

ATTENTION

**BUILDING MANAGER ACCOUNTS ON
THE SMARTVIEW HUB ARE REQUIRED
FOR SETTING UP A MASTER STATION.**

**WITHOUT AN ACCOUNT, THE
SMARTVIEW 2 SYSTEM WILL NOT BE
VIEWABLE ON THE SMARTVIEW
MASTER STATION.**

**GIVE THIS SETUP GUIDE TO THE
BUILDING OWNER, PROPERTY OWNER,
PROPERTY MANAGER, OR
APPLICABLE BUILDING
REPRESENTATIVE TO CREATE THEIR
ACCOUNT.**

**TO ENSURE A SUCCESSFUL SETUP, WE
RECOMMENDED STARTING THIS
PROCESS AT LEAST 48 HOURS BEFORE
INSTALL OR INSPECTION.**

SmartView Master Station Registration Guide



For same-day registrations, please call our Customer Service team at 1-800-451-1460 ext. 4

Elevator code requires that a building with over 60 ft. of rise have a master station that can be accessed by emergency response personnel, giving them the ability to view the elevator cameras and communicate with trapped or otherwise in-need passengers.

Items Required:

- Web Browser
- (2) E-mail Accounts
 - One for Account Administrator
 - One for Master Station Primary Operator

Registration Steps:

1. Open up the web browser and navigate to smartviewhub.com.
2. Under the login box, click "Register for an Account".
3. Click "Begin Registration" box under the Building or Property Owner/Manager option.
NOTE: If the building is self-monitoring (24-7 security, front desk, etc) and needs to view the SmartView hardware video feed at a location other than the master station, please check the box next to "We will be self-monitoring". Monitoring at a location or computer other than the master station will be subject to a \$9.99 monthly access charge per device.
4. Enter company information in registration form fields.
5. Check the box next to "There is a Master Station in my building" then click the "Next" button.
6. Enter the account administrator contact information.
7. Check the box next to "Billing Contact same as above".
NOTE: Master station accounts are no charge. RATH™ by AVIRE will not contact you for any billing related reason.
8. Enter the contact for the individual who will be accessing the SmartView Master Station in the Monitoring company details section. If access is being shared across multiple parties, it is advised to create a dedicated e-mail account for the master station.
NOTE: This can also be the account administrator, but an alternate e-mail is required for setting up the master station account.
9. Check the box next to "I'm not a robot" and complete the captcha.
10. Click "Submit" to finish registration.
11. Registration forms will be reviewed by the RATH by AVIRE customer service team and accounts will be created within 24 business operating hours.
12. Once the account has been created, the Account Administrator and the SmartView Master Station primary operator (or dedicated master station e-mail account) will receive an e-mail prompting each of them to create a password to log in.

For full operating and account instructions for the SmartView Master Station, please see the installation and operations manual included with the hardware.