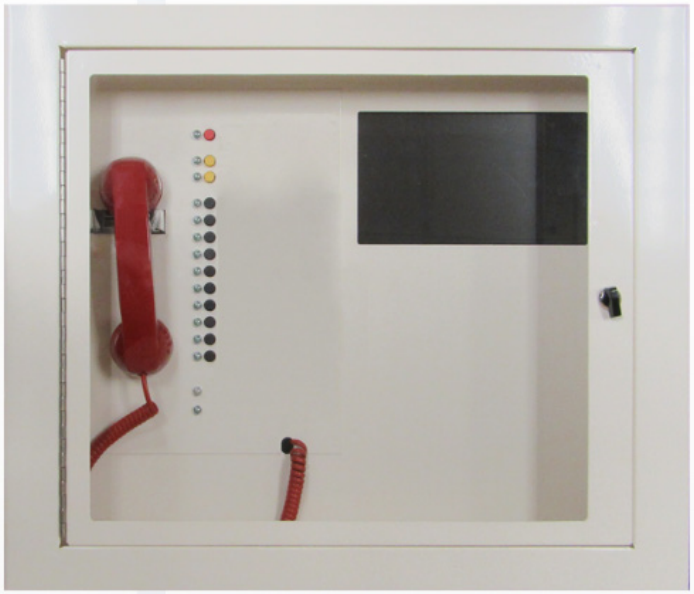
RATH™
by AVIRE

# Installation & Operations Manual

# SmartView SmartRescue

## 5 & 10



RP8500510SV Ver. 1 07/24

2 YEAR WARRANTY

**Thank you for purchasing the SmartView SmartRescue.**

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.

# Table of Contents


Pre-Installation Requirements . . . . . Page 3
Hardware Installation Steps . . . . . Page 3
System Power . . . . . Page 7
Machine Room Phones . . . . . Page 9
SmartRescue Programming Options . . . . . Page 10
Elevator Emergency Phone Programming . . . . . Page 11
SmartRescue Testing and Operation . . . . . Page 13
SmartView Setup Instructions . . . . . Page 15
Two-Way Visual Verification . . . . . Page 18
How It Works . . . . . Page 20
Typical System Wiring . . . . . Page 22
Appendix . . . . . Page 23
Specifications . . . . . Page 25
Troubleshooting . . . . . Page 26
Simplified User Instructions . . . . . Page 29
Network Requirements . . . . . Page 30
Registration Guide . . . . . Page 31

**This manual only applies to the SmartView SmartRescue In-Building Communication System. Please see the SmartView 2 Installation and Operations manual for the SmartView 2 hardware requirements and installation steps.**

# Pre-Installation Requirements

### Required (Not Included):

- Two-Pair 22 or 24 AWG twisted, shielded cable
- 120vac Battery Backed-up Power Source (RATH Part Number: RP7700104S)
- Dedicated External Phone Line **(Mandatory)**
  - Analog, VoIP, Digital or Cellular compatible
- RATH 2100 Series Elevator Emergency Phones
- Routed Internet connection or data cellular gateway (RATH Part Number: 2100-SVCELLU)
- RATH by AVIRE SmartView 2 System
- Mounting hardware
- Multimeter
- Analog phone (recommended for troubleshooting)
- Small Phillips screwdriver

### Required (Included):

- 1/8” Hex Allen Wrench

# Hardware Installation Steps

### Power Supply and SmartView SmartRescue Hardware

1. Mount the power supply with battery backup (RATH part number: RP7700104S) in an appropriate location (a network closet or machine room is recommended).

2. Plug the power supply with battery backup into a standard 120v wall outlet.

**NOTE:** System is to be powered by a grounded 120v, 60Hz, AC outlet protected by a 15A maximum circuit breaker.

3. Press and hold the power button on the front of the power supply with battery backup for 5 seconds to power on the unit.

**NOTE:** The power supply with battery backup should only be used for the SmartView SmartRescue. Using it with additional equipment may prevent it from supplying proper backup time.

4. Use the provided Allen Wrench to remove the back box or back plate from the cabinet.

5. Remove any applicable knockouts for cable routing or conduit.

6. Mount the back box or plate in location per owner’s specifications using appropriate mounting hardware.

**NOTE:** Wait to re-assemble the cabinet until all connections are completed.

## Dedicated External Phone Line

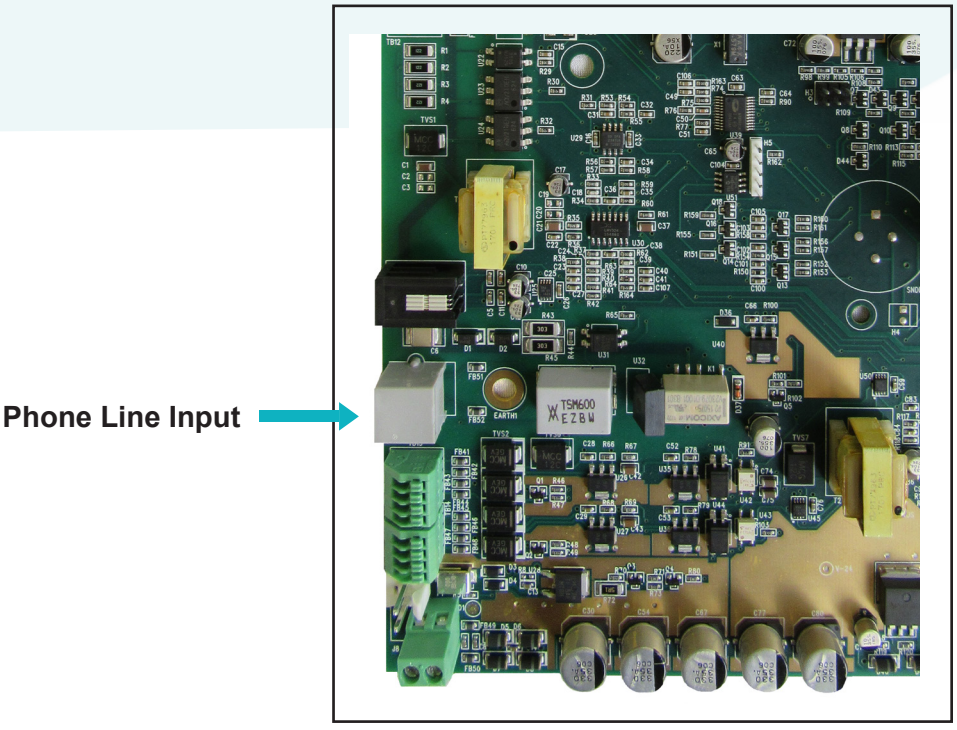
**The SmartRescue system MUST have a valid phone line connected to it for system functionality. It cannot be used as an "intercom only" system.**

1. Run a single pair of 22 or 24ga wires from the demarc or phone line landing location in the machine room.

2. Connect the single pair carrying the dedicated external telephone line to the phone line input on the SmartRescue board by using one of the following recommended methods:
   - Using a biscuit jack or terminal block, screw the twisted, shielded pair to the red and green screws of a biscuit jack. Red (ring) will be the positive and green (tip) will be the negative. Once the phone line is terminated, plug one end the included phone line cable into the biscuit jack, then plug the other end into the phone line input on the SmartRescue.
   - Using a RJ-11 end and crimp tool, terminate the twisted, shielded pair on to the center pins of the RJ-11 jack. Once the end is terminated, plug it into the phone line input on the SmartRescue.
   - Using an RJ-11 wall plate, land the twisted, shielded pair on the red and green screws of the wall plate. Red (ring) will be the positive and green (tip) will be the negative. Once the phone line is terminated, plug one end the included phone line cable into the wall jack, then plug the other end into the phone line input on the SmartRescue.

**NOTE:** If using a VoIP or digital phone line for the system, it must be converted to analog before connecting it. Without being converted to analog, the system will not recognize it. A line is converted properly when a standard analog phone can place a call out on it.

**NOTE:** If using cellular, it is recommended to use the RATH by AVIRE cellular gateway (2100-LTEVER4 or 2100-LTEGSM4). RATH by AVIRE cannot guarantee functionality of the system with third-party gateways.



## Elevator Emergency Phones

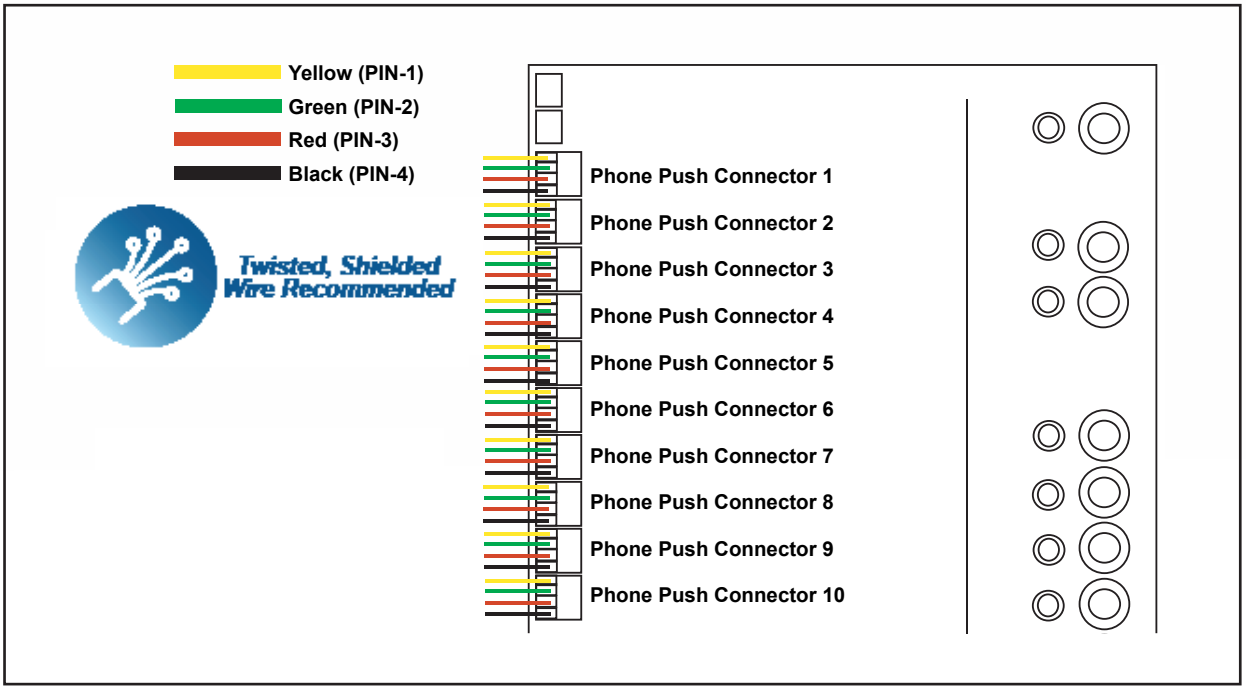
The SmartRescue system requires two-pairs of wires between the master station and the connected phones. The system will use a conventional 4-pin RJ-11 layout where the center pins (2 / green and 3 / red) carry operating voltage and dial-tone from the outside phone line. While the outer pins (1 / yellow and 4 / black) carry the intercom pair required for communication with the SmartRescue when it is installed on site. When wiring a SmartRescue system, it is important to maintain those pairs.

1. Run a two pair twisted, shielded 22 or 24 AWG wires from the SmartRescue to the first elevator phone**.**

**NOTE:** The maximum wire run length is 5,100'.

2. Insert the 4 wires from the two pair cable on the SmartRescue side into the first set of push connectors on the SmartRescue board.

3. Write down or take a picture of the wire terminations. This will be helpful when wiring the phone side of the two pair cable.

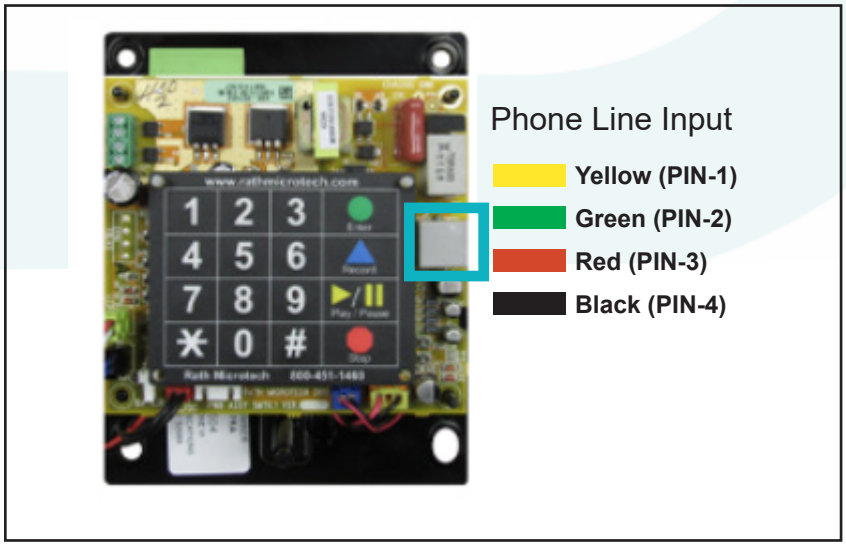


4. Terminate the 4 wires from the two pair cable to the phone line input on the 2100 Series Elevator Emergency phone board by using one of the following recommended methods:
   - Using a biscuit jack or terminal block, screw the twisted, shielded pairs to the yellow, green, red, and black screws of a biscuit jack, following the wire termination scheme from step 2. The terminations on the biscuit jack need to match the pins on the SmartRescue. Once the wire is terminated, plug one end the included phone line cable into the biscuit jack, then plug the other end into the phone line input on the 2100 Series phone.
   - Using a RJ-11 end and crimp tool, terminate the twisted, shielded pair into the RJ-11 jack following the wire termination scheme from step 2. The terminations on the RJ-11 jack need to match the pins on the SmartRescue. Once the end is terminated, plug it into the phone line input on the 2100 Series phone.
   - Using an RJ-11 wall plate, land the twisted, shielded pair on the yellow, green, red, and black screws of the wall plate, following the wire termination scheme from step 2. The terminations on the wall plate need to match the pins on the SmartRescue. Once the phone line is terminated, plug one end the included phone line cable into the wall jack, then plug the other end into the phone line input on the 2100 Series Phone.

**NOTE:** It is not recommended to splice the wire runs directly on to a phone line cord as the connection is not secure and can lead to installation issues.

5. Repeat steps 1-4 for each 2100 Series Elevator Emergency Phone until all phones wired into the system.

6. Attach shields from the cable run (if applicable) to the mounting screws of the SmartRescue housing.



# System Power

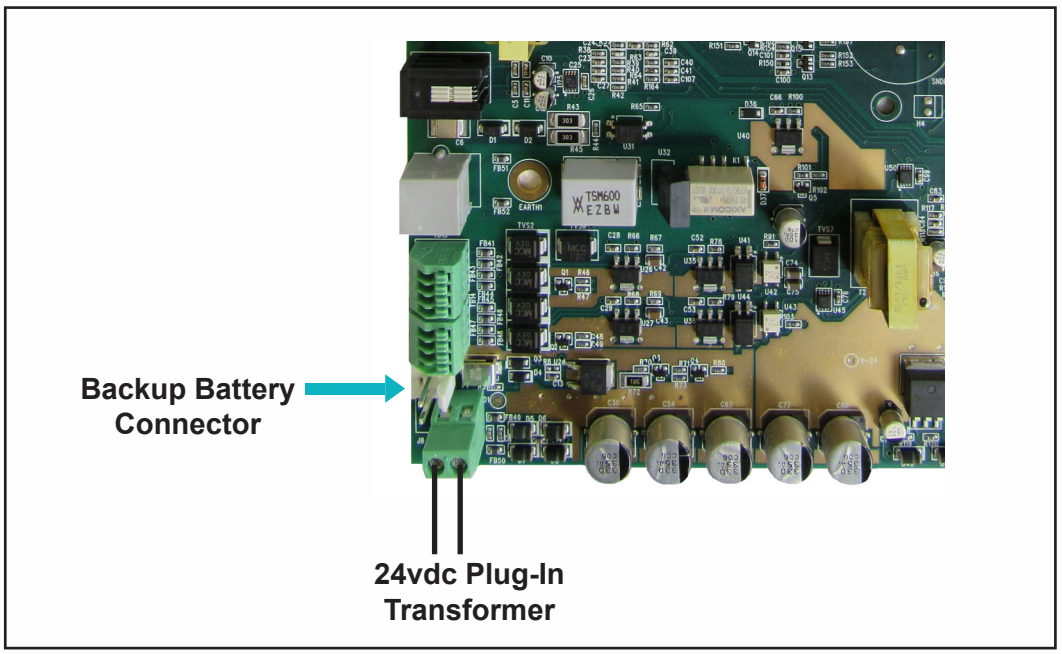
## Powering the SmartRescue

1. Using the provided 24vdc plug-in transformer, screw the pigtail side in to the input power terminal on the SmartRescue board. The power input terminal is not polarity sensitive.

2. Plug the transformer into any of the open ports on the back of the power supply with battery backup (RATH part number: RP7700104S).

3. Plug the backup battery built in to the SmartRescue enclosure in to the battery backup connector on the SmartRescue board.

**NOTE:** If using an alternate power supply or wall outlet, it must be battery backed up or on generator backup.



## Powering the SmartView Viewing System

1. Locate the 9vdc plug-in transformer for the touch-screen display. Plug the barrel side of the transformer into the power input connector on the back of the display.

2. Locate the 12vdc plug-in transformer for the mini-PC. Plug the barrel side of the transformer into the power input on the side of the mini-PC.

3. Plug the outlet side of both transformers into any of the open outlets on the power supply with battery backup (RATH part number: RP7700104S).

**NOTE:** If using an alternate power supply or wall outlet, it must be battery backed up or on generator backup.

4. Verify the HDMI cable from the touch-screen display to the mini-PC is connected and seated fully.

5. Verify the USB cable from the touch-screen display to the mini-PC is connected and seated fully.

6. Using an Ethernet cable, plug the routed Internet connection from the building into the Ethernet port on the mini- PC.

7. On the side on the mini-PC, press and hold the red power button for 3 seconds. Both the mini-PC and the touch-screen display will power on after approximately 3 minutes.


**NOTE:** Depending on the time between shipping and install, there may be Windows updates available for the mini-PC. It is recommended to allow Windows updates to complete before moving on with the installation.

8. Once all connections are terminated in the cabinet, install the cabinet faceplate back onto the back box and secure using the Hex screws and Allen wrench.

9. Once the system has been powered on and all connections have been made, the LEDs on the SmartRescue should be illuminated as follows:

   - **POWER** - Constantly lit GREEN
   - **BATTERY** - Constantly lit GREEN

**NOTE:** The Battery may have lost charge between manufacturing and production. If the battery LED is AMBER or RED, allow up to 4 hours for the battery to charge to get back to it's fully charged state.

# Machine Room Phones

The 2300-630SM is an optional Machine Room Phone that may be remote mounted and used to call any of the phones connected to the SmartRescue. Up to (2) 2300-630SM phones may be connected to one SmartRescue.


**Note:** Machine Room Phones will only ring if they are being called by the SmartRescue.

### Wiring Overview:

1. Run a two-pair twisted, shielded 22 or 24 AWG pair from the Sub-Master 1 port on the SmartRescue board.
2. Using an RJ-11 wall plate, land the twisted, shielded pair on the yellow, green, red, and black screws of the wall plate, following the wire termination scheme on the SmartRescue sub-master port. The terminations on the wall plate need to match the pins on the SmartRescue.
3. Connect the male RJ11 cord on the back of the 2300-630SM to the wall plate.
4. Slide the 2300-630SM down onto the wall plate to mount in place.

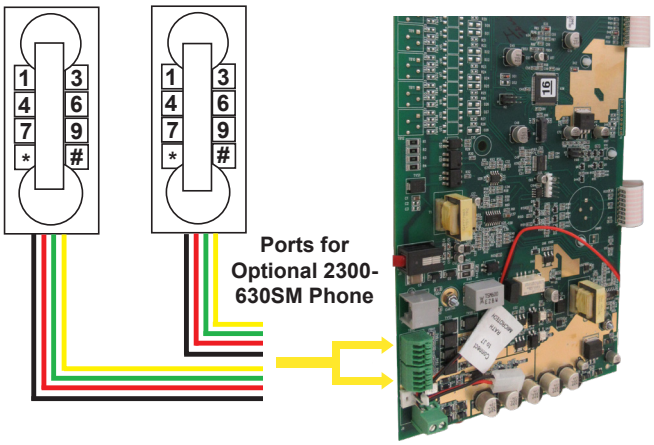
### Operating Instructions:

- To place a call from the 2300-630SM to the elevator phones:
  - Phones 1 through 5, lift the handset and dial * , followed by the number of the phone you are trying to reach. Example, to call phone 1, you would dial * , 1
  - Phones 6 through 10, lift the handset and dial # , followed by the number of the phone you are trying to reach. Example, to call phone 6, you would dial # , 6
- To call all phones, dial * then 0.
- Call from the SmartRescue to the Machine Room phone:
  - Lift up the SmartRescue handset, then press the YELLOW sub-master button matching the Machine Room phone you are trying to reach. The Machine Room phone will ring. Lift up the handset on the Machine Room phone to answer the call. Hang up both handsets to end the call.

### Dialing Chart:

| | |
|---|---|
| **Press *1 (Phone 1)** | **Press #1 (Phone 6)** |
| **Press *2 (Phone 2)** | **Press #2 (Phone 7)** |
| **Press *3 (Phone 3)** | **Press #3 (Phone 8)** |
| **Press *4 (Phone 4)** | **Press #4 (Phone 9)** |
| **Press *5 (Phone 5)** | **Press #5 (Phone 10)** |

**To call all phones, dial * 0**



# SmartRescue Programming Options

## Programming Options for the SmartRescue

### Option 1: Factory Default

The 2100 Series Elevator Emergency Phones will call directly off site and not stop at the SmartRescue. While calling off site, the LED for that phone will be illuminated on the SmartRescue.

**NOTE:** It is recommended to keep the SmartRescue in default if it is not manned at the installation site 24 / 7.

**Program the SmartRescue to the Default Setting:**

1. Leave the SmartRescue handset hung up.
2. Press and hold the RED disconnect and YELLOW sub-master 1 buttons for 5 seconds.
3. When the SmartRescue gives it's programming tone, release the buttons.
4. Press Phone 2 button, then red button, then Sub-Master 2 button, and then the Phone 5 button
5. Press Sub-Master 2 button, then Sub-Master 1 button (you will hear a confirmation tone)

### Option 2:

Program the SmartRescue to allow the 2100 Series Elevator Emergency Phones to call the SmartRescue first, then an will call directly off site and not stop at the SmartRescue. While calling off site, the LED for that phone will be illuminated on the SmartRescue.

**NOTE:** It is recommended to only use this option when the SmartRescue is in a manned location.

**Program the SmartRescue to ring first before calling off site:**

1. Leave the SmartRescue handset hung up.
2. Press and hold the RED disconnect and YELLOW sub-master 1 buttons for 5 seconds.
3. When the SmartRescue gives it's programming tone, release the buttons.
4. Press the Phone 2 button, then the RED disconnect button, then the YELLOW sub-master 2 button, and then the BLACK phone 5 button
5. Press the YELLOW sub-master 2 button, then the YELLOW sub-master 1 button. There will be a tone indicating you have existed the programming menu.

# Elevator Emergency Phone Programming

**The 2100 Series elevator emergency phones should already be installed with power applied from the elevator installation process. If they are not, install the phone per the elevator fixture manufacturer's guidelines. The RATH by AVIRE SmartView SmartRescue is only compatible with RATH by AVIRE 2100 series phones.**

## Programming Options for 2100 Series Elevator Emergency Phones

### Option 1: Phones call off site without calling the SmartRescue first

1. Press **Enter** to begin programming
2. Press **1, Enter, (Emergency Number), Stop**
3. If using 2 emergency numbers, press **2, Enter, (Emergency Number), Stop**

   *The second number will only be used if the call is not answered at the first number after 6 rings.
4. Repeat for up to 5 total emergency numbers using the applicable number slot before the emergency number (For example, the third number would be 3, Enter, emergency number, stop).
5. To exit program mode, press and hold **Stop** for 2-3 seconds until the 2100 series phone gives it's "warble" tone indicating it has exited programming

**NOTE:** For this option, the SmartRescue needs to be in default programming found on page 10 of this installation manual.

### Option 2: Phones call the SmartRescue first, then call off site if the call is not answered

1. Press **Enter** to begin programming
2. Press **1, Enter, (Emergency Number), Stop**
3. Press **2, Enter,** (same **Emergency Number** as entered in step 2), **Stop**
4. To exit program mode, press and hold **Stop** for 2-3 seconds until the 2100 series phone gives it's "warble" tone indicating it has exited programming

**NOTE:** For this option, the SmartRescue needs to be programmed for option 2 found on page 10 of this installation manual. The 2100 series phones will ring the SmartRescue for 6 rings. If not answered within 6 rings, it will call off site. If using this programming option, you can dial the SmartRescue plus one emergency number. If multiple emergency numbers are desired, the system will need to be programmed to call off site and not stop at the SmartRescue.

## Location Message Programming

The 2100 Series Elevator Emergency Phones have the ability to play a verbal location message when the call is answered by an off site monitoring party. This feature allows the monitoring party to know the origin of the call as well as the unique identifier for the SmartView 2 system in the elevator. The SmartView ID number is found on the back of the Elevator unit of the SmartView 2 system. The message will typically include the building name, address, elevator number, and the SmartView ID number. Some monitoring parties may require additional information. Follow the instructions below to program the location message.

**Program the Location Message:**

1. Press **Enter** to begin programming
2. Press **1, 3, Enter, 2** to turn on the location message (Location message is on by default)
3. Press 6, Record, (wait for beep, speak your message), Stop
4. Press 6, Play/Pause, to replay message. If unhappy with the message, repeat step 3 to re-record
5. To modify the frequency of the message, press 1, 3, Enter, ___
   **1** = Plays message once
   **2** = Plays message twice (this is standard configuration)
   **3** = Plays message until the called party presses * on their phone
6. To exit program mode, press and hold **Stop** for 2-3 seconds until the 2100 series phone gives it's "warble" tone indicating it has exited programming

Example location message script: Possible elevator emergency at "building address", "elevator number / name". To view the SmartView system in the elevator, play "SmartView ID number" on smartviewhub.com.

**Disable the Location Message:**

If no location message is allowed by the monitoring party and elevator inspector, perform the following to disable the message:

1. Press **Enter** to begin programming
2. Press **1, 3, Enter, 0** to disable the message
3. To exit program mode, press and hold **Stop** for 2-3 seconds until the 2100 series phone gives it's "warble" tone indicating it has exited programming

# SmartRescue Testing and Operation

**Initiate a Call to an Emergency Phone from the SmartRescue:**

1. Lift the handset on the SmartRescue.
2. Press the BLACK Phone button for the corresponding 2100 Series phone you wish to call.
3. The green LED will light next to that phone button and there should be two-way communication between the phone and the SmartRescue.
4. You can place the phone on hold by pressing the PHONE button a second time. This will stop communication and the phone LED will start blinking. To resume communication, press the PHONE button again.
5. To disconnect the call, hang up the SmartRescue handset.
6. Repeat for all connected phones.

**Elevator Emergency Phone Places a Call to the SmartRescue (Only for systems programmed for option 2):**

1. Press the call button for the elevator emergency phone. The LED for that phone will light on the SmartRescue.
2. When the SmartRescue gives it's audible "ringing" tone, lift up the handset on the SmartRescue to answer the call. There should be two-way communication between the elevator phone and the SmartRescue.
3. To disconnect the call, hang up the SmartRescue handset.
4. Repeat for all connected phones.

**Elevator Emergency Phone Places a Call to the SmartRescue, then calls off site (Only for systems programmed for option 2):**

1. Press the call button for the elevator emergency phone. The LED for that phone will light on the SmartRescue.
2. When the SmartRescue gives it's audible "ringing" tone, if the handset it not answered within 6 rings the elevator emergency phone will hang-up then call to the programmed monitoring party. When calling off site, the SmartRescue will light the LED next to the Disconnect button to indicate the outside phone line is active.
3. When the call is answered by the monitoring party, they will hear the location message if one has been programmed. After the location message, there will be two-way communication between the monitoring party and the elevator emergency phone.
4. At any time while the monitoring party and elevator emergency phone are on a call, the handset can be lifted on the SmartRescue base station to join the call. The SmartRescue can take over the call and disconnect the monitoring party by pressing the RED disconnect button on the SmartRescue. They can also place the call on hold by pressing the corresponding phone button.
5. To disconnect the call, the monitoring party can hang up or if the SmartRescue has joined the call, they can disconnect the call by pressing the RED disconnect button then hanging up the handset.

**NOTE:** If more than one elevator emergency phone is activated, they will join the existing call and have instant two-way communication with the monitoring party and elevator emergency phone(s).

**Elevator Emergency Phone Places a Call off site (Only for systems programmed for option 1):**

1. Press the call button for the elevator emergency phone. The LED for that phone will light on the SmartRescue.
2. The elevator emergency phone will call to the programmed monitoring party. When calling off site, the SmartRescue will light the LED next to the Disconnect button to indicate the outside phone line is active.
3. When the call is answered by the monitoring party, they will hear the location message if one has been programmed. After the location message, there will be two-way communication between the monitoring party and the elevator emergency phone.
4. At any time while the monitoring party and elevator emergency phone are on a call, the handset can be lifted on the SmartRescue base station to join the call. The SmartRescue can take over the call and disconnect the monitoring party by pressing the RED disconnect button on the SmartRescue. They can also place the call on hold by pressing the corresponding phone button.
5. To disconnect the call, the monitoring party can hang up or if the SmartRescue has joined the call, they can disconnect the call by pressing the RED disconnect button then hanging up the handset.

**NOTE:** If more than one elevator emergency phone is activated, they will join the existing call and have instant two-way communication with the monitoring party and elevator emergency phone(s).

**Call into an individual phone from an external line:**

1. Dial the number of the phone line connected to the SmartRescue system.
2. After approximately three rings, the system will answer. After the system answers, the sequence from the dialing chart below for the elevator phone you are trying to reach.
   - Phones 1 through 5, lift the handset and dial * , followed by the number of the phone you are trying to reach. Example, to call phone 1, you would dial * , 1
   - Phones 6 through 10, lift the handset and dial # , followed by the number of the phone you are trying to reach. Example, to call phone 6, you would dial # , 6
3. To disconnect the call, the monitoring party will hang up their phone to end the call.

**Dialing Chart:**

| | |
|---|---|
| **Press *1 (Phone 1)** | **Press #1 (Phone 6)** |
| **Press *2 (Phone 2)** | **Press #2 (Phone 7)** |
| **Press *3 (Phone 3)** | **Press #3 (Phone 8)** |
| **Press *4 (Phone 4)** | **Press #4 (Phone 9)** |
| **Press *5 (Phone 5)** | **Press #5 (Phone 10)** |

# SmartView Setup Instructions

Viewing the video feed from the elevators on the SmartView SmartRescue is done through the SmartView 2 monitoring website, smartviewhub.com. For security and privacy reasons, an account is required to log in to the SmartView Hub.

It is recommended the building creates the account for the SmartView SmartRescue. This will prevent the account from being tied to one elevator company. To create a SmartView Hub account, please provide the registration guide included with the hardware to the building owner or property manager, or see page 31. It is recommended to start the registration process at least 48 hours before installation or inspection.

An account will only need to be created once. After created, the account will automatically be set to never log out to avoid delays in response during an emergency situation.

For testing purposes, a SmartView Hub Elevator OEM, Fixture Manufacturer, Contractor, or Installer test account may be used but after 30 days, the SmartView IDs will be deleted from the account and will no longer be viewable on the SmartView Command Center. If a test account is used, log out, and sign in using the unique login created for the SmartView Command Center.

### Add SmartView 2 devices to Building Account:

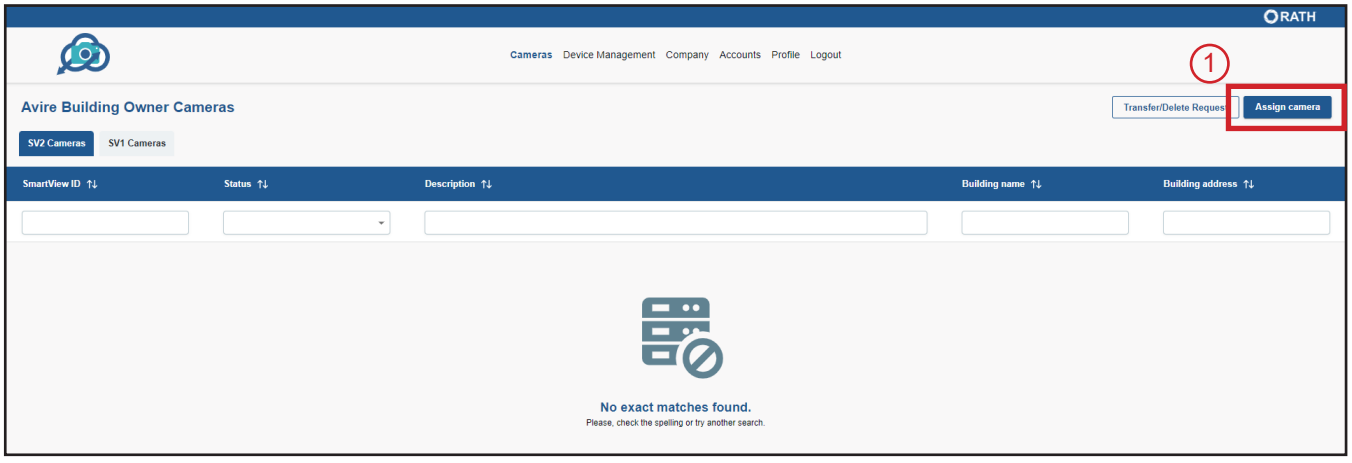
If SmartView 2 device IDs are provided during registration, this section can be skipped.

1. On a computer, navigate to smartviewhub.com using a web browser.

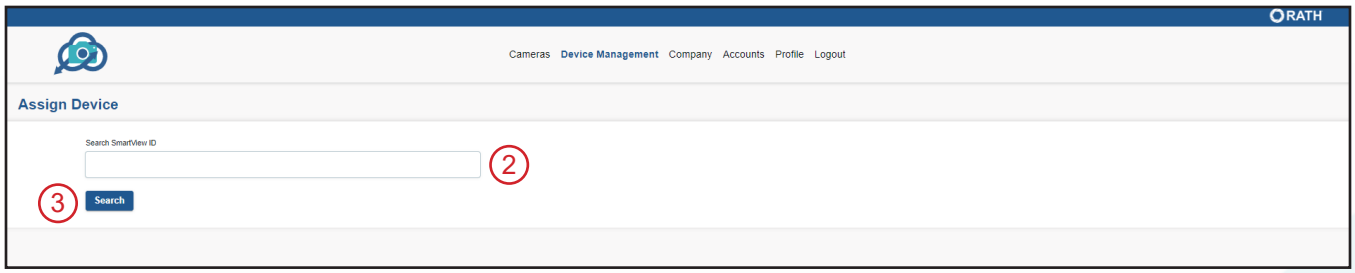
**NOTE:** It is recommended to add devices to account on a separate computer instead of using the SmartView Command Center.

2. Log in to the building owner / building manager account on the SmartView hub.

3. In the right corner, click on the “Assign camera” button.

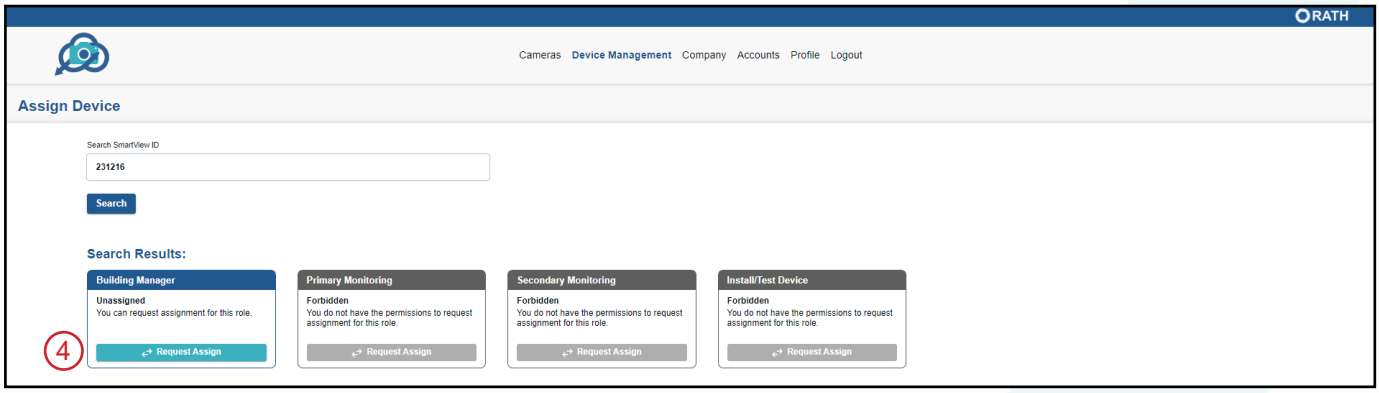


4. In the search box, type in the SmartView ID number, then click the “Search” button.

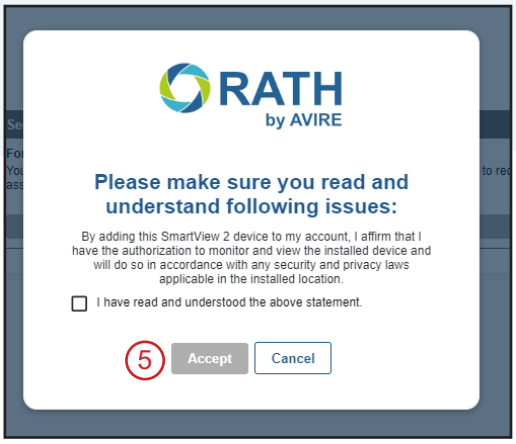



5. In the search box, type in the SmartView ID number, then click the “Search” button.

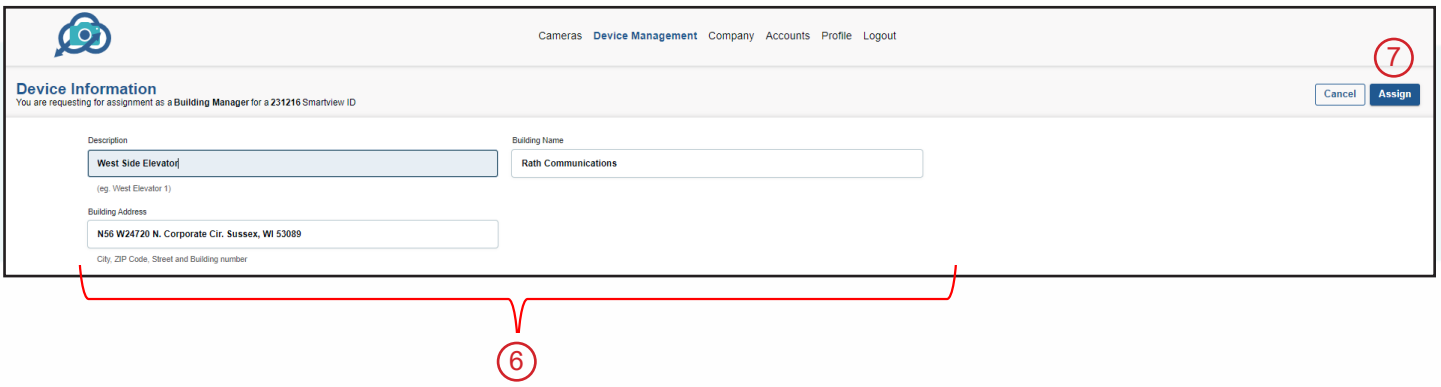
6. In the Search Results, under the Building Manager role, click “Request Assign” button.



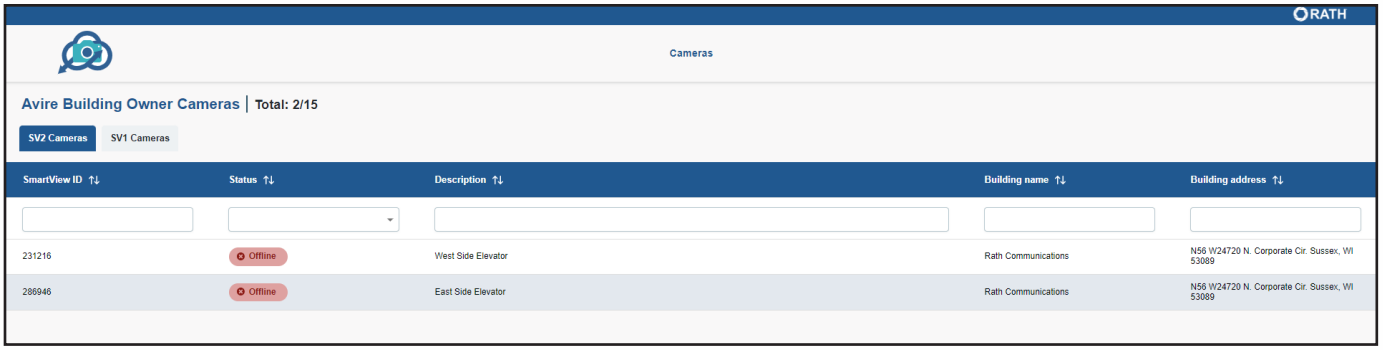

7. There will be a pop-up with terms that must be agreed to before proceeding.



8. Enter device description, Building Name, and Building Address if desired, then click “Assign” button.

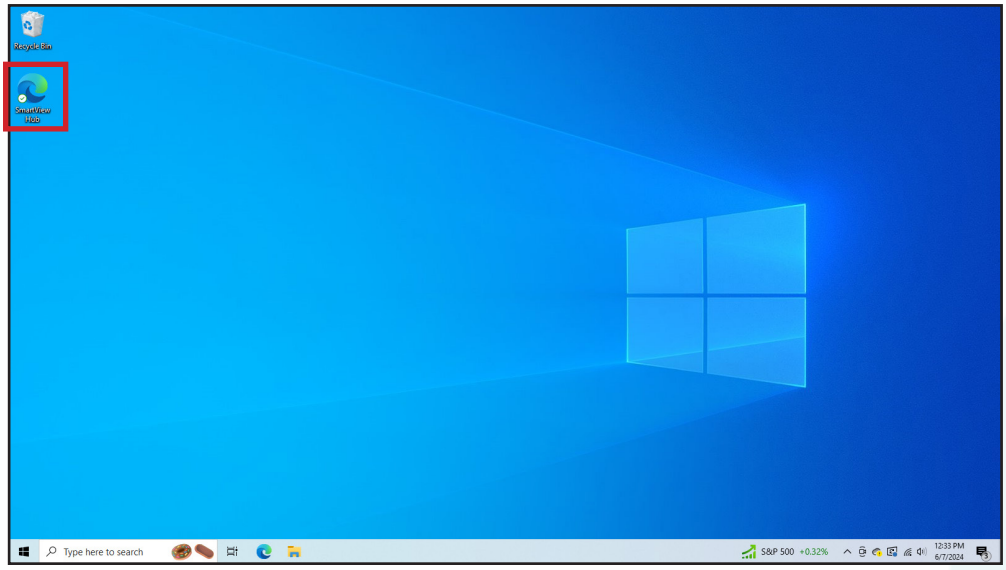



9. Repeat steps 3-8 until all SmartView devices are added to the account.

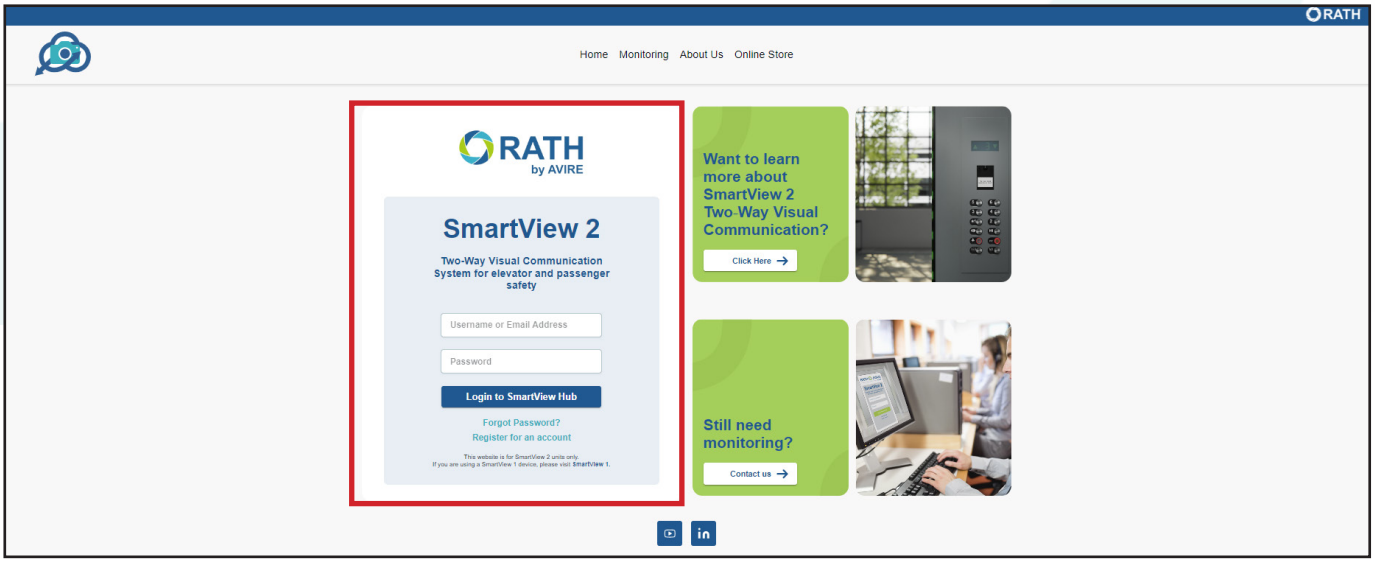


# Two-Way Visual Installation Verification

1. Once all SmartView 2 devices have been added to the building account, go to the touch-screen display on the SmartView SmartRescue, then double tap the “SmartView Hub” shortcut on the desktop.

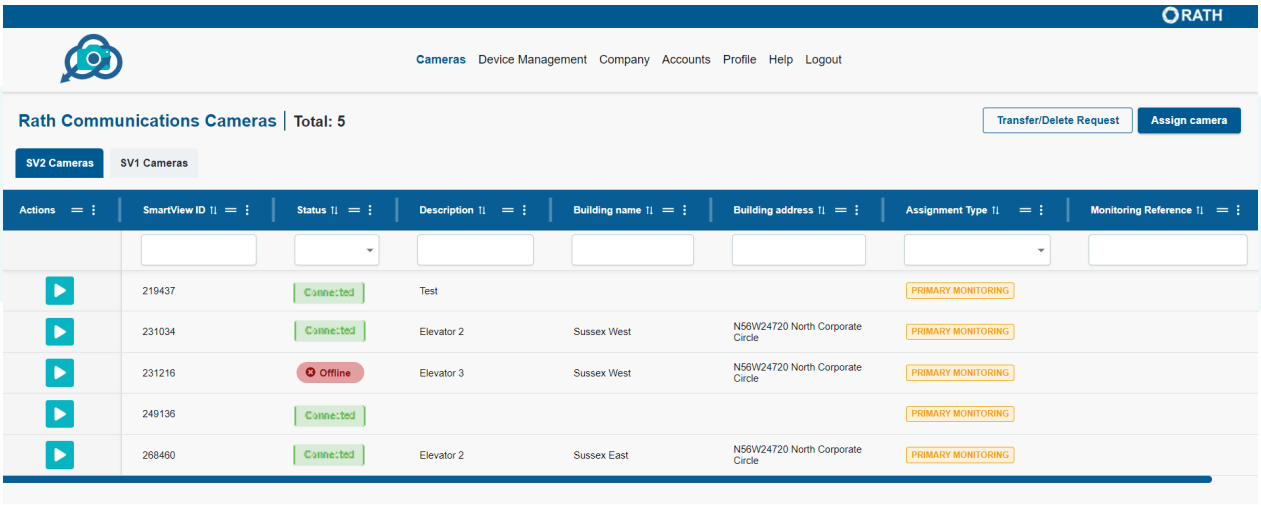



2. Enter the username and password for the SmartView Command Center into the login box on the SmartView Hub, then click “Login to SmartView Hub”.




**NOTE:** SmartView Command Center accounts on the SmartView Hub are set to not log out for call response time and on-site responders.

3. On the camera page, find desired unit, then click the “Play” button next to it.




4. The camera feed will appear in the Live Preview window.

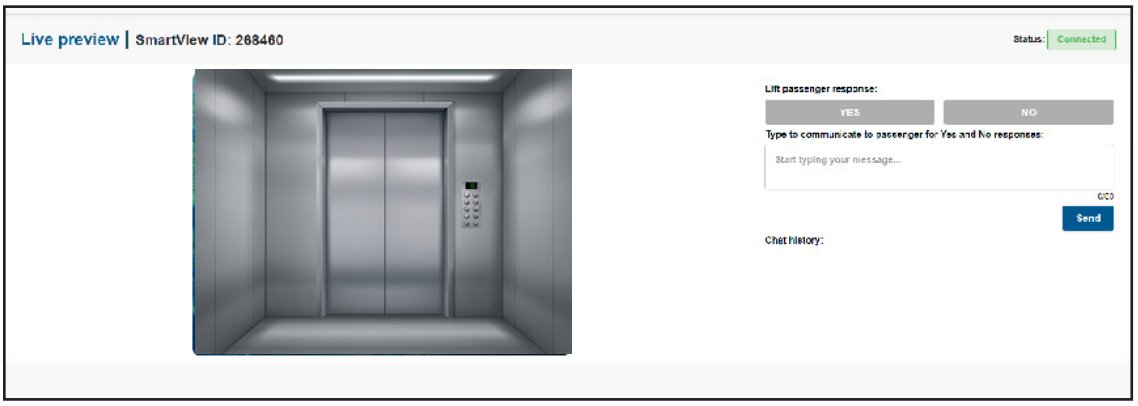
5. Type a test message in the text box labeled “Type to Communicate with Passengers”.

6. Send the message by clicking the Send button.

7. Verify the test message appears on the SmartView Display.

8. Press the "YES" response button on the elevator panel. Verify response appears in "Chat History" on the Live Preview window.

9. Press the "NO" response button on the elevator panel. Verify response appears in "Chat History" on the Live Preview window.





**10.** After all testing is complete, close out of the Live Preview window.

# How It Works

An elevator passenger will press the emergency phone button in the elevator, prompting the elevator emergency phone to call out to the SmartRescue or directly to a monitoring service or an answering party. When the call is answered, a pre-recorded location message with the SmartView ID will be played (example: “Highland Hotel, Building A, Elevator 1, SmartView ID 123456”). When the message is done playing, the monitoring party should attempt two-way verbal communication with the elevator passenger.

## 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.**

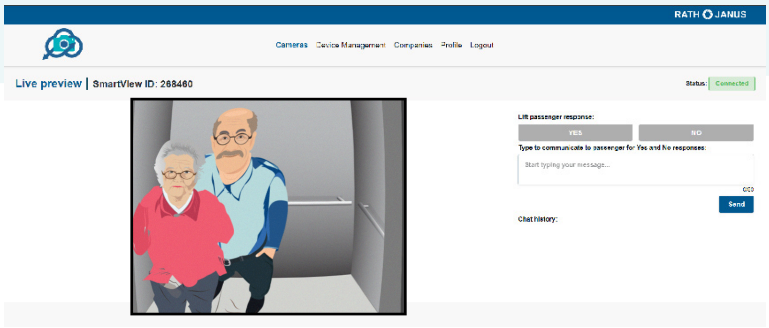
## If the video feed indicates that the elevator is empty:

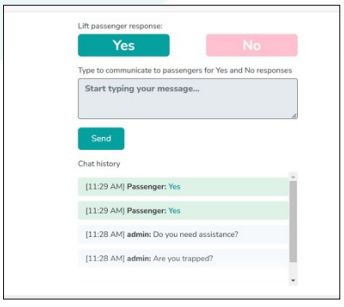
The call was likely accidental, and the session may be ended by closing the browser tab.

## 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”.**
4. Send the message by clicking the Send button.

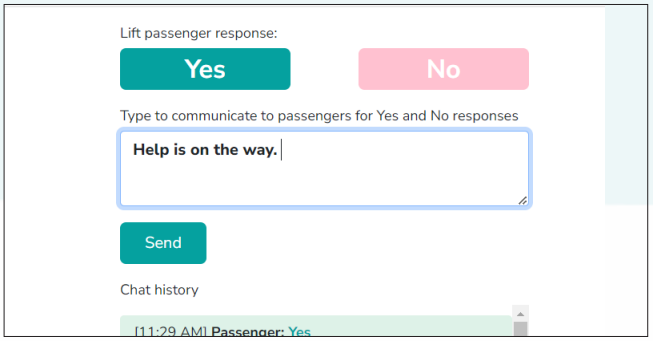
   **NOTE: The passengers are only able to respond using YES or NO buttons, so be sure any messages only require a YES or NO answer. (for example “Do you need medical attention?”)**



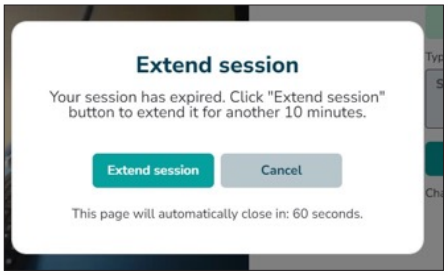




The sent messages and responses will appear below the text box as a chat history.

5. 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.

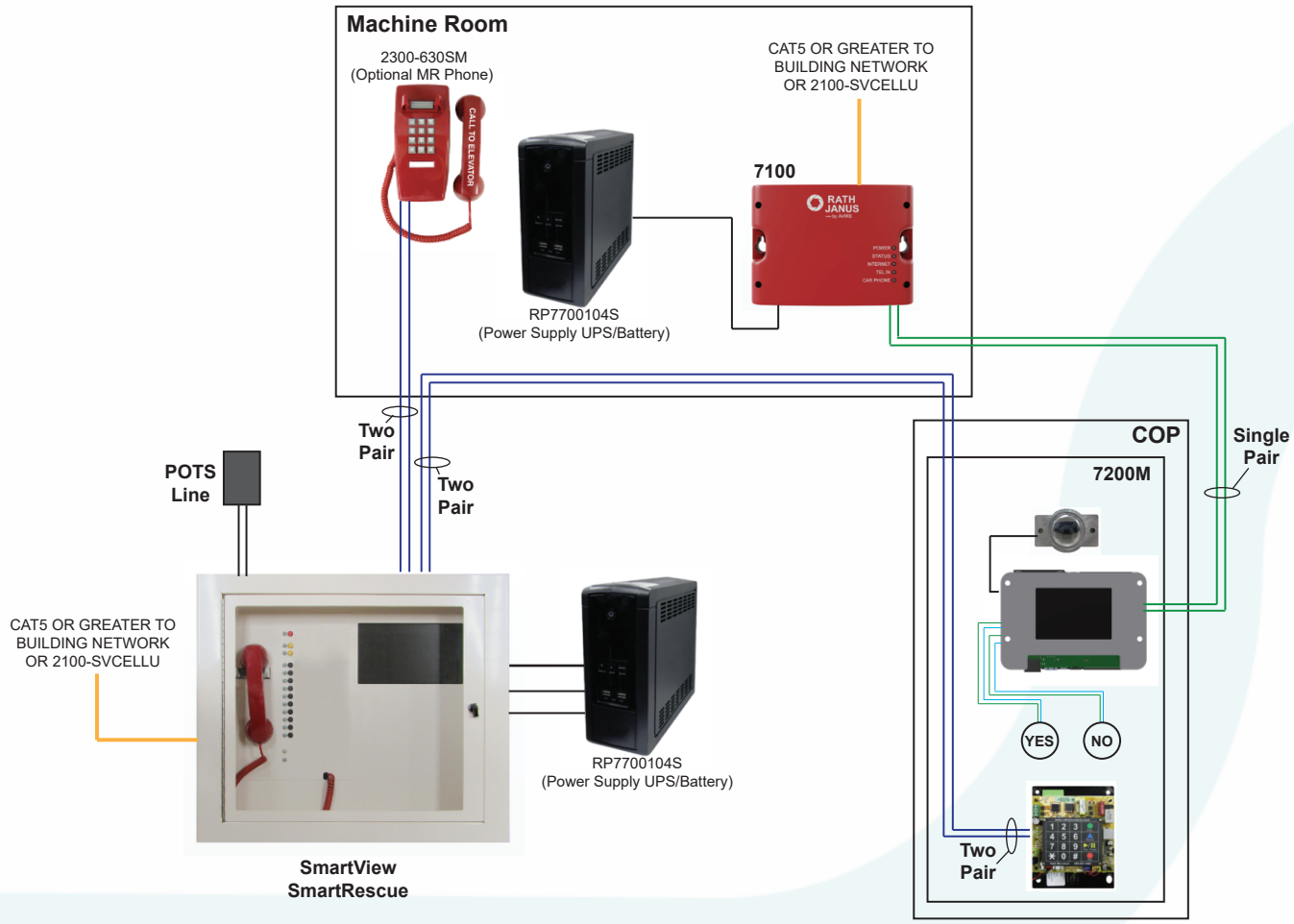



**NOTE: After 10 minutes, a pop-up will appear asking to extend the session for another 10 minutes or close the window. If no option in clicked, the session will end after 60 seconds.**




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

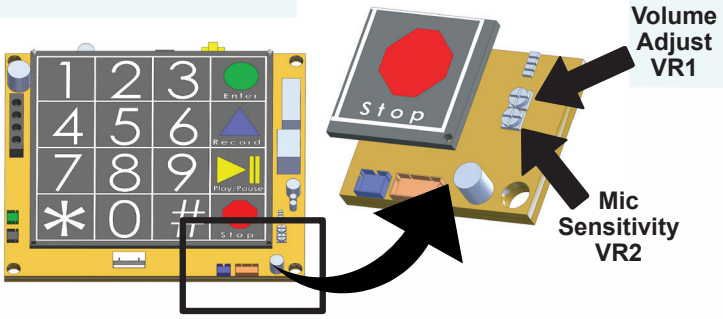
# Typical System Wiring with SmartView 2 7200M Elevator Unit



# Appendix

## Adjusting Volume on the 2100 Series Elevator Emergency Phone

1. Locate the silver VR1 POT on the bottom right corner of the phone board.
2. Using a fine Philips Head screwdriver, turn VR1 clockwise to increase the volume or counterclockwise to decrease the volume
3. To adjust the microphone sensitivity on the phone, located the VR2 POT. Using a fine Philips Head screwdriver, turn VR2 clockwise to increase the volume or counterclockwise to decrease the volume.




## Adjusting Volume on the SmartRescue Handset

1. Lift up the handset on the SmartRescue
2. On the underside of the handset, locate the volume wheel. Turn the volume wheel up or down to adjust the handset volume.
3. Hang up the SmartRescue handset when the desired volume is reached.

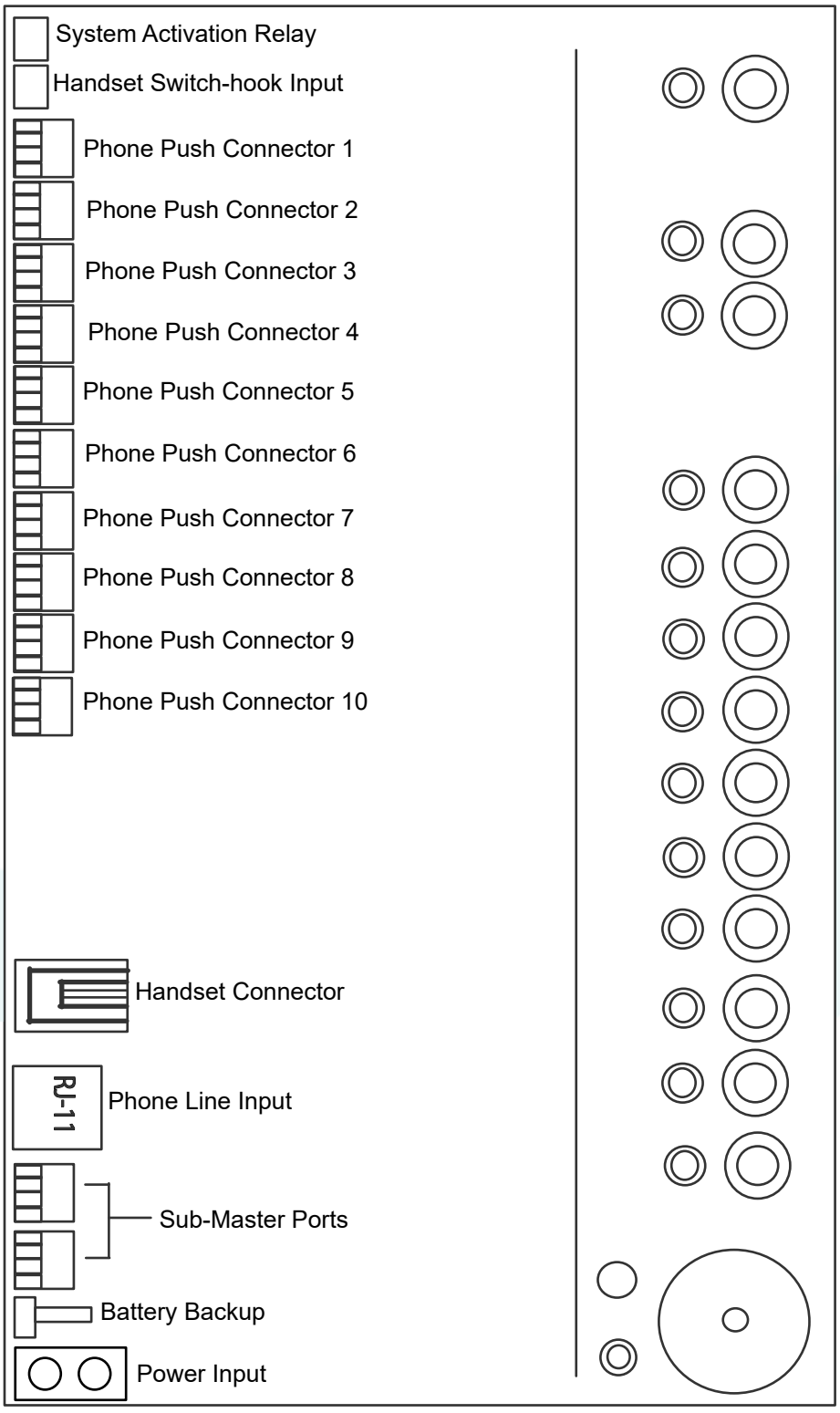
## System Maintenance

Under normal circumstances, the SmartView SmartRescue should be checked for proper operation annually. The monitoring company should be informed prior to testing that there is no emergency, only annual system testing. It is recommended to check the following items:

- Verify two-way communication when initiating a call from the SmartRescue to each connected phone.
- Verify elevator emergency phones can reach off site monitoring when initiating a call within the elevator.
- Verify two-way communication with the elevator emergency phones when calling in from an external phone.

**NOTE**: Periodic testing should be done with the primary power source disconnected to verify operation on battery backup.

## SmartRescue Circuit Board Overview:



# SmartRescue Specifications

### Type of Signaling:

• Emergency Signaling, TYPE AM

### Protection:

• Short Circuit/Overload/Over Voltage

### Ratings for SmartRescue Base Stations:

- Input Ratings: 100-120vac, 50/60Hz, 4.0A
  - Output Rating: 24vdc, 5A
- Input Ratings: 100-240vac, 50/60Hz, 0.65A when powered by RP7300055 (plug-in transformer)
  - Output Rating: 24vdc, 1.04A

### Ratings for 2100 Series SmartPhones:

- 24vdc, 0.5A when powered by 24vdc
- 24vac, 5VA when powered by RP7300110 (backup battery)

### Environmental:

- For indoor use only
- Operating temperature 32° F to 120° F (0° C to 49° C)

### TB1 Relay:

- Load Current: 130mA
- Load Voltage: 350vdc or vac

### Rechargeable Battery Ratings:

**SmartPhone**

- Voltage: 7.2V
- Max Circuit Current: 80mA
- Amp Hour Capacity: 1300mAh
- Expected Standby Time: 24 hours
- Replacement Battery Part Number: RP7300110

**SmartRescue**

- Voltage: 16.8V
- Max Circuit Current: 100mA
- Amp Hour Capacity: 1400mAh
- Expected Standby Time: 24 hours
- Replacement Battery Part Number: RP7300109A

**Battery Maintenance**

Rechargeable batteries should be replaced every 2 years under normal circumstances. Contact RATH by AVIRE at 1-800-1460 to purchase replacement batteries.

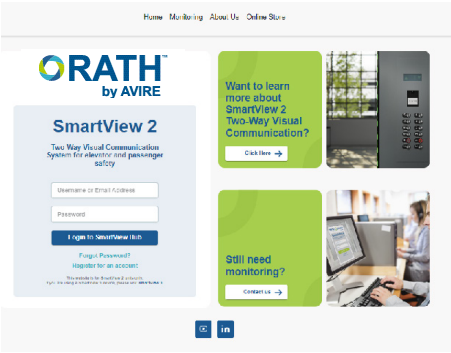
# Troubleshooting

| Problem | Possible Cause & Solutions |
|---|---|
| The SmartRescue can call the elevator phones but the elevator phones will not call the SmartRescue: | • System does not have a valid phone line connected to it. The SmartRescue cannot be used as an intercom only system and requires a phone line for full functionality.<br>• The 2100 Series phone is not recognizing dial tone and operating voltage on it's tip and ring input (red and green) from the phone line.<br>• Verify the wires ran from the phone connector on the SmartRescue to the RJ-11 input on the 2100 series phone. Wires should be seated fully into the connectors and the wiring scheme used on the push-connectors should be maintained to the elevator phone. |
| The power LED is not illuminated on the SmartRescue: | • Verify 24vdc on the input power terminals of the SmartRescue.<br>• Verify input power wires are seated fully and screwed down tightly into input power terminal.<br>• Verify the 110v outlet the plug-in transformer is connected in. |
| Battery LED is not illuminated or always showing red or amber: | • If the SmartRescue installation is new, the battery may need time to charge to it's full potential. Allow up to 4 hours for the battery to fully charge.<br>• Measure across the connector attached to the battery and verify it has DC voltage. When the battery is fully charged it will have 19vdc.<br>• Verify the battery connected is seated fully into the battery connector on the SmartRescue board. The battery should "clip"into place if oriented properly.<br>• If the SmartRescue system has been in operation, the battery may no longer be holding a full charge. It is recommended to replace the battery every two years. |
| When the call button is pressed on the 2100 series elevator phone, the call indicator LED comes on, then goes off: | • The 2100 Series phone is not recognizing dial tone and operating voltage on it's tip and ring input (red and green) from the phone line.<br>• Verify the phone line going into the SmartRescue has dial-tone as well as voltage on it.<br>• Connect an analog phone to the line and verify an outbound call can be placed on the line.<br>• Verify the wires ran from the phone connector on the SmartRescue to the RJ-11 input on the 2100 series phone. Wires should be seated fully into the connectors and the wiring scheme used on the push-connectors should be maintained to the elevator phone. |
| Lights constantly flickering on the SmartRescue: | • The backup battery is not connected to the SmartRescue board. The SmartRescue uses the battery as a part of it's operating voltage.<br>• Verify the backup battery has at least 16vdc on it. |
| Phone lights consonantly illuminated on the SmartRescue when a call is not occurring: | • The wires ran from the SmartRescue to the 2100 series phone are likely crossed. Verify the wire scheme used on the push-connectors are maintained to the elevator phone.<br>• Wire runs may be picking up induced voltage. Verify shielded wire is being used and the shields are grounded on one side. |

| Problem | Possible Cause & Solutions |
|---|---|
| The SmartRescue can't call to the connected elevator phones: | • The 2100 Series phone is not recognizing the intercom pair on it's RJ-11 input (yellow and black). The intercom pair uses pins 1 and 4 on the system.<br>• Verify the wires ran from the phone connector on the SmartRescue to the RJ-11 input on the 2100 series phone. Wires should be seated fully into the connectors and the wiring scheme used on the push-connectors should be maintained to the elevator phone.<br>• Verify the 2100 series phone has power applied to it. |
| Communication between the SmartRescue and 2100 series phones is poor: | • Volume on the 2100 series phone may be too high. Follow the instructions on page 23 for adjusting the speaker and microphone volume on the elevator phone.<br>• Wire runs may be picking up induced noise. Verify shielded wire is being used and the shields are grounded on one side.<br>• Verify any cross-connection points are terminated properly with no lose or compromised connections. |
| No audio on the SmartRescue handset: | • Verify the handset switch hook is connected to the TB2 input on the top of the SmartRescue board.<br>• Verify the handset cord is seated fully into the handset and the handset input port on the SmartRescue.<br>• Verify the volume wheel on the underside of the handset is not turned down fully.<br>• Verify the SmartRescue is being powered by the required 24vdc. |
| Dial-tone is being heard in SmartRescue handset: | • One of the connected 2100 series phones may be stuck off-hook. Lift up the SmartRescue handset, then press the red disconnect button to manually disconnect the call.<br>• One of the wire pairs from the two-pair cable may be incorrect. Verify the wires ran from the phone connector on the SmartRescue to the RJ-11 input on the 2100 series phone. Wires should be seated fully into the connectors and the wiring scheme used on the push-connectors should be maintained to the elevator phone.<br>• There may be a short on the wire run from the SmartRescue to the elevator phone. |
| Elevator Emergency Phone will not hang up when the call is ended: | • All RATH by AVIRE systems require an open-loop or CPC disconnect signal on the connected phone line. Without this disconnect signal, the phones will not hang up properly.<br>• Have the phone line provider provision an open-loop or CPC disconnect signal on the phone line.<br>• Have the monitoring party press * , # before they hangup their phone. This is the forced disconnect sequence for RATH by AVIRE devices. |
| Can't add a SmartView 2 device to the Hub on the SmartView SmartRescue: | • SmartView 2 devices can only be added to the SmartView Hub by the building owner / building manager through their dedicated account.<br>• Once a device has been added to the building account, it will automatically add to the SmartView Master Station account.<br>• If the device is already associated with another building account, follow the prompts on the site to request a device transfer, or contact the RATH by AVIRE customer service team at rath-janus@avire-global.com. |

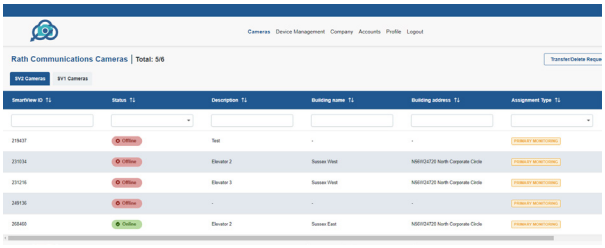
| Problem | Possible Cause & Solutions |
|---|---|
| SmartView Hub will not load on the SmartView SmartRescue Display: | • Unplug the Ethernet cable from the mini-PC and plug it into a laptop and verify web browsing capabilities on the connection.<br>• If the facility where the equipment is installed is using static IP addresses for network connectivity, a static IP may need to be set up on the mini-PC in the SmartView Command Center.<br>• If installing an anti-virus or anti-malware on the mini-PC that contains it's own firewall, an exception may need to be made in the firewall for the hardware. |
| SmartView 2 device showing offline on the SmartView Hub: | • Verify the Machine Room unit has a routed Internet connection and a minimum speed of 1MB/S.<br>• Unplug the Ethernet cable from the machine room unit and plug it into a laptop and verify web browsing capabilities on the connection.<br>• Verify network has capability of handing out a DHCP address for device. If the network requires a Static IP address, please see the SmartView 2 installation and operations manuals for instructions on assigning a static IP.<br>• In some cases, a firewall will block the SmartView device. An exception may need to be made for the device in firewall settings.<br>• Try to power cycle the machine room unit by removing power for 10 seconds then re-connecting.<br>• Verify the routed Internet connection is plugged into **"ETH IN"** port, not **"ETH OUT"** on the machine room unit.<br>• Verify the WIFI dongle is not connected to system<br>• Verify the network requirements on page 30 are enabled on the network.<br>• Verify the hardware is not updating. If it is in the process of updating, normal operation on the system will not work.<br>• Refer to the SmartView 2 installation and operations manual for additional hardware troubleshooting. |
| Touch screen display on mini-PC blue and is not display homepage: | • Verify mini-PC built in to the SmartView Command Center is powered on.<br>• Verify the mini-PC has 12vdc on the end of the barrel connector plugged into the power port. If connector has 9vdc, the power cables for the mini-PC and display may be incorrect.<br>• Press and hold the power button on the mini-PC for at least 3 seconds to make sure unit is on. It will take up to 5 minutes for PC to boot. |
| Touch screen display is black and is not displaying a picture: | • Verify the HDMI cable between the mini-PC and display is seated fully and plugged in on both ends.<br>• Verify the display has 9vdc on the end of the barrel connector plugged into the power port. If connector has 12vdc, the power cables for the mini-PC and display may be incorrect. |
| Touch screen display is non-responsive when the screen is pressed: | • Verify the USB cable is connected between the display and the mini-PC. The USB-B side should be plugged in to the display while the USB-A side is plugged into the mini-PC.<br>• Verify USB cable is seated fully in USB ports.<br>• Move the USB cable into a different USB port on the mini-PC.<br>• The display is touch screen and may not work if wearing heavy gloves or not making full contact with your finger on the screen. |

# Simplified User Instructions



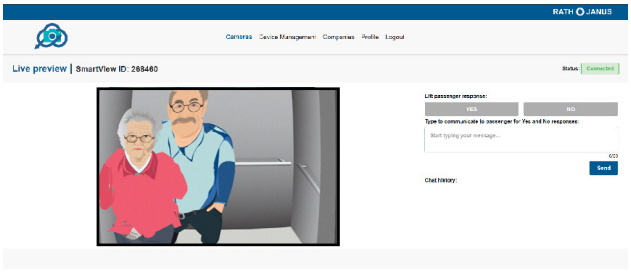

## Step 1

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




## Step 2

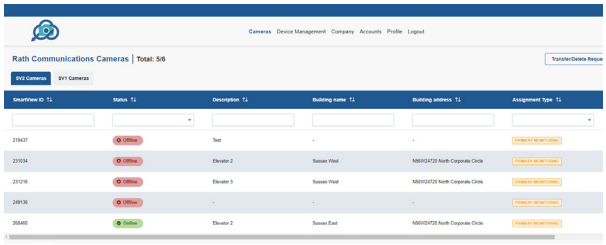
Click **“Play”** icon next to desired camera or type the SmartView ID into the search field.




## Step 3

In **“Type to Communicate to Passenger”** text box, type out message to car passenger. 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**




## 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.

# 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). |

**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 rath-janus@avire-global.com**

# 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.**

RATH™
by AVIRE

N56 W24720 N. Corporate Circle • Sussex, WI 53089 | 800-451-1460