Installation & Operations Manual

SmartView 2 Modular

for CE Elite PI

2 YEAR WARRANTY

Table of Contents

Pre-Installation Requirements

Required:

- Machine Room Unit (Part Number: 7100) and Included Components:
    - 24VDC Plug-in Transformer
    - Terminal Connectors
    - WIFI Dongle

- Elevator Unit (Part Number: 7200M-CE) and Included Components:
    - Terminal Connectors

- 110vac Battery Backed-up Power Source (RATH Part Number: RP7700104S)

- External USB camera (RATH Part Number: 2100-SVCF or 2100-SVCF-CM)

- Mounting Hardware

- 1 Pair shielded or unshielded wire (18AWG required)

- Routed Internet Connection (See Page 18 for full list of requirements)

- Ethernet Cable to connect hardware to Internet connection

- Small screwdriver

- Wire stripper

- Drill

- Mobile device, Laptop, or PC for programming

- Yes/No or Door Open/Closed buttons

- SmartView 2 enabled CE Elite PI Display
    - 3-wire 18AWG to connect SmartView 2 to Elite PI

Wiring Diagram

External USB Camera
RATH Part Number: 2100-SVCF

To OEMS DATA OR LIVE DATA on CE Elite PI

3-wire 18AWG

Routed Internet Connection

ETH IN   ETH OUT   USB2 USB1

Elevator Unit (7200M-CE)

USB2

(No or Door Closed) Push Button → NO
(Yes or Door Open) Push Button → YES

RS485 TX +
RS485 TX -
RS485 COM

USB1

PLC

Machine Room Unit (7100)

POWER
STATUS
INTERNET
TEL IN
CAR PHONE

PLC   24VDC POWER   RELAY   RESET BUTTON

1 Pair 18AWG

24vdc

Maximum Distance between Elevator Unit and Machine Room Unit is 1000 ft.

Provided Plug-In Transformer

110vac Battery Backed-up Power Supply
RATH Part Number: RP7700104S

Up to three SmartView 2 systems can be installed on one RP7700104S.

Installing SmartView 2 Modular CE Visual System

Machine Room Unit

1. Mount machine room unit in desired restricted access location using appropriate mounting hardware (See mounting template on page 16). **Unit cannot be mounted more than 61/2 feet (78 inches) off the ground.**

NOTE: PLEASE WAIT UNTIL ALL CONNECTIONS ARE MADE BEFORE TURNING ON POWER TO UNIT.

2. Identify positive and negative "POWER" terminals on machine room unit for terminating connections.

NOTE: INPUT POWER IS POLARITY SENSITIVE, FAILURE TO VERIFY POLARITY MAY CAUSE DAMAGE TO UNIT.

3. Using provided plug-in transformer, plug green 2-pin terminal on the end of the transformer into the **"POWER"** port on machine room unit. *Do not use an alternate power supply with the SmartView 2 hardware.*

NOTE: IF INSTALLING MULTIPLE MACHINE ROOM UNITS EACH UNIT NEEDS ITS OWN PLUG-IN TRANSFORMER, THEY CANNOT BE DAISY-CHAINED.

4. Use an existing single pair of 18AWG or run a single pair of 18AWG from the machine room unit to the elevator unit. Strip back and expose 1/4" of wire on individual conductors. Connect the wire pair to the two-pin terminal connector then plug it into "PLC" port on machine room unit.

Maximum distance limitation from Machine Room unit to Elevator unit is 1000 ft.
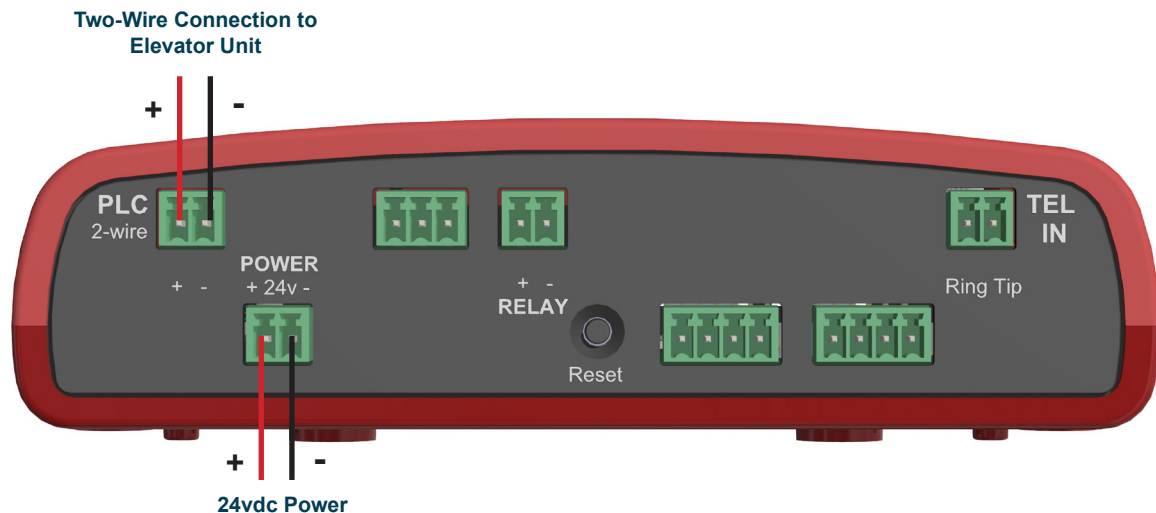
5. Plug an Ethernet cable from the routed Internet connection into **"ETH IN"** port on the machine room unit.
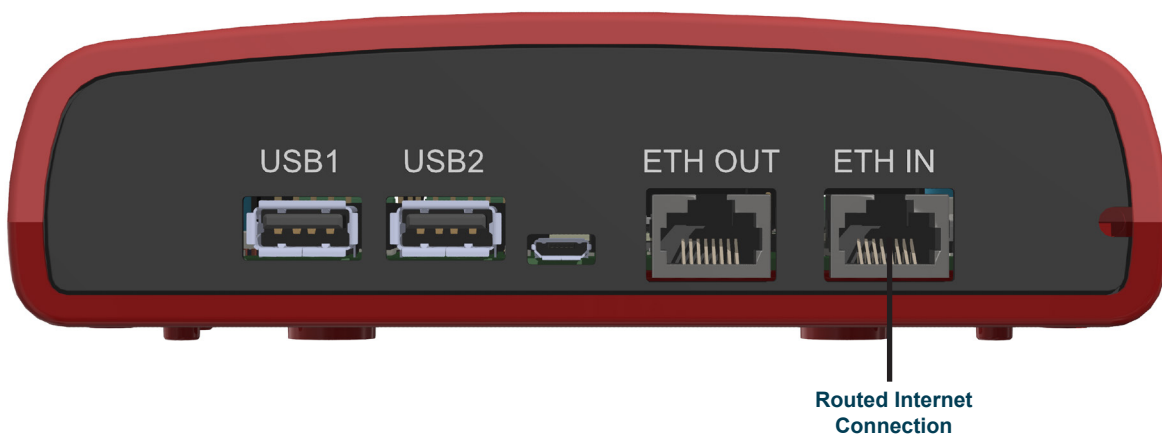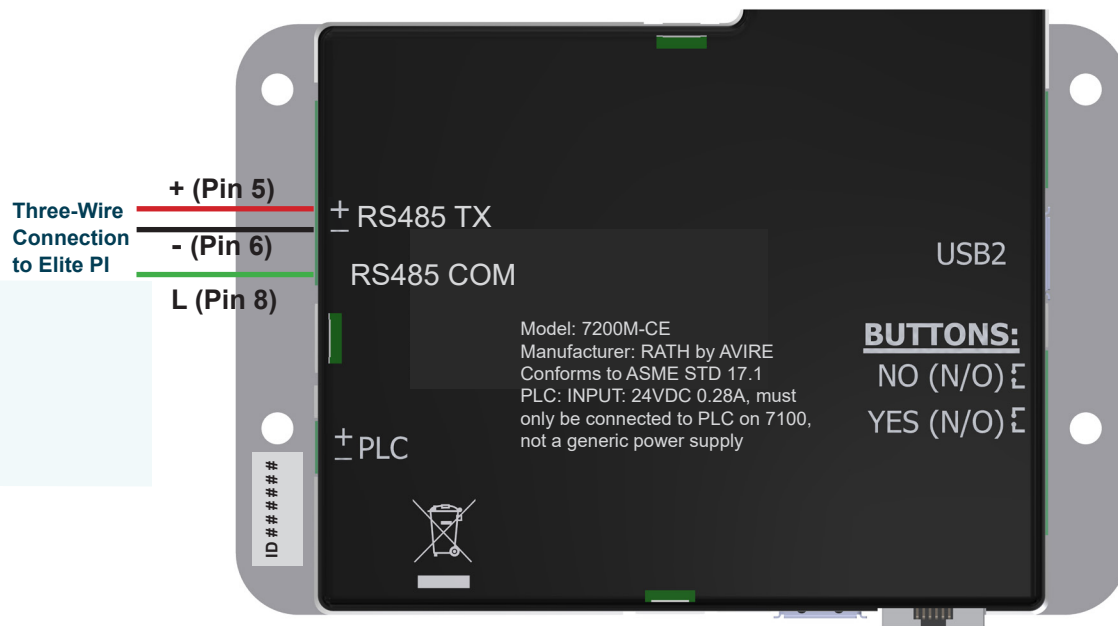
Elevator Unit

1. Mount the 7200M-CE hardware inside of the elevator panel or in other desired location.

2. If not already mounted, mount the external USB camera in the elevator panel or in the corner of the elevator. Mounting will be determined by the model number of RATH camera hardware purchased.

3. Wire either **"YES"** or **"DOOR OPEN"** button to the **"YES"** button screws on the 4-pin green terminal connector.

4. Wire either **"NO"** or **"DOOR CLOSED"** button to the **"NO"** button screws on the 4-pin green terminal connector.

5. Plug the 4-pin terminal connector into the **"BUTTONS**" port on elevator unit.

6. Plug USB Cable from external USB Camera into **"USB2"** port on elevator unit.

7. Strip back and expose 1/4" of wire on individual conductors of the 18AWG wire pair ran from machine room unit.

8. Connect the single pair of wires ran from the **"PLC"** connector on the machine room unit to the green two-pin terminal connector verifying the positive and negative on the elevator unit matches the machine room unit. Plug the terminal connector into the **"PLC"** connector the elevator unit.

Maximum distance limitation from Machine Room unit to Elevator unit is 1000 ft.

Elevator Unit to Elite PI

1. Locate the RS485 terminals on the 7200M-CE and the OEMS DATA OR LIVE DATA terminals on the Elite PI display.

2. Run a 3-wire 18AGW from the 7200M-CE to the Elite PI display.

3. Strip back and expose 1/4" of wire on individual conductors on each side.

4. Wire the **"RX+"** on the Elite PI to the **"+RS485 TX"** screw (pin 1) on the 4-pin green terminal connector.

5. Wire the **"RX-"** on the Elite PI to the **"- RS485 TX"** screw (pin 2) on the 4-pin terminal connector.

6. Wire the **"COM"** on the Elite PI to the **"RS485 COM"** screw (pin 4) on the 4-pin terminal connector.

7. Plug the 4-pin terminal connector into the **"RS485"** port (pin 4-8) on the elevator unit.

Three-Wire Connection to Elite PI

+ (Pin 5)
- (Pin 6)
L (Pin 8)

± RS485 TX

RS485 COM

USB2

Model: 7200M-CE
Manufacturer: RATH by AVIRE
Conforms to ASME STD 17.1
PLC: INPUT: 24VDC 0.28A, must
only be connected to PLC on 7100,
not a generic power supply

BUTTONS:
NO (N/O)
YES (N/O)

± PLC

ID #######

Powering on System

DO NOT HAVE THE WIFI DONGLE PLUGGED IN WHEN POWERING ON THE SYSTEM

1. Once all connections have been made, plug the provided plug-in transformer into a battery backed up 110vac power supply then turn on 110vac power. Once power is applied, the power LED will turn on.

2. After approximately 3 to 5 minutes, once the unit has fully booted, the LEDs on the unit should be illuminated as follows:

   + **POWER** – Solid Green
   + **STATUS** – Flashing Green
   + **INTERNET** – Solid Green
   + **TEL IN** – Solid Red
   + **CAR PHONE** – Orange to start, once unit is accepted in setup, LED should change to green

   If LEDs don't show correct state see chart below for detailed LED overview.

3. When power is applied to the machine room unit, the screen on the elevator unit should illuminate and start the boot process. When the boot process is complete, the screen will turn off.

NOTE: If a new firmware has been released in the time period between shipment from the manufacturer and installation, the update needs to be completed before the rest of the installation can be performed. The status LED on the Machine Room unit will be cycling between, green, orange, and red indicating an update is in progress.

POWER	ON		
	GREEN	ORANGE	RED
	PROPER OPERATION	SYSTEM BOOTING	SYSTEM UNDER VOLTAGE

STATUS	ON		FLASHING	OFF
	GREEN	RED	GREEN	GREEN
	SCRIPT FAILED	CRITICAL COMPONENT FAILED CHECKS	PROPER OPERATION	SCRIPT FAILED

If the STATUS LED is cycling between green, orange, and red, it is updating.

INTERNET	ON		
	GREEN	ORANGE	RED
	PROPER OPERATION	WIFI DONGLE ACTIVE	DEVICE CANNOT REACH INTERNET

TEL IN	ON	
	GREEN	RED
	PHONE LINE DETECTED	NO PHONE LINE FOUND

CAR PHONE	ON			FLASHING
	GREEN	ORANGE	RED	
	CAR PHONE ONLINE	UNIT NOT ACCEPTED IN APP	CAR UNIT NOT DETECTED	CRITICAL COMPONENT FAILED

Programming the System

The SmartView 2 hardware configuration settings can be programmed either locally with an Ethernet cable (not provided), or over WIFI. Follow the steps below for desired option.
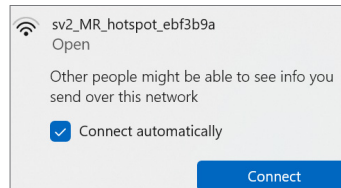
WIFI:

1. Plug the WIFI Dongle into the **USB2** port on the Machine Room unit. The dongle will be active for 20 minutes after it is plugged in.

   After 20 minutes, the WIFI turns off for security purposes. To restore signal, remove dongle, wait 30 seconds, then plug it back into the USB2 port.

2. On PC, Laptop, Tablet, or Smart Phone connect to the WIFI network named "sv2_MR_hotspot_xxxxxx"

   Please make sure the device is disconnected from any other WIFI networks and "connect automatically" is selected in the network setting on the device.

   > sv2_MR_hotspot_ebf3b9a
   > Open
   > Other people might be able to see info you send over this network
   > ☑ Connect automatically
   > Connect

NOTE: Each unit has it's own unique network name. The same network will not work for every unit.

3. Open a web browser and type in **http://smartviewconfig.com** or 10.42.0.1

NOTE: Some web browsers may attempt to automatically correct the URL. You need to fully type out **http://smartviewconfig.com** to navigate to the site.

Local:

1. Disconnect the routed Internet connection from "**ETH IN**" port.

2. Wait for the Internet LED on the Machine Room unit to change from **GREEN to RED** (approximately 2 to 3 minutes).

3. Connect a Laptop or PC to **"ETH OUT"** port on the machine room unit using an Ethernet cable.

4. Open a web browser and navigate to **http://smartviewconfig.com or** 10.42.1.1

NOTE: WIFI on PC needs to be disabled if programming through local connection.

Programming:

1. You will be prompted to log in to the configuration portal- log in to the configuration page using the following credentials:

   Username: smartview2 **Password:** password

NOTE: These login credentials will only work when logging into the unit for the first time.

2. For security reasons you will be prompted to update the username and password. Password must be at least 5 characters long and contain 1 lowercase letter, one uppercase letter, one number, and one special character. Write down what username and password has been changed to.

NOTE: If user name or password is forgotten the device will need to be reset using the reset button on the machine room unit. See page 12 for detailed reset instructions.

> Smart View 2
> ## Update Login
> Update username and password, if they are the default credentials you must do this to continue
>
> Username
> _____
> Password   👁
> _____
> Confirm Password   👁
> _____
>
> Update

3.	After clicking **"update"**, a login box will pop up. Log in again with new credentials.

4.	After logging in, the home page will appear. The home page will show the online status for the machine room unit, as well as the elevator unit and MAC address information for the system.

5.	If this is the first time logging into the unit, the elevator unit will need to be accepted by the system. On the home page under **"Device waiting for pairing"** click **"Accept".** Wait 30 seconds then refresh the web browser to refresh the configuration screen. System will not work until pairing completed.

NOTE: This step will only need to be performed upon initial set-up. If already paired, this can be skipped.

BEFORE
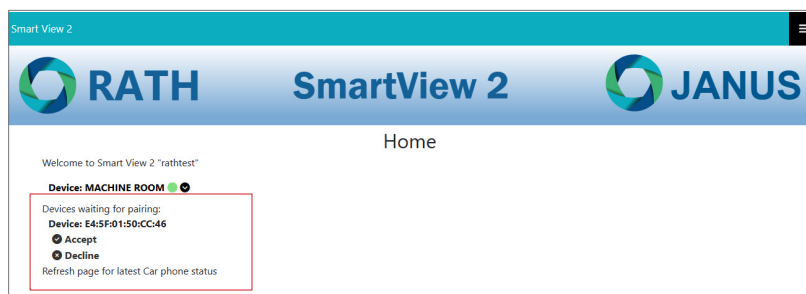
AFTER

6.	Click the **Menu** icon in top right corner of the screen and in the drop-down, click **"Settings".**

IF USING THE WIFI DONGLE FOR PROGRAMMING AND SETUP HAS EXCEEDED OR IS CLOSE TO EXCEEDING 20 MINUTES, IT IS RECOMMENDED TO DISCONNECT THEN RECONNECT THE WIFI DONGLE TO AVOID DISRUPTIONS DURING PROGRAMMING.

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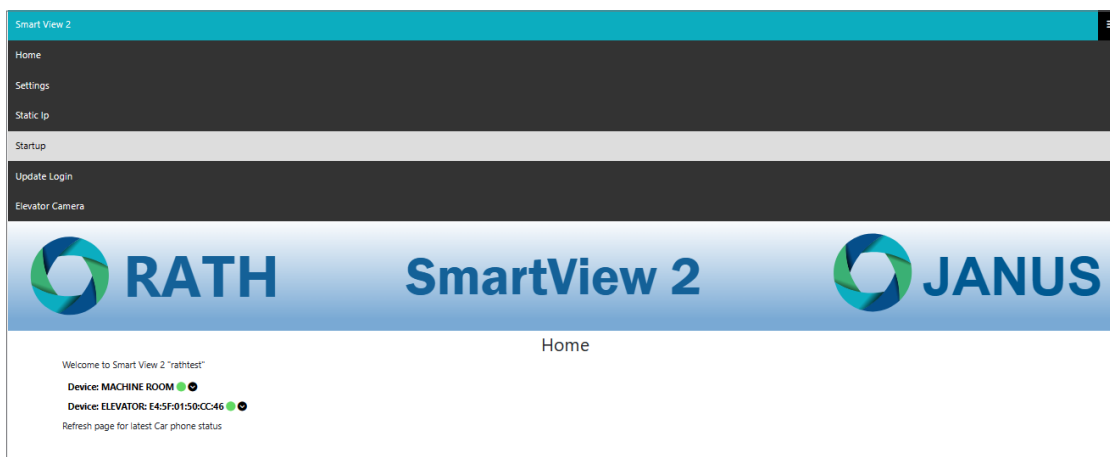
7. Click **"Advanced Settings"** at the bottom of the page

8. When the settings page opens, enter the address of the building and the elevator number in the **"Address"** and **"Elevator Name"** field.

9. If using dedicated Yes / No buttons, click drop down under **"Button Instructions"** and select correct option in drop-down menu.

10. If buttons being used with system are normally closed instead of normally open, click drop down under **"Button Configuration"** to select desired state.

11. In the **"Screen Selection"** drop down, select **"CE Display"** option.

NOTE: All other settings can remain unchanged as they are only for the RATH 7200 car phone unit with built-in emergency phone and cannot be used with the 7200M.

12. Click **"SAVE"** when complete

13. If using the WIFI dongle for programming, disconnect it from the Machine Room unit. If using the local hardwired connection, disconnect the programming device from the **"ETH OUT"** port. Reconnect the routed Internet connection to the **"ETH IN"** port. Wait for the Internet LED on the Machine Room unit to change from **RED to GREEN** (approximately 2-3 minutes).

NOTE: Leaving the dongle in the unit may result in a security vulnerability. RATH by AVIRE is not responsible for any damage caused by a security breach due to the dongle not being removed from the unit.

Settings

*Indicates required field.

Phone Number 1 ⑦

Phone Number 2 ⑦

Phone Number 3 ⑦

Phone Number 4 ⑦

Phone Number 5 ⑦

Address * ⑦

Elevator Name * ⑦

Smartview Id ⑦

222259

Enable Annunciator ⑦ ☐

Enable Ringdown ⑦ ☐

Active State For Alarm Filter ⑦ ☐

Use Alarm Filter ⑦ ☐

Incoming Call ⑦
Answer after 1st ring

Ring Timeout ⑦
00:30

Speech Timeout ⑦
03:00

Carphone Relay Mode ⑦
LED

Carphone Volume ⑦

External Microphone Volume ⑦

Phone Line Gain Calibration ⑦
☑ Measured phone line gain difference: 1.96 dB

Button Instructions Displayed On Screen ⑦
Dedicated YES and NO buttons

Location Message ⑦
TTS - Text To Speech

Play Location Message ⑦
Two times

Location Message Length ⑦
14

Button Configuration ⑦
NO (normally open)

Screen Selection ⑦
CE Display

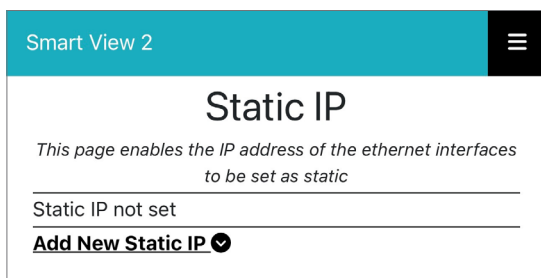| Save |
| Basic Settings |
| Factory Reset Settings |
| Recalibrate Phone Line Gains |

Setting Up the Machine Room Unit for a Static IP

By default the RATH SmartView 2 system is set to obtain an IP address automatically through DHCP. If the network requires it, the device can be set up with a Static IP address using the following instructions. The device will need to be connected through DHCP before a static address can be assigned to it if connecting through an Ethernet connection. If using the WIFI dongle, DHCP is not necessary.

> It is recommended to reserve a DHCP address on the internal network to minimize the potential of incorrect IP information being entered into the SmartView 2 hardware. Incorrect IP information will result in non-functioning hardware. Reserving a DHCP address will eliminate the need of assigning a static IP to the hardware. See page 20 for full the system network requirements.

> IF USING THE WIFI DONGLE FOR PROGRAMMING AND SETUP HAS EXCEEDED OR IS CLOSE TO EXCEEDING 20 MINUTES, IT IS RECOMMENDED TO DISCONNECT THEN RECONNECT THE WIFI DONGLE TO AVOID DISRUPTIONS DURING PROGRAMMING.

1. While in the configuration screen, click **"Static IP"** from menu in top right corner.
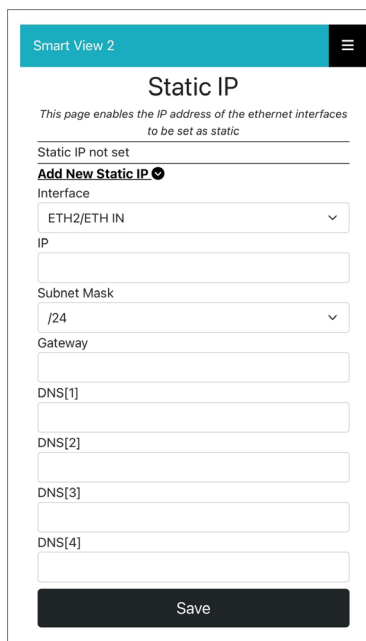
2. In Static IP screen click **"Add New Static IP"**

3. Leave interface field on ETH2/ETH IN.

4. Type in desired IP address into **"IP"** field.

5. Click drop-down icon under **"Subnet Mask"** field and click desired option.

NOTE: If subnet provide is not in the correct format it is recommended to refer to CIDR chart on the right to help find the correct option.

6. Enter desired gateway into **"Gateway"** field.

7. Enter desired DNS servers into remaining fields.

8. Click **"Save"** to store settings.
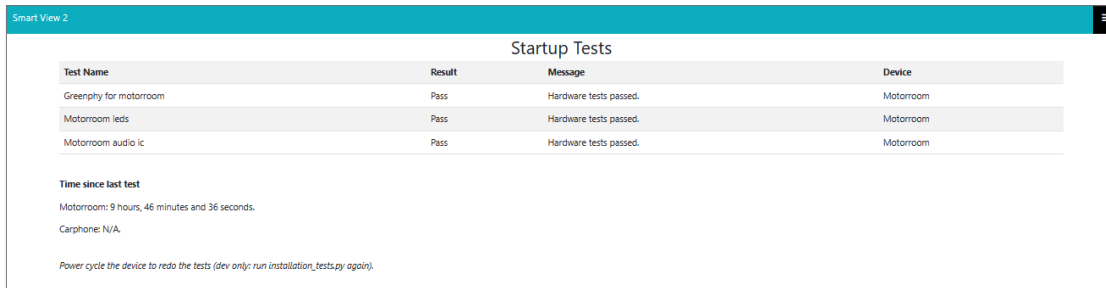
CIDR	Subnet mask (decimal)
/0	0.0.0.0
/1	128.0.0.0
/2	192.0.0.0
/3	224.0.0.0
/4	240.0.0.0
/5	248.0.0.0
/6	252.0.0.0
/7	254.0.0.0
/8	255.0.0.0
/9	255.128.0.0
/10	255.192.0.0
/11	255.224.0.0
/12	255.240.0.0
/13	255.248.0.0
/14	255.252.0.0
/15	255.254.0.0
/16	255.255.0.0
/17	255.255.128.0
/18	255.255.192.0
/19	255.255.224.0
/20	255.255.240.0
/21	255.255.248.0
/22	255.255.252.0
/23	255.255.254.0
/24	255.255.255.0
/25	255.255.255.128
/26	255.255.255.192
/27	255.255.255.224
/28	255.255.255.240
/29	255.255.255.248
/30	255.255.255.252
/31	255.255.255.254
/32	255.255.255.255

Verify Installation

1.   While still on the configuration page, click **MENU** icon in top right-hand corner.

2.   Click **"Startup Tests"**

3.   Verify all applicable hardware tests passed.

4.   If all tests passed, exit out of configuration page and continue on to testing the system.
   If any of the tests failed, see page 13 for troubleshooting.

Smart View 2

Startup Tests

Test Name	Result	Message	Device
Greenphy for motorroom	Pass	Hardware tests passed.	Motorroom
Motorroom leds	Pass	Hardware tests passed.	Motorroom
Motorroom audio ic	Pass	Hardware tests passed.	Motorroom

Time since last test

Motorroom: 9 hours, 46 minutes and 36 seconds.

Carphone: N/A.

Power cycle the device to redo the tests (dev only: run installation_tests.py again).

Testing the Video

1.   Click on the **Menu** icon in the top right corner.

2.   Click **"Elevator Camera"**, a live view from the camera will appear.

3.   On the camera feed page, make sure majority of the elevator floor is visible. If not, the camera angle may need to be adjusted. Adjust the external USB camera in the swivel mounting bracket to the desired angle.

Smart View 2

Elevator Camera Feed
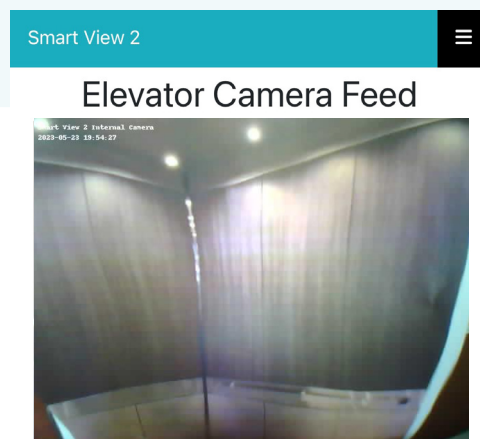
To perform full system testing, you will need to login to **https://www.smartviewhub.com** using your installer account. If you do not have an installer account, please go to **http://www.smartviewhub.com** and click **"Request an Account"** under the login window. **Accounts may take more than one business day to create- we recommend setting up an installer account before an install.** Once your account has been created, you will have access to the system on your account for up 30 days. After 30 days, the unit is automatically deleted. You can re-add it to your account one additional time if testing was not completed within the 30 day period.

Restoring Device

DO NOT HAVE THE WIFI DONGLE PLUGGED IN WHEN RESTORING ON THE SYSTEM
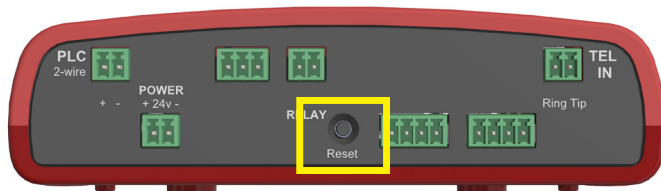
The SmartView system has the ability to be restored to factory settings. This will remove any saved data and replace them with defaults.

Reset can be done using one of the following methods:

To perform a hard reset on the device using the Reset Button: Press and hold the **"Reset"** button on machine room unit for 20 seconds. All LEDs on Machine Room unit should turn off then cycle between red, yellow, and green. Please wait 3 minutes for unit to fully reset.

To perform a soft reset on the device using the Configuration Page: Navigate to **"Settings"** section on configuration page. Click **"Advanced Settings"** then scroll down. Click on **"Factory Reset Settings".**

*Resetting through the configuration page will not reset username or password settings, that must be done using the reset button or through the "Update Login" section in the configuration menu.

Troubleshooting

Problem	Possible Cause & Solutions
The Internet light on the machine room unit is always RED or will not stay GREEN:	• Verify Internet connection has an Internet speed of at least 5MB/s. • Make sure IP Address machine room unit is pulling is not the same as another device on the network. • Verify there is not another router or gateway on the network with the same IP addresses. • Verify unit has a valid Internet connection going to it and an Ethernet enabled device such as a laptop can web browse on it. • Verify the Internet connection is plugged into **"ETH IN"** port, not **"ETH OUT"** • Make sure the WIFI dongle is not connected to unit. • Check Ethernet cable from the Internet source to the machine room unit.
Car Phone LED always RED or YELLOW:	• Verify the polarity of the machine room unit matches the elevator unit. • Verify the car phone was accepted / paired in the setup page. See page 8 for instructions for how to pair unit. • Verify wires are seated into the 2-pin terminal connectors properly from the PLC connector on the Machine Room unit to the PLC connector on the elevator unit. • Verify distance between machine room unit and elevator unit doesn't exceed 1000' ft. • Verify 24VDC on PLC connector on elevator unit.
Status light on machine room unit solid GREEN or OFF:	• Unit may need to be power cycled due to script not starting properly. Disconnect the input power from machine room unit for 10 seconds then reconnect. • Verify the input power is 24VDC. If unit getting under or over powered it can prevent the script from running. • Verify unit has a valid outbound Internet connection. A valid Internet connection is required for a proper boot.
No Power LEDs on the Machine Room unit:	• Verify 24VDC on the 2-pin terminal power supply plugged in the machine room unit. • Power is polarity sensitive on machine room unit, verify positive and negative wires on the terminal connection match the label on unit. • Verify power wires are terminated tightly in the two-pin connector • Verify the plug-in transformer being used is not being shared amongst any other devices.
SmartView messaging will not display on Elite PI:	• The two-way visual display will only display on the Elite PI when the system is accessed via the SmartView viewing site. • Verify connection from machine room unit to elevator unit. Polarity is important. See page 4 and 5 for polarity labels. • Verify PLC Connector on elevator unit has 24vdc on it. • Verify 18AWG wiring between the machine room unit and elevator unit is seated properly in the 2-pin terminal connector. • CE Elite PI display must have the SmartView-enabled firmware on it. This firmware is available directly from CE and disclosed during initial order. • Verify the three wire connection between the elevator unit and OEMS DATA OR LIVE DATA is terminated properly and seated fully in the terminal connectors. • Verify the three-wire connection from the elevator unit is plugged into the correct OEMS DATA OR LIVE DATA port on the back of the Elite PI display. • Verify the display setting in the configuration menu is set to "CE Display".
Can't connect to device through WIFI Dongle:	• Disconnect from network then attempt to re-connect. • Verify computer connected to **"sv2_MR_hotspot_xxxxxx"** network and didn't revert back to another network. • If programming multiple devices, make sure the number at the end of the sv2_MR_hotspot matches what was originally used during set up. Each unit has it's own network name. The same network will not work for all units. • Verify device being used doesn't have any administrative restrictions keeping it from connecting. • Verify web browser navigating to **http://smartviewconfig.com**, not https address. • Unit may be updating. **While updating, accessing smartviewconfig.com is disabled.** Wait for update to complete then try to access the site again.

Troubleshooting Cont.

Problem	Possible Cause & Solutions
Can't get to smartviewconfig.com on computer or mobile device:	• If using WIFI dongle, make sure device is connected to the correct network. If it has been longer than 20 minutes from dongle initially being plugged in, it has timed out. Unplug dongle and reconnect restore signal. • If using a hardwired computer, make sure device is connected to the **"ETH OUT"** port. Verify unit isn't connected to a WIFI connection as well as the hardwired connection. • If using a hardwired computer, make sure the routed Internet connection is removed from the **"ETH IN"** port and the Internet LED on the machine room unit is RED. • Unit may be updating. **While updating, accessing smartviewconfig.com is disabled.** Wait for update to complete then try to access the site again.
User name or password to log into local setup page isn't working:	• Verify username and password being entered matches what was originally configured. • Verify caps lock not on. • Follow steps on page 12 to reset unit. This will reset username and password.
Hardware stuck in updating cycle:	• If the status LED on the machine room unit is cycling between red, orange and green, the update is still in progress. Update may take up to 15 minutes to complete. • If update does not complete within 15 minutes, the update may have failed. Power cycle the machine room unit for unit to start the update process again. • Verify Internet speed isn't slower than 5MB/s. • Updates may take up to an hour if network is slow or receiving interruptions. • Verify WIFI dongle is not connected while updating.
Issues adding the device to a SmartView Hub account:	• Verify unit isn't already associated with another account. SmartView 2 units can only be added to one account for security reasons. If the device is already on an account, a transfer from the current owner will need to be requested through the SmartView Hub. • Verify account hasn't been suspending due to billing or abuse. • Verify a company administrator is the one adding the unit to the account. Only administrators have this privilege. • If the SmartView device has already been added to the account previously and if the account belongs to an installer, the device cannot be added again for one year to avoid account misuse.
Smartviewhub.com says device is offline or not connecting:	• Verify the Machine Room unit has a routed Internet connection and a minimum speed of 5 MB/S. • Unplug the Ethernet cable from the machine room unit and plug it into a laptop and verify web browsing capabilities on the connection. • Verify network has capability of handing out a DHCP address for device. If the network requires a Static IP address, please see instructions on page 10 to change the device settings. • In some cases, a firewall will block the SmartView device. An exception may need to be made for the device in firewall settings. Follow the instructions on Page 3 to log into the system. Once logged in, the MAC addresses for the Machine Room unit and Elevator unit will be on the home page. The MAC addresses will need an exception created for them in the firewall. • Try to power cycle the machine room unit by removing power for 10 seconds then re-connecting. • Verify the routed Internet connection is plugged into **"ETH IN"** port, not **"ETH OUT"** on the machine room unit. • Verify the WIFI dongle is not connected to system • Verify the network requirements on page 18 are enabled on the network. **SmartView 2 requires inbound and outbound access.** • Verify the hardware is not updating. If it is in the process of updating, normal operation on the system will not work. • Verify the device has a valid IP address and connection to the hub by pressing and holding the Yes and No (or Door Open / Door Closed if applicable) buttons connected to the elevator unit simultaneously for 7 seconds. The display will show the device's IP address and server connection.

Troubleshooting Cont.

Problem	Possible Cause & Solutions
Machine Room unit and Elevator unit will not stay paired:	• Verify the hardware is being powered by the provided plug-in transformer. The system may not operate properly on an alternate power supply. . • **If installing multiple systems on site, verify each Machine Room unit is being powered by it's own plug-in transformer.** • Verify continuity and integrity of the wire pair being utilized for the PLC connection.
Elevator unit calls out or displays IP Address on screen as soon as power is applied:	• Buttons connected to device may be Normally Closed instead of normally open. • Verify buttons set to correct configuration on configuration page. • Verify buttons change state properly when pressed as button may be shorted out.
STM32 version not showing on the Machine Room Configuration page / showing NULL:	• Verify the screen type is set to "CE Display" in the configuration menu on the machine room unit. • Communications may have been disrupted. Power cycle the Machine Room unit to restore. • Perform a factory reset on the system using the reset button on the machine room unit following the reset instructions on page 13.
CE Elite PI powers off during SmartView2 Operations:	• Communications may have been disrupted. Power cycle the Machine Room unit to restore. • Verify the three wire connection between the elevator unit and OEMS DATA OR LIVE DATA is terminated properly and seated fully in the terminal connectors. • Verify Internet speed isn't slower than 5MB/s.

Monitoring Setup

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

Before getting access to the viewing site the monitoring company or personnel handling the monitoring must set up an account for the viewing site https://www.smartviewhub.com. It is recommended your monitoring company registers before inspection. Accounts can be set up by navigating to https://www.smartviewhub.com on a web browser and clicking "Request an Account" under the login window. New accounts may take up to 2 business days to create. Once an account has been created, follow the steps below to access SmartView 2 systems.

1.   Navigate to **https://www.smartviewhub.com**

2.   Click **"Request New Account"** button on under the login window on the home screen.

3.   Viewing site will then redirect to an account creation form.

4.   After account creation steps are completed (user agreement is signed and payment method is provided), the monitoring site admin can log in to SmartView Hub using provided login information.

5.   Once logged into the viewing site, click **"Add Cameras"** to link cameras to the account. To add a camera, you will need the SmartView ID number for the unit.

NOTE: Cameras can be linked to one primary monitoring account and one secondary account.

6.   Once all cameras are added, click **"Play"** icon next to desired unit to access video.

7.   A new tab will open on web browser showing video feed from elevator unit.

8.   Type test message in **"Messages"** box, then click send.

9.   Verify message displays on Elite PI Display.

10.   On display in the elevator, the passenger will be prompted on what buttons to use for response (Yes/Door Open or No/Door Closed), verify both buttons function.

11.   Verify button responses come in correctly on viewing site.

12.   Once all functionality tested, close out of window and repeat steps 7-11 for any additional cameras.
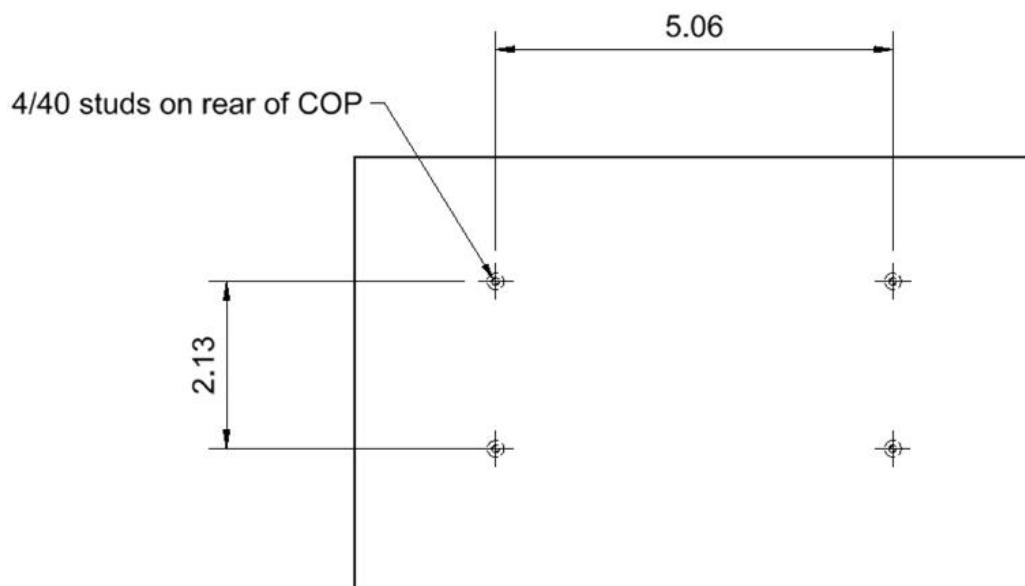

For complete instructions for the SmartView Hub viewing site, please see the SmartView Hub User Guide available on smartviewhub.com.

Mounting Templates

Machine Room Unit
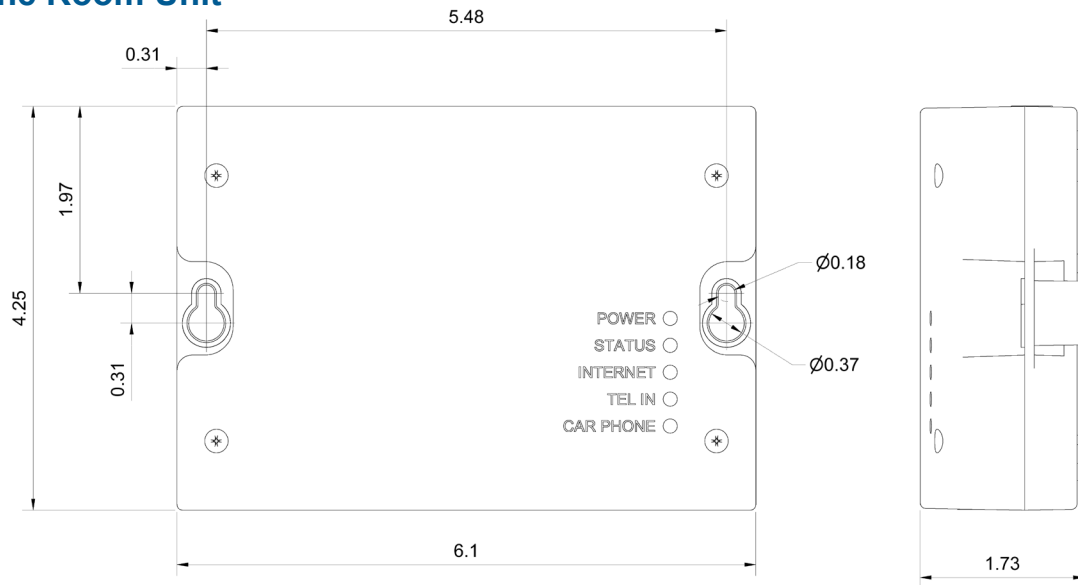
Elevator Unit (7200M-CE) Panel Cut-out Dimensions

Appendix

Machine Room Unit:

• **Power Requirements:** 24vdc, 1.66A amps.
  Power supply for unit must be a UL rated power supply with a current rating of 1.66A or greater

• **Current Draw:** Active = 1A   Idle = 0.5A
• **Operating Temperature:** 32°F to 122°F (0°C to 50°C)
• **Dimensions:** 4.25" H x 6.10 " W x 1.73 " D

Elevator Unit (Powered by Machine Room Unit):

• **Power Requirements:** 24vdc
• **Current Draw:** Active = 0.28A   Idle = 0.19A
• **Operating Temperature:** 32°F to 122°F (0°C to 50°C)
• **Dimensions:** 3.72" H x 5.59" W x 1.77" D

Maintenance

It is recommended for the SmartView 2 be tested monthly to verify operation. If elevator unit is in need of cleaning, use a soft dry cloth. It is not recommended to use solvent or spray cleaners.

Safety

• Do not expose to liquids or excessive humidity. The SmartView 2 system is an indoor device and is not waterproof.

• Do not expose the phone to fire.

• Do not try to modify the phone.

• Do not use the phone in hazardous areas.

FCC Disclaimer / ISED Disclaimer

This device complies with Part 68 and Part 15 of the FCC rules. Operation subject to the following two conditions: (1) This device may not cause harmful interference and (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Reg. No: AW7TE01A7200
Ringer Equiv: 0.1A

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

Certifications

• UL 62368-1 / ASME 17.1

Data Usage:

• **Ethernet In Port:** Active = 40 KB/s   Idle = 364 bytes/s

Network Requirements

Before installing a SmartView 2 system on-site, the following ports will need to be open for outbound traffic for the system's basic functionalities. Failure to set up the network properly will result in registration issues and delays in installation time.

Addresses or Protocol	On Port	Data Packet Type	Usage
DNS	53	TCP / UDP	Standard port for DNS name resolution.
HTTPS	443	TCP / UDP	Standard port for HTTPS communication.
ICMP	Not Applicable	Not Applicable	The Internet Control Message Protocol (ICMP) - used for reporting errors and performing network diagnostics.
NTP	123	TCP / UDP	Standard port for the Network Time Protocol (NPT).

Minimum Network Speed:
- Download: 5 MB/s
- Upload: 5 MB/s

Compatible Network Blocks:

For the safety and security of the SmartView 2 system, a limited IP table has been implemented on the system. **Use of an IP address outside of this range will result in connectivity problems on the SmartView 2 system.**

Class	Network Address	CIDR Notation	Address Range
Class A	10.0.0.0	10.0.0.0 / 8	10.0.0.0 - 10.255.255.255
Class B	172.16.0.0	172.16.0.0 / 12	172.16.0.0 - 172.31.255.255
Class C	192.168.0.0	192.168.0.0 / 16	192.168.0.0 - 192.168.255.255

For detailed network security associated with the system or questions about the information mentioned above, please contact RATH by AVIRE at 1-800-451-1460 or emailing sales.us@avire-global.com.

RATH™
by AVIRE

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