

Installation & Operations Manual

SmartView 2



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Pre-Installation Requirements

Required:

- Machine Room Unit (Part Number: 7100) and Included Components:
 - 24VDC Plug-in Transformer (One per device)
 - Terminal Connectors
 - WIFI Dongle
- Elevator Unit (Part Number: 7200) and Included Components:
 - Terminal Connectors
- 110vac Battery Backed-up Power Source (RATH Part Number: RP7700104S)
- Mounting Hardware
- 1 Pair shielded or unshielded wire (18AWG required)
- Wire Strippers
- Routed Internet Connection (See Page 22 for full list of requirements)

- Ethernet Cable to connect hardware to Internet connection
- Small flat head screwdriver
- Wire stripper
- Drill
- Mobile device, Laptop, or PC for programming
- Yes/No or Door Open/Closed buttons

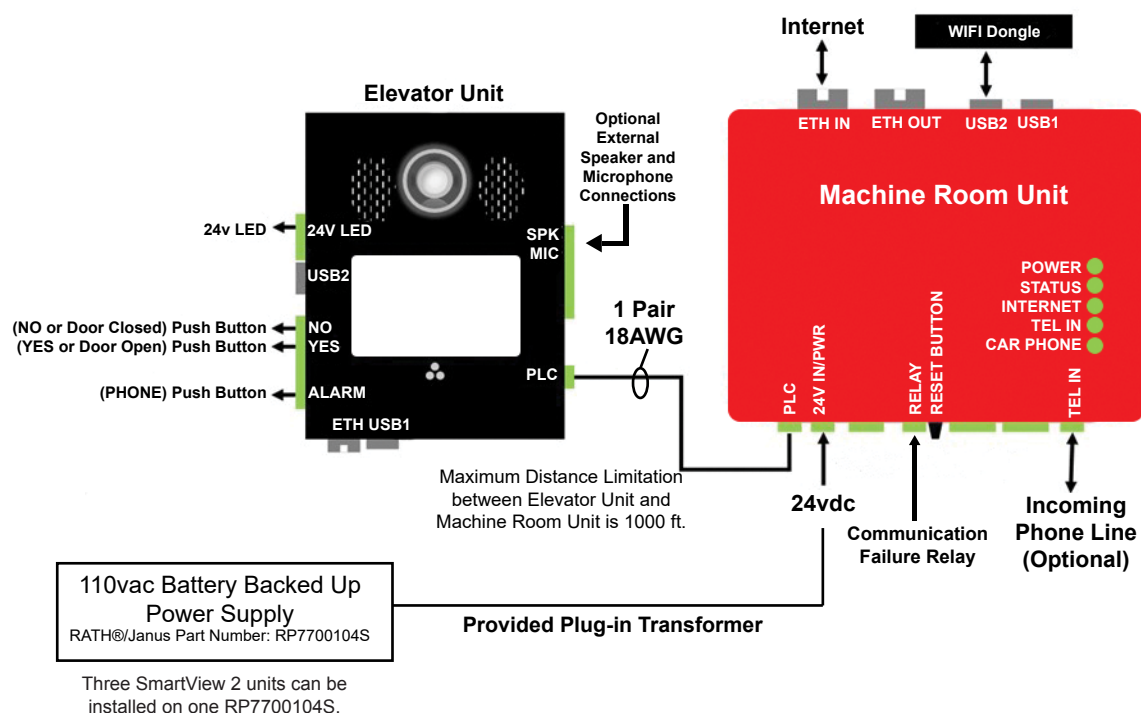
Optional:

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

Optional if using SmartView for elevator phone:

- Remote Speaker & Microphone
- Dedicated External Phone Line
- 24V Call Indication LED
- Call Activation Button

Wiring Diagram



Installing SmartView 2 Visual System

Machine Room Unit

1. Mount machine room unit in desired restricted access location using appropriate mounting hardware (See mounting template on page 19). **Unit cannot be mounted more than 6 1/2 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.

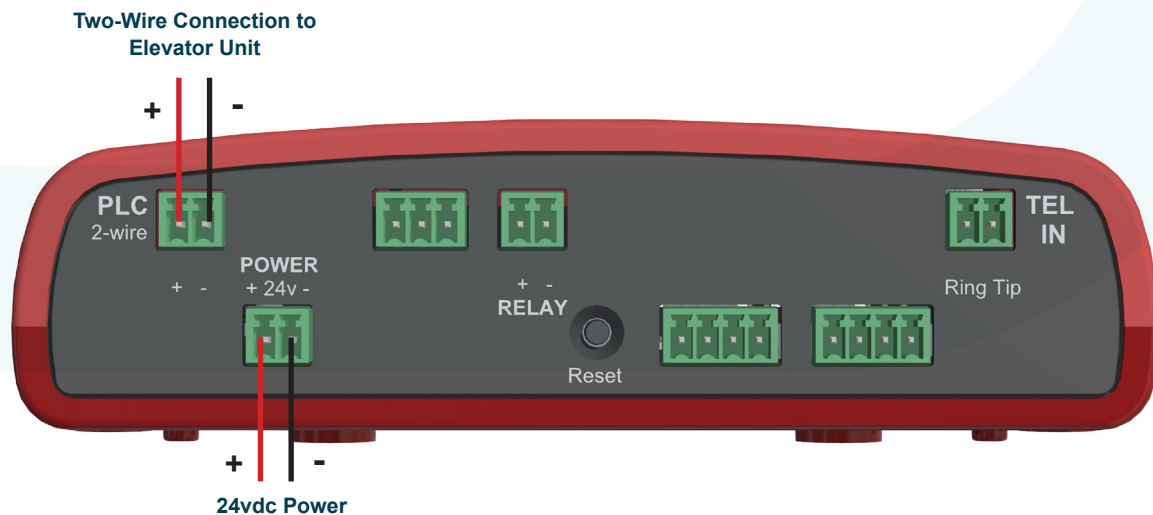
NOTE: INPUT POWER IS POLARITY SENSITIVE, FAILURE TO VERIFY POLARITY MAY CAUSE DAMAGE TO UNIT.

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.***

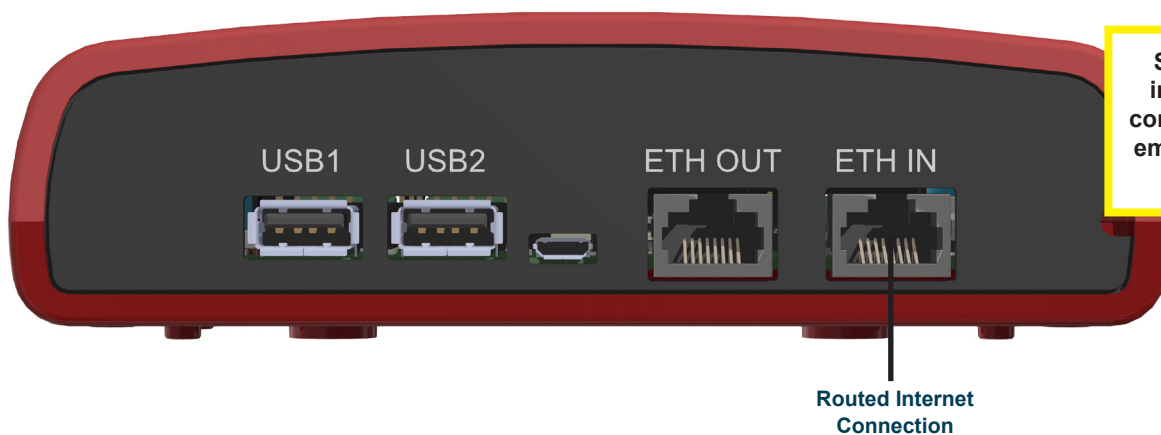
NOTE: IF INSTALLING MULTIPLE MACHINE ROOM UNITS EACH UNIT NEEDS ITS OWN PLUG-IN TRANSFORMER, THEY CANNOT BE DAISY-CHAINED.

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.



See Page 6 for instructions on connecting built-in emergency phone (if using)

Elevator Unit

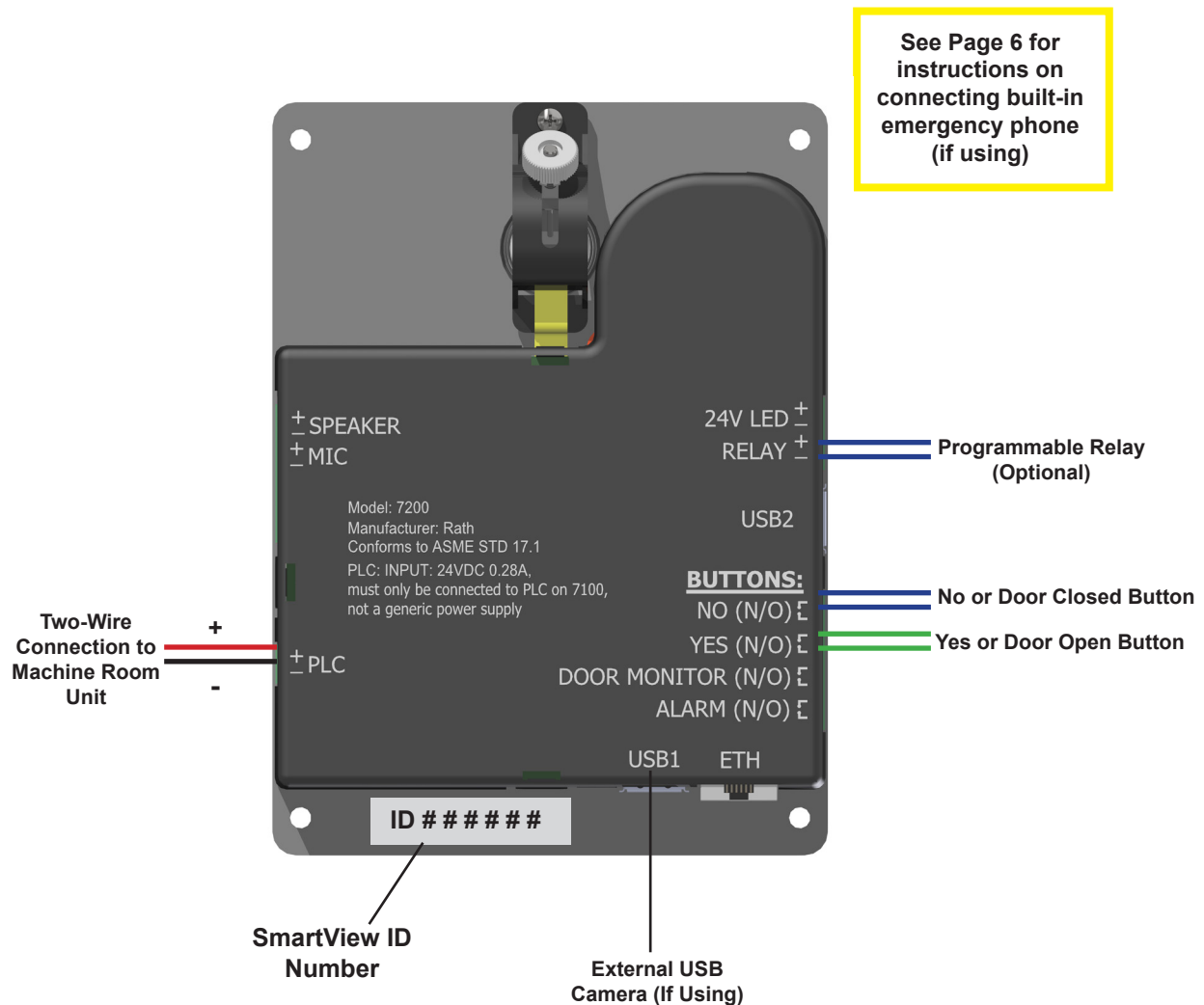
1. Mount the elevator unit in the desired location in elevator panel and secure using appropriate mounting hardware.

NOTE: If the elevator unit isn't sitting flush with the elevator panel, use the provided spacers to add additional space between unit and panel.

2. Wire either "YES" or "DOOR OPEN" button to the "YES" button screws on the 8-pin green terminal connector.
3. Wire either "NO" or "DOOR CLOSED" button to the "NO" button screws on the 8-pin green terminal connector.
4. Plug the 8-pin terminal connector into the "BUTTONS" port on elevator unit.
5. Strip back and expose 1/4" of wire on individual conductors of wire pair ran from machine room unit.
6. 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 on elevator phone.

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

NOTE: If using an external USB camera, plug it into "USB1" connector.



Installing SmartView Emergency Phone (Optional)

The RATH SmartView 2 system has a built-in fully ADA compliant emergency phone that will provide two-way voice communication along with the visual communication.

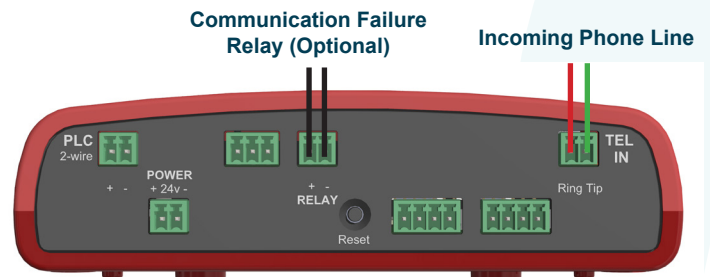
If elevator is utilizing a separate or existing emergency phone this section can be skipped.

Machine Room Unit

1. Using the provided two-pin terminal connector, connect incoming phone line to “TEL IN” port on machine room unit. Ring is the positive side (Red) and Tip is the negative (Green).

NOTE: Minimum 26 AWG telecommunications line cord must be used. See appendix for full warning.

2. If Communication Failure/Phone Line Monitoring is required, use the two-pin terminal connector to connect the “RELAY” connection on Machine Room Unit to the communication failure device.



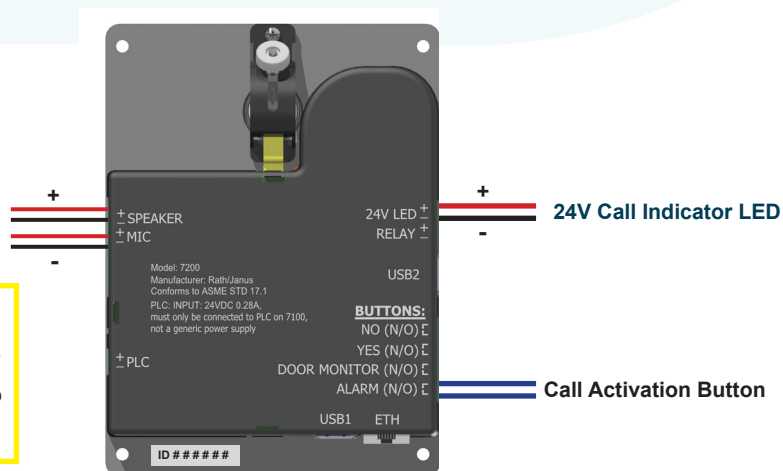
Elevator Unit

1. Wire the call activation button to the “ALARM” button screws on the 8-pin green terminal connector. Plug the terminal connector into “Buttons” port.
2. Wire the 24v call indicator LED to the green 4-pin green terminal connector following the diagram below for the LED terminals. Plug the terminal connector into the LED port on the elevator unit.

NOTE: If using a remote speaker and microphone, follow the diagram below for connections.

External Speaker (Optional)
External Microphone (Optional)

NOTE: If using the speaker on the elevator unit to play audio from an external source for voice annunciation, the output from the external audio source connects to External Microphone Terminals



Powering on System

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

- 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.
- 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 Green if external line connected, Solid Red if an external line is not being used

+ **CAR PHONE** – Orange, 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.*

- When power is applied to the machine room unit, the screen on the elevator unit should illuminate and start the boot process. When boot process is complete, the screen will turn off. If connected, 24v Call Indicator LED will also light then turn off when boot completes.

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

- After elevator unit boots and machine room LEDs are ready, press and hold response buttons (**YES/NO** or **DOOR OPEN/CLOSED**) for 7 seconds. When the screen turns on, verify on the screen next to “SVHub” the system shows “**Connected**”. If it does not, the device may have network issues. See page 16 for troubleshooting.

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

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

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

Programming the Device

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.

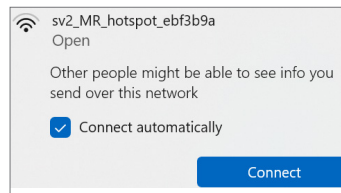
WIFI:

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.



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.

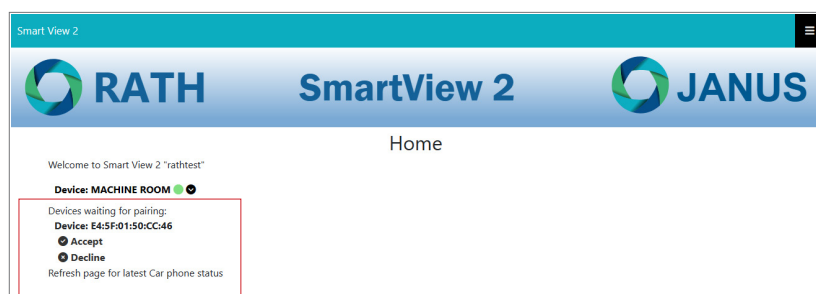
2. For security reasons you will be prompted to update the username and password. Password must be at least 5 characters long and contain 1 lowercase letter, one uppercase letter, one number, and one special character. Write down what username and password has been changed to.

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 15 for detailed reset instructions.

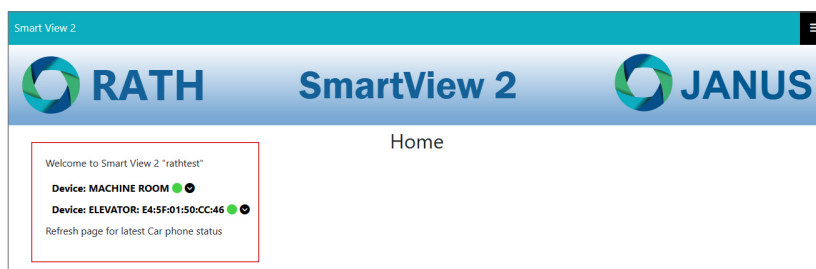
3. After clicking **“update”**, a login box will pop up. Log in again with new credentials.
4. After logging in, the home page will appear. The home page will show the online status for the machine room unit, as well as the elevator unit and MAC address information for the system.
5. If this is the first 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

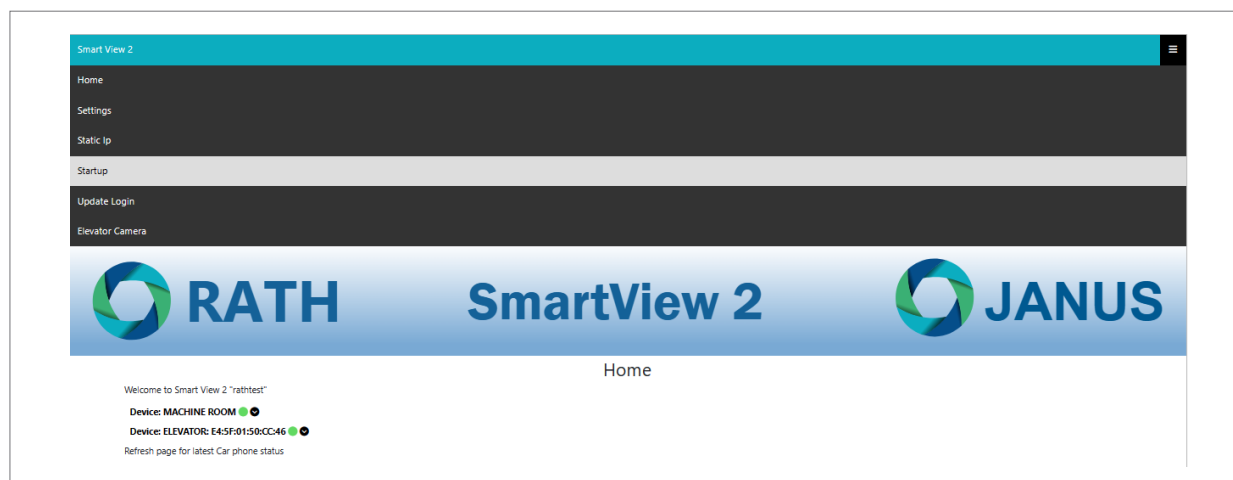


AFTER



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 CLOSE TO EXCEEDING 20 MINUTES, IT IS RECOMMENDED TO DISCONNECT THEN RECONNECT THE WIFI DONGLE TO AVOID DISRUPTIONS DURING PROGRAMMING.



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. Click **“SAVE”** when complete
12. 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 ?

Phone Number 2 ?

Phone Number 3 ?

Phone Number 4 ?

Phone Number 5 ?

Address * ?

Elevator Name * ?

Smartview Id ?

Enable Annunciator ?

☐

Enable Ringdown ?

☐

Active State For Alarm Filter ?

☐

Use Alarm Filter ?

☐

Incoming Call ?

Answer after 1st ring

Ring Timeout ?

00:30

Speech Timeout ?

03:00

Carphone Relay Mode ?

LED

Carphone Volume ?

External Microphone Volume ?

Phone Line Gain Calibration ?

☒ Measured phone line gain difference: 1.96 dB

Button Instructions Displayed On Screen ?

Dedicated YES and NO buttons

Location Message ?

TTS - Text To Speech

Play Location Message ?

Two times

Location Message Length ?

14

Button Configuration ?

NO (normally open)

Save

Basic Settings

Factory Reset Settings

Recalibrate Phone Line Gains

Programming Emergency Phone

If not using the built-in emergency phone, this section can be skipped.

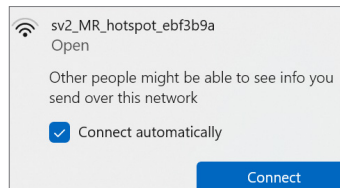
WIFI:

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



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

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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. Log into configuration portal using the user name and password created on page 8.
2. Click the **Menu icon** in top right corner of the screen and in the drop-down, click "**Settings**".
3. In the "**Phone Number 1**" field enter the emergency number the phone needs to call to. In instances where an 8 or 9 is required before the number a P can be used for a pause to delay dialling.

NOTE: Additional backup numbers can be entered in phone number 2-5 fields.

4. Enter the address of the building in the "**Address**" field.

NOTE: This will be the information used for Text-To-Speech location message (if using).

5. Enter the elevator name or elevator number in the "**Elevator Name**" field.

NOTE: This will be the information used for Text-To-Speech location message (if using).

6. Carphone (Elevator) Volume – Adjust speaker volume
7. External Microphone Volume- Adjust annunciator volume level (if using)

8. Location Message – Select whether to play a pre-recorded message or a text-to-speech message during an emergency. Text to speech will be computer generated based off the information entered in the address, elevator name, and SmartView ID fields. Pre-Recorded will be a voice recording done through an external phone.

NOTE: See instructions on page 17 for recording message if Pre-Recorded option selected.

NOTE: If pronunciation in TTS isn't accurate, change the spelling in the **"Address"** and/or **"Elevator Name"** field to reflect correct pronunciation. Spelling doesn't matter as this field is only used in TTS message.

Optional: Click **"Advanced Settings"** for additional programming options

- **SmartView ID** – Enter SmartView ID used to access video on viewing site. ID number is found on the back of the elevator unit. See page 5 for location.
- **Enable Annunciator** – Allows if checked the external microphone terminals to be used as an external audio input that will broadcast through the phone speaker if phone is not on a call
- **Enable Ringdown** – Allows the built-in emergency phone to be used with ringdown style phone lines
- **Active State for Alarm Filter/Use Alarm Filter** – Not an implemented feature in the North America region
- **Incoming Call** – Phone will answer if an incoming call without call activation button being pressed (Recommended to leave enabled / default setting)
- **Ring Timeout** – Set time phone will call programmed number before hanging up and re-dialling or calling next programmed number if applicable
- **Speech Timeout** – Sets amount of time it takes for phone to hang up after no speech is detected
- **Carphone Relay Mode** – Sets whether relay on elevator unit will act along with the 24v LED or change state when elevator phone is on a call
- **Button Instructions Displayed on Screen** – Select if YES/NO or DOOR OPEN/CLOSED buttons being used for in-car responses
- **Location Message Length** – Sets maximum length of location message
- **Button Configuration** – Select if buttons used with system are Normally Open, or Normally Closed

9. Once all required fields are complete click **"SAVE"**

PLEASE WAIT 30 SECONDS AFTER CHANGING ANY PARAMETER ABOVE BEFORE TESTING THE UNIT.

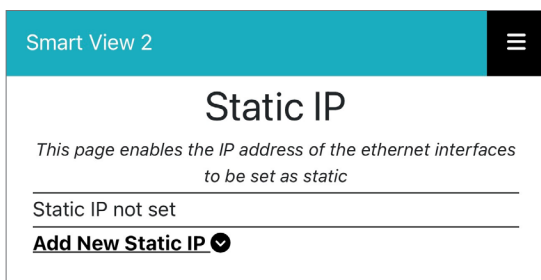
Setting Up the Machine Room Unit for a Static IP

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 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”



Smart View 2

Static IP

This page enables the IP address of the ethernet interfaces to be set as static

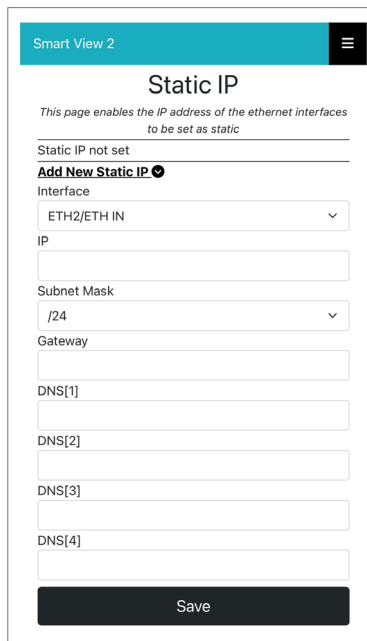
Static IP not set

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.



Smart View 2

Static IP

This page enables the IP address of the ethernet interfaces to be set as static

Static IP not set

Add New Static IP ✓

Interface
ETH2/ETH IN

IP
192.0.0.0

Subnet Mask
/24

Gateway
192.0.0.1

DNS[1]
192.0.0.1

DNS[2]
192.0.0.1

DNS[3]
192.0.0.1

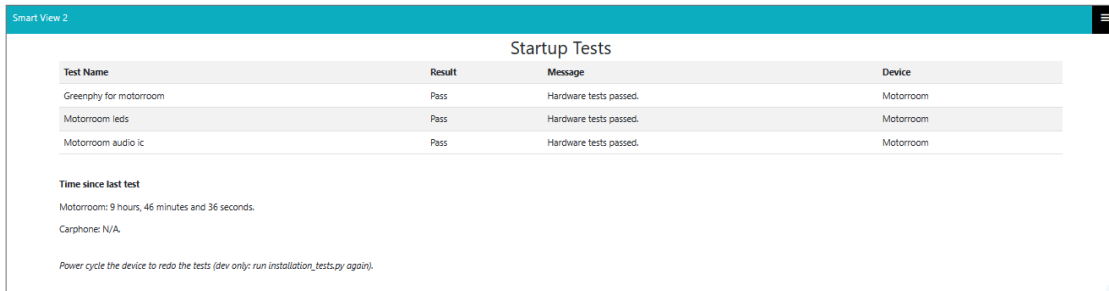
DNS[4]
192.0.0.1

Save

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 16 for troubleshooting.



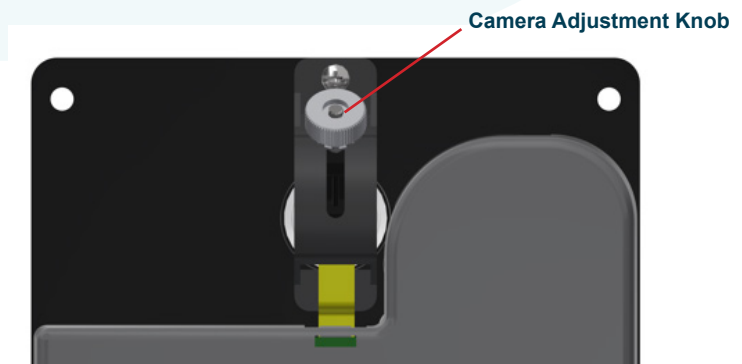
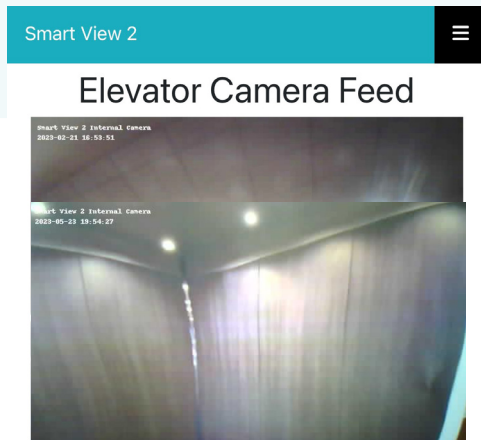
Startup Tests			
Test Name	Result	Message	Device
Greenphy for motorroom	Pass	Hardware tests passed.	Motorroom
Motorroom leds	Pass	Hardware tests passed.	Motorroom
Motorroom audio ic	Pass	Hardware tests passed.	Motorroom

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. Use the adjustment knob on the back of elevator unit to re-position camera.



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.

Testing the Phone

1. If using the built-in phone, push the connected call button.
2. Verify the phone dials out to the correct number and is answered by the correct party. Location message will play prior to two-way communication if enabled.
3. Verify there is two-way communication between the phone and answering party.

NOTE: If the volume is low, follow the steps on page 11 to adjust.

4. Verify the LED for the call button illuminates.
5. Once communication is successful, the answering party can hang up the call.

Restoring Device

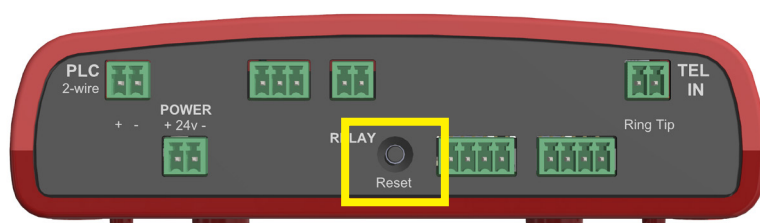
DO NOT HAVE THE WIFI DONGLE PLUGGED IN WHEN RESTORING ON THE SYSTEM

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.



Speech Timeout ?
03:00

Carphone Relay Mode ?
LED

Carphone Volume ?

Button Instructions Displayed On Screen ?
Door Open and Door Close buttons

Location Message ?
TTS - Text To Speech

Location Message Length ?
14

Button Configuration ?
NO (normally open)

Save

Basic Settings

Factory Reset Settings

Troubleshooting

Problem	Possible Cause & Solutions
The Internet light on the machine room unit is always RED or will not stay GREEN:	• Verify network has an Internet speed of at least 5 MB/s download and 5 MB/s upload. • 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. • Verify network plugged into “ETH IN” connector not “ETH OUT” • Verify WIFI dongle is not connected to unit.
Car Phone LED always RED or YELLOW:	• Verify polarity of machine room unit matches elevator unit. • Verify car phone was accepted in setup page. See page 9 for instructions for how to accept 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 input power from machine room unit for 10 seconds then reconnect. • Verify input power is 24VDC. If unit getting under or over powered it can prevent script from running. • Verify unit has a valid network connection.
No Power LEDs on the Machine Room unit:	• Verify 24VDC on power connector • Power is polarity sensitive on machine room unit, verify positive and negative match label on unit. • Verify wires terminated tightly on to two-pin connector • Verify plug-in transformer being used is not being shared amongst any other devices.
The Display is blank or elevator unit appears unresponsive:	• The display will only power when the system is accessed via the SmartView viewing site and during boot process. • 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 seated properly in 2-pin terminal connector.
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.
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.
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.

Troubleshooting Cont.

Problem	Possible Cause & Solutions
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 15 to reset unit. This will reset username and password.
Elevator Unit frozen on "Updating" Screen (see below): 	• If three dots next to "Updating" are cycling, update is still in progress. Update may take up to 15 minutes to complete. • If three dots are frozen or stuck on a single dot, the update failed. Power cycle the machine room unit for unit to start process again. • Verify Internet speed isn't slower than 5 MB/s. • Updates may take up to an hour if network is slow or receiving interruptions. • Verify WIFI dongle is not connected while updating.
Monitoring company cannot add unit to their account:	• Verify unit isn't already associated with another account. SmartView 2 units can only be added to one account for security reasons. • 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.
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 download and 5 MB/s upload. • 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 13 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 8 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. • 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 22 are enabled on the network. • Verify the hardware is not updating. If it is in the process of updating, normal operation on the system will not work.
Finding device's IP address:	• 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.
Elevator unit will not place a call out:	• Verify voltage and dial tone on the phone line. Phone lines can have voltage but no dial tone. The Machine Room unit must have a dial tone or a valid ring down circuit to call out properly. • Double check the number being programmed into unit. Verify the phone line doesn't require an access digit such as an 8 or 9 to dial out or have any line restrictions like a long distance or toll restriction • Verify the phone line going into the Machine Room unit is dedicated. • Verify you can connect a standard analog phone to the line and call out to the phone number programmed into the SmartView 2 system.
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. .

Remote Programming

The SmartView 2 system has the ability program the call out number and message for the built-in emergency phone by calling into the unit using the number of the outside phone line connected to the machine room unit from an analog phone or cell phone. Programming is done with the help of a built-in voice guided menu.

NOTE: If performing remote programming through a phone system, the * and or # key may be used for other functionality and can prevent the remote programming from properly completing.

WHEN ENTERING IN COMMANDS, WAIT FOR AUDIO COMMAND AFTER PRESSING EACH BUTTON.

Enter Programming:

1. Dial the number of the outside line connected to the machine room unit on an analog phone or cell phone
2. After the incoming call is answered on the elevator unit, and the "You are now being connected" message completes, dial **1234#**

To Program the Call Out Number(s):

3. **Dial 4** to enter the number programming menu.
4. Listen for the audio command then dial the number for the phone number slot you wish to program. (Example, **Dial 1** to enter the Phone Number 1 programming menu)
5. Listen for the audio command, then dial the desired command. Example for phone number 1:
 - **Dial 1** to play back phone number 1
 - **Dial 2** to program phone number 1 - will prompt to proceed with step 6
 - **Dial 3** to delete phone number 1
6. Listen for the audio command, then repeat steps 4 and 5 for any additional numbers to be programmed.

NOTE: In instances where an 8 or 9 is required before the number to dial out of the building, a * can be used for a pause to delay dialling

7. **Dial # #** to go back to the main menu

Record Location Message:

8. **Dial 2** to enter location the message recording menu
9. Listen for the audio command, then dial the desired command number
 - **Dial 1** to play back the Pre-Recorded Message
 - **Dial 2** to record a Pre-Recorded message then follow the prompts for recording
10. **Dial # #** to go back to the main menu

Location Message Options:

11. **Dial 3** to enter the location message options menu
12. Listen for audio command, then dial the desired command number
 - **Dial 1** to set a text-to-speech (TTS) location message
 - **Dial 2** to set a pre-recorded location message
13. **Dial # #** to go back to the main menu

NOTE: TTS is a computer generated voice from the device, pre-recorded is done by individual calling into device.

Exit Programming:

8. **Dial * *** to connect back to the elevator unit and exit the remote programming menu
9. Hang up the call on the .analog phone or cell phone

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.

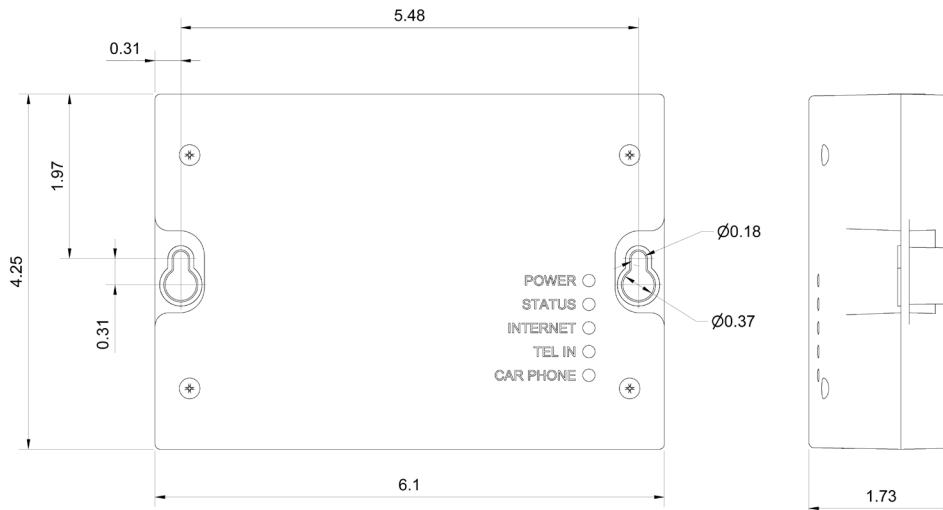
NOTE: Cameras can be linked to one primary monitoring account and one secondary account.

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 elevator unit.
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.

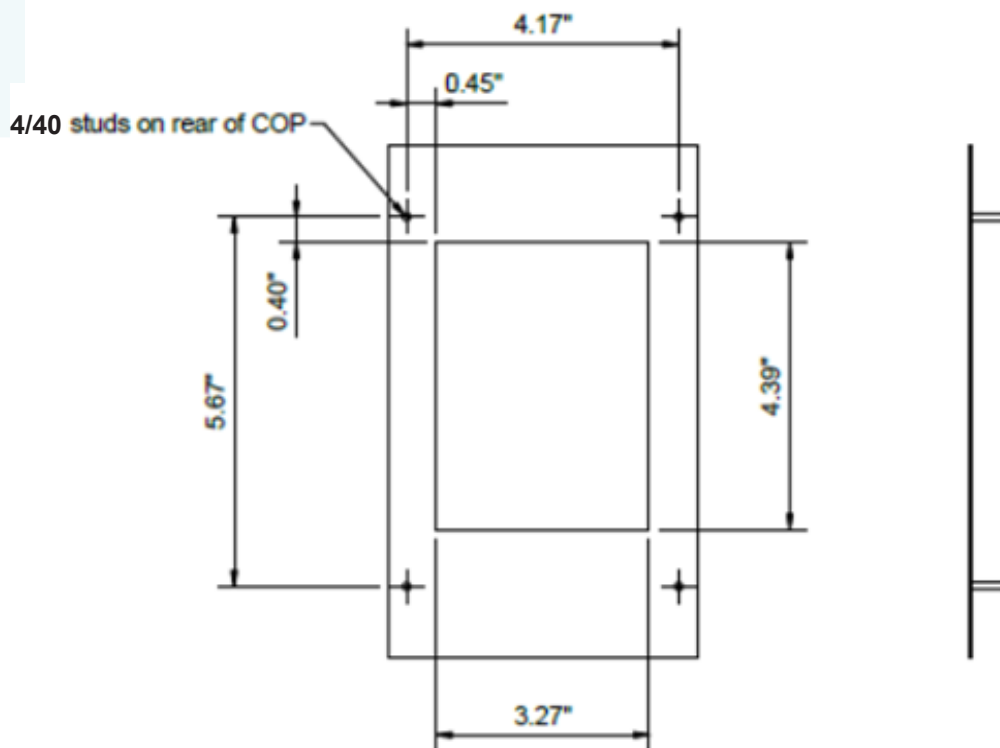
For complete instructions for the SmartView Hub viewing site, please see the SmartView Hub User Guide available on [smartviewhub.com](https://www.smartviewhub.com).

Mounting Template

Machine Room Unit



Elevator Unit (7200) 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:** 6.3" H x 4.65" W x 1.44" D

Telco Voltage

48-52vdc on a phone line with at least 25mA of loop current and valid dial tone. Line must be dedicated for the system. Minimum 26 AWG telecommunications line cord must be used.

CAUTION: To reduce the risk of fire, use only No. 26 AWG or larger (e.g., 24 AWG) Telecommunication Line Cord

ATTENTION - Pour réduire les risques d'incendie, utiliser uniquement des conducteurs de télécommunications 26 AWG au de section supérieure."

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 around the speaker and microphone holes.

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 2019

Data Usage: Ethernet In Port: Active = 40 KB/s Idle = 364 bytes/s

Phone Line Requirements

Phone Line Voltage:

- **On-hook:** 45vdc to 54vdc (nominally 48vdc)
- **Off-hook:** 4 to 8vdc (nominally 6vdc)

Operating Loop Current Range:

- 22ma to 29mA (25mA typical)

Dialling:

- DTMF (Dual Tone Multi-Frequency)

Frequency Response:

- 550Hz - 3400Hz, +/- 3db

Ring Sensitivity:

- 30-120vac RMS

Operational Loop Impedance:

- 600 ohms

Disconnect:

- Open Loop @ 500 m/s

Supplementary:

- Requires an analog (POTS, PBX, or central office phone line)
- If using VoIP, cellular, or digital line, phone line must be converted to analog and capable of supporting modem modulated devices before connecting

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 (NTP).

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



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