://www.smartviewhub.com>
2. Enter username and password, then click “**Login to SmartView Hub**” button, if not already logged in.

On the Camera page, click the play icon next to the device you want to view.

NOTE: You can search for a device by typing the SmartView ID into the search box directly under the Rath ID column and pressing enter on your keyboard.

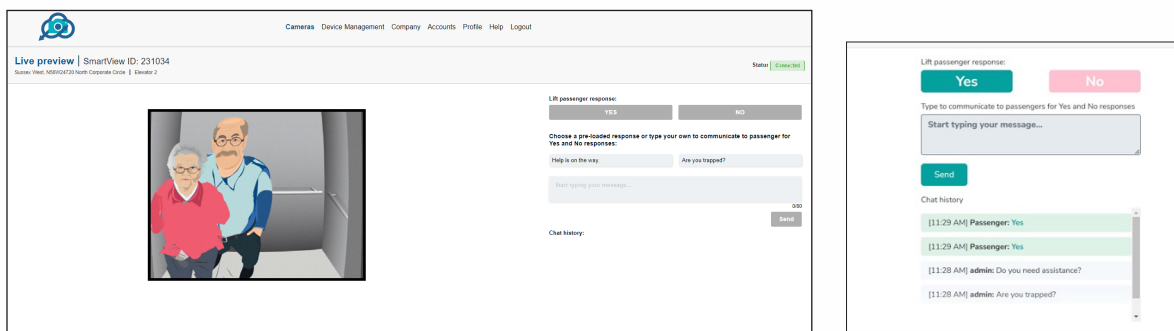
If the video feed indicates that the elevator is empty:

The call was likely accidental, and the session may be ended by closing the browser tab.

If the video feed indicates that there are passengers in the elevator:

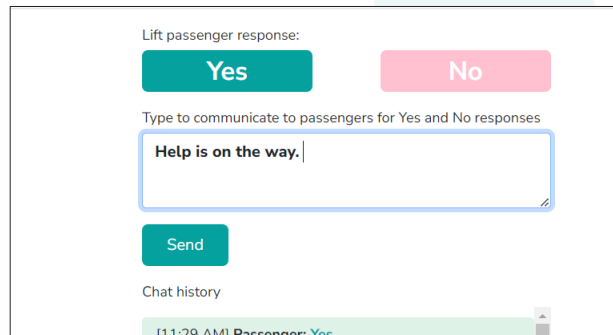
3. Type a message to the passengers in the text box labelled **“Type to Communicate with Passengers”** or click on a pre-loaded message.
4. Send the message by clicking the Send button.

NOTE: The passengers are only able to respond using YES or NO buttons, so be sure any messages only require a YES or NO answer. (for example “Do you need medical attention?”)



The sent messages and responses will appear below the text box as a chat history.

4. If it is determined that rescue services are needed, you **MUST** send a message stating, “**Help is on the way**”. The monitoring or answering party must remain on the call and view the video feed until help has arrived.



Lift passenger response:

Yes No

Type to communicate to passengers for Yes and No responses

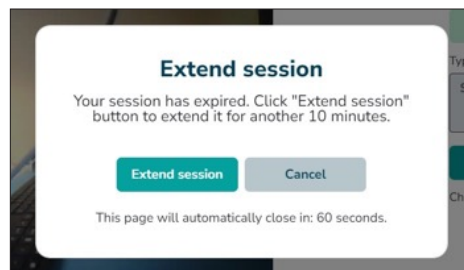
Help is on the way.

Send

Chat history

[11:29 AM] Passenger: Yes

NOTE: After 10 minutes, a pop-up will appear asking to extend the session for another 10 minutes or close the window. If no option is clicked, the session will end after 60 seconds.



Once rescue services arrive, the session may be ended by closing the browser tab or going back to the main camera page.

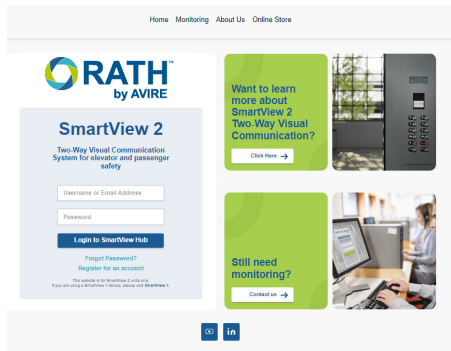
How to End Session

When done with the session, click “**Logout**” from top menu bar to end session securely.

Frequently Asked Questions

Question	Answer
Can I record the video and text conversations from smartviewhub.com?	Due to privacy laws and increasing concerns over security and personal privacy, we do not allow the recording or storage of the video or text conversations that occur on smartviewhub.com.
Does Rath record or store any of the video sessions for any reason including auditing and quality?	No, Rath will never record or store any of the video sessions. We take personal privacy very seriously and will never violate privacy laws or regulations. Rath will also never view the cameras without being asked to by an authorized person.
Can I tie the SmartView 2 video feed into my on-site or cloud-based DVR?	No, for security and privacy reasons, we do not have a way to record to a local or cloud-based DVR. Video sessions are only viewable through smartviewhub.com during the initial session.
Why does my camera show offline?	If unit is showing offline, it is likely due to either power or network related issues on site. A troubleshooting guide for the system is available as a part of the SmartView 2 installation and operations manual. Troubleshooting should only be performed by a licensed or authorized elevator personnel.
Who do I contact if my SmartView system isn't working?	It is recommended to contact the company who performed installation on the hardware or a network administrator to start investigations on the system if issues is believed to be network related. RATH tech support is also available Monday-Friday from 7:30am CST to 5:00pm CST by calling 1-800-451-1460 ext. 3.
Can I set-up two-factor authentication to text instead of e-mail?	Not at this time. This is a feature AVIRE is looking to add in the future.
Can I tie the login for SmartView Hub into my company's SSO?	Currently we do not support SSO integration. This is a feature we are looking to implement in the future.
Why can't I view my SmartView 1 cameras through the SmartView Hub?	The SmartView 1 hardware on-site is hard coded to only be viewable through the SmartView 1 viewing site. We cannot remotely change that setting within the hardware.
Who monitors the SmartView Hub?	The building owner or property manager determines who uses and monitors the SmartView Hub. Typically, the same personnel or company that monitors the elevator phone will access the SmartView Hub .
Will the SmartView device or website harm my network?	No, the SmartView 2 hardware and viewing website have been designed with the highest level of security in mind. For full information about the security on the hardware and website, please see the SmartView 2 security document.
Can I pre-load messages into the system?	Yes, please see page 8 for instructions on how to set pre-loaded messages.
How do I delete a device from my account?	On the "cameras" page, there is a red garbage can icon for each device, which will prompt the user with a form box to indicate a reason for needing deletion. Because these devices are required by code, and because the account subscription is tied to the number of devices monitored on the account, this is not currently a self-serve function. A customer service representative will verify the account is not overdue on payment and a confirmation email will be sent to the account administrator upon completion.

Simplified User Instructions



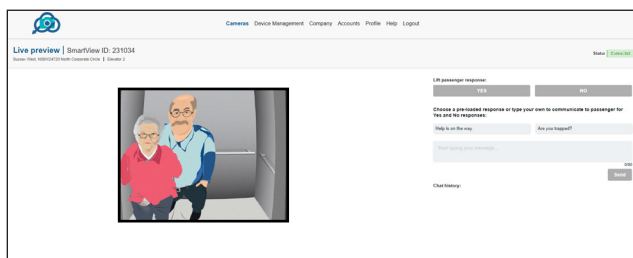
Step 1

Log in to **smartviewhub.com**, if not already.

Actions	SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
	215437	Online	Elevator 1	Rath by AVIRE	NW 104727th N, Corporate Ct. Suite, WI 53089	PASSENGER MONITORING	Aut # 12145
	211534	Online	Elevator 2	Rath by AVIRE	NW 104727th N, Corporate Ct. Suite, WI 53089	PASSENGER MONITORING	Aut # 12146
	211216	Online	Elevator 3	Rath by AVIRE	NW 104727th N, Corporate Ct. Suite, WI 53089	PASSENGER MONITORING	Aut # 14421
	249176	Offline	Elevator 4	Sutton East	NW 104727th N, Corporate Ct. Suite, WI 53089	PASSENGER MONITORING	Aut # 14421
	264460	Online	Elevator 1	Sutton East	NW 104727th N, Corporate Ct. Suite, WI 53089	PASSENGER MONITORING	Aut # 14421

Step 2

Click **“Play”** icon next to desired camera or type the SmartView ID into the search field.



Step 3

In **“Type to Communicate to Passenger”** text box, type out message to car passenger or select a pre-loaded message. Passenger in car can then respond to message by using YES/NO buttons in the car. Responses will show up in the **“Chat History”** field.

PASSENGER CAN ONLY RESPOND TO YES or NO QUESTIONS

Actions	SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
	215437	Online	Elevator 1	Rath by AVIRE	NW 104727th N, Corporate Ct. Suite, WI 53089	PASSENGER MONITORING	Aut # 12145
	211534	Online	Elevator 2	Rath by AVIRE	NW 104727th N, Corporate Ct. Suite, WI 53089	PASSENGER MONITORING	Aut # 12146
	211216	Online	Elevator 3	Rath by AVIRE	NW 104727th N, Corporate Ct. Suite, WI 53089	PASSENGER MONITORING	Aut # 14421
	249176	Offline	Elevator 4	Sutton East	NW 104727th N, Corporate Ct. Suite, WI 53089	PASSENGER MONITORING	Aut # 14421
	264460	Online	Elevator 1	Sutton East	NW 104727th N, Corporate Ct. Suite, WI 53089	PASSENGER MONITORING	Aut # 14421

Step 4

When finished with the session, click the back arrow in the web browser or close out of the window to end the session.



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