

SmartView 2 FAQ

SmartView 2 Frequently Asked Questions

Ver. 1.2 July 2024



Thank you for purchasing the SmartView 2 Elevator Communication System.

Combining the brands of RATH™ Communications and JANUS Elevator Products, AVIRE Global is the largest Emergency Communication Manufacturer in North America and has been in business for over 35 years.

We take great pride in our products, service, and support. Our Emergency Products are of the highest quality and our experienced customer support teams are available to remotely assist with site preparation, installation, and maintenance. It is our sincere hope that your experience with us will continue to surpass your expectations.

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Please note all information provided in the this document is only applicable to the SmartView 2 system. Any previous iterations or competitor products will not apply to this document.

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Product Overview

The RATH SmartView 2 System is a two-way communication and visual elevator emergency system. When the “help” button is pressed in the elevator car, an auto-dial emergency phone will call out to an on-site or elevator monitoring service. When the call is answered by the monitoring service, a voice prompt will let them know there is a video feed available to view inside of the elevator car as well as the location of the call. If there is no response through the phone, monitoring can go to a secure link that leads to the viewing site for the SmartView system. From the viewing site, video will then be initiated by monitoring. If the elevator car is inhabited, a visual message can be sent to the display in the elevator car from the monitoring site. Dedicated response buttons in the elevator car are used to respond to visual messages.

Hardware Overview

Machine Room Unit

The Machine Room unit is the wiring “hub” for the SmartView 2 system. The Machine Room unit is where an installer will land the Internet connection, phone line, communication failure, and the Elevator unit. The Machine Room unit is powered by 24vdc. Every elevator using a SmartView 2 system will require it’s own Machine Room unit.



RATH Part Number: 7100

Elevator Unit

The SmartView 2 system offers two options for in elevator communication. Every elevator using a SmartView 2 system will require one of the following elevator units.

7200

The 7200 is an all-in-one option for two-way visual and voice communication. The 7200 features a built-in display and camera, eliminating the need for multiple cut-outs to be made in the elevator panel. The 7200 also has a built-in ADA elevator emergency phone eliminating the need for a separate emergency phone to be mounted in the elevator panel. While the built-in emergency phone does not need to be used, it will help to decrease installation time and components installed in the COP.

7200M

The 7200M is a modular option for two-way visual and voice communication. The 7200M utilizes a separate USB camera and elevator emergency phone allowing for the greatest level of flexibility when assembling and designing an elevator COP. The 7200M does not have a built-in phone like it's 7200 counterpart. This will allow for a customer to continue to use the external emergency phone of their choice. The 7200M will also work as a drop-in option for most SmartView 1 installations.



RATH Part Number: 7200



RATH Part Number: 7200M

Site Preparation

1. What is required in the machine room?

- Ethernet connection to the building's network or Internet source (Typically a wall RJ-45 jack)
- Analog phone line (RJ-11 wall jack or tip and ring terminals)
 - Cellular or VoIP can be used if permissible by the elevator inspector.
- 110vac battery backed-up power
- Ethernet cable to connect system to Internet

2. How many wires are required in the traveling cable?

A single-pair 18AWG is required for connecting the Machine Room unit to the Elevator unit. If utilizing a separate elevator emergency phone, an additional pair will be required for the phone line (18AWG shielded recommended). If the separate phone needs phone line monitoring, an additional pair will be required (18AWG recommended).

3. What needs to be provided by the building for the SmartView 2 system?

- Outbound Internet access
 - Dedicated outside phone line
- NOTE: A cellular gateway may be used if permissible by the elevator inspector.

4. Does the SmartView 2 system interface with the elevator controller?

No, the SmartView 2 system does not interface with the elevator controller.

5. Where can an installer find a mounting template for the machine room and elevator units?

Mounting templates are available in the installation manual included with the hardware. Copies of the installation manual are available on our website, avire-global.com/en-us/.

6. What will an installer need for installation and testing of the system?

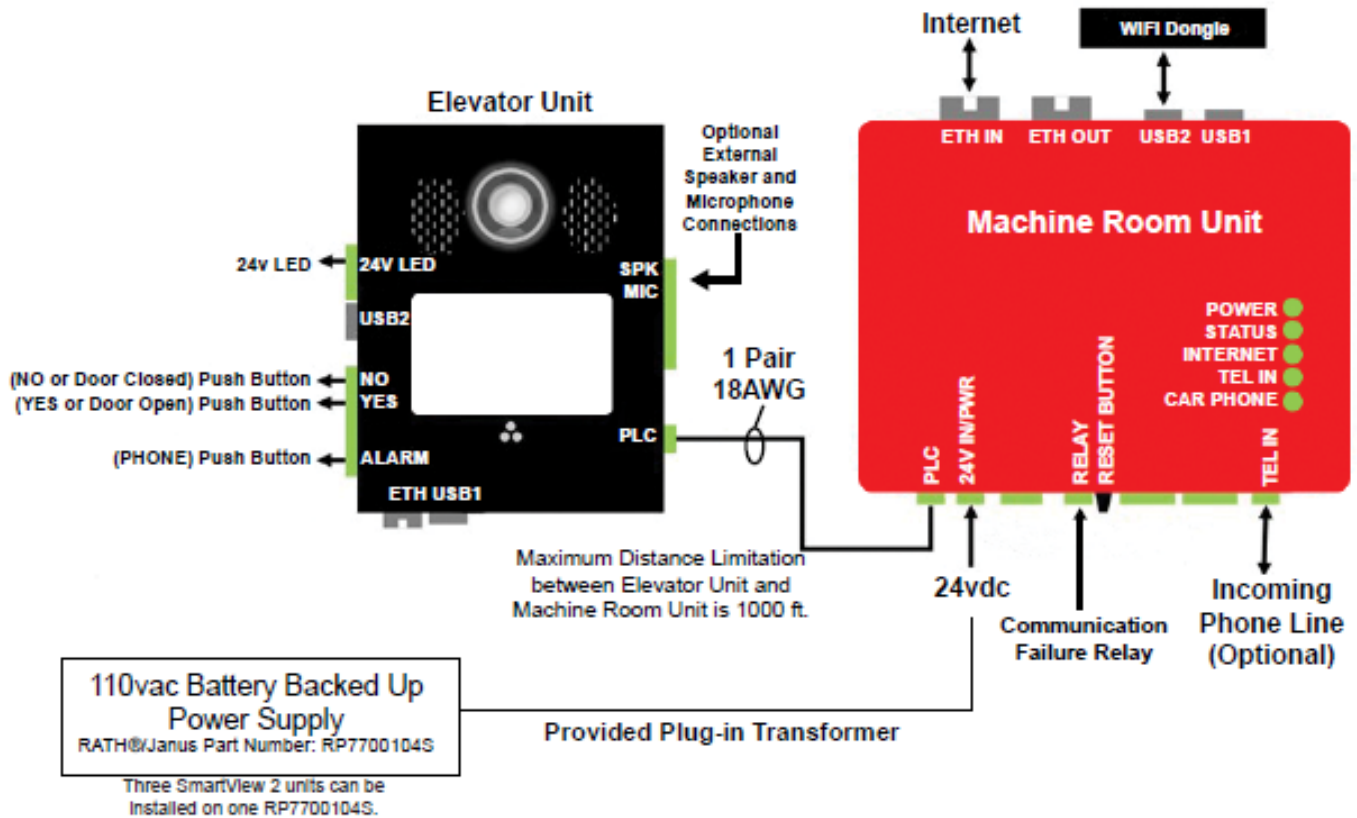
- Small flathead screwdriver
- Mobile device, Laptop, or PC for programming
- Ethernet Cable

7. What is required in the elevator car for the system?

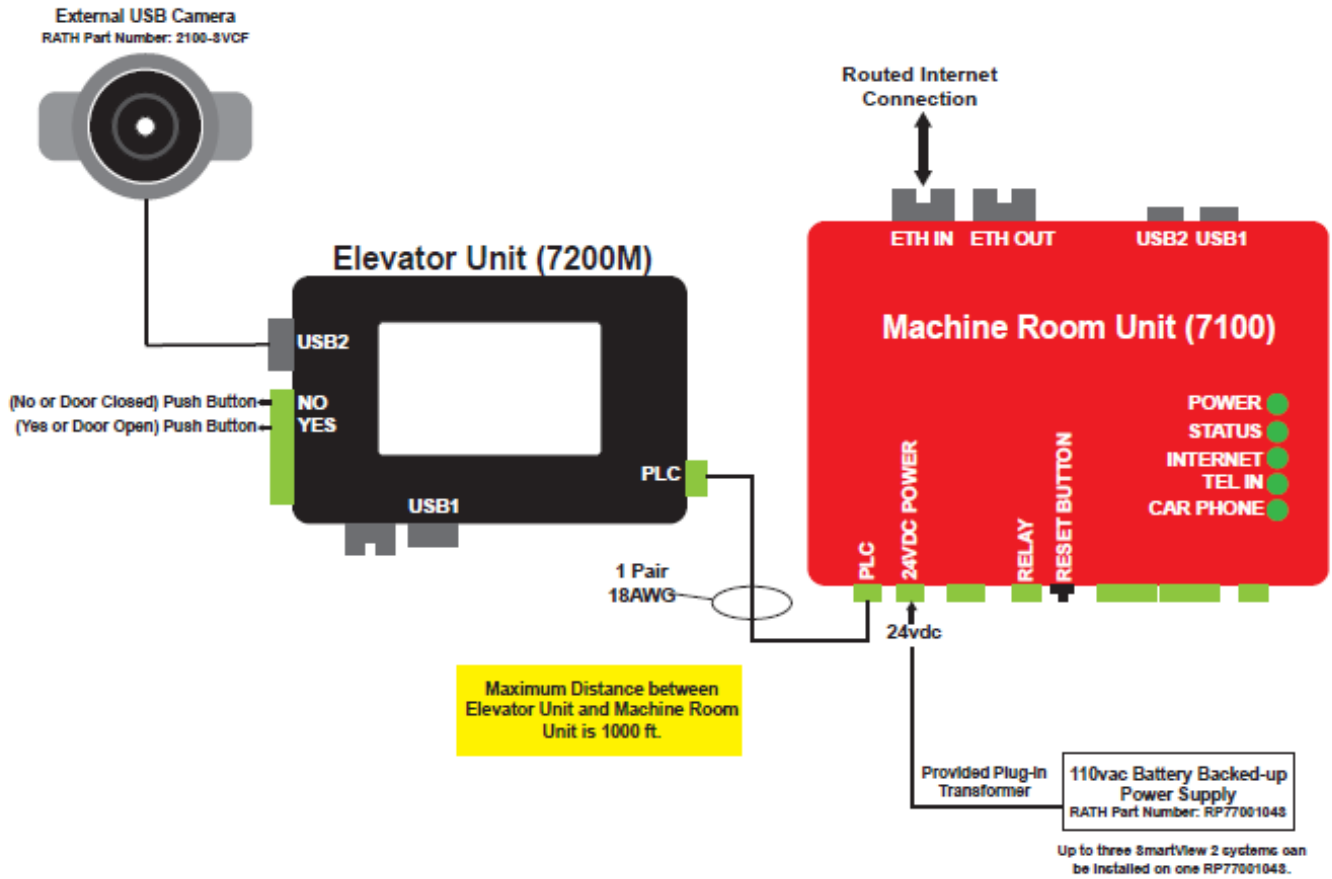
- Designated "YES" and "NO" response buttons
- NOTE: Door Open and Door Closed buttons may be used if permissible by the elevator inspector.
- If using 7200M:
 - Emergency Elevator Phone
 - External USB Camera (RATH part number: 2100-SVCF)

Wiring Overview

Typical SmartView 2 Installation for 7100 with 7200 Elevator Unit



Typical SmartView 2 Installation for 7100 with 7200M Elevator Unit



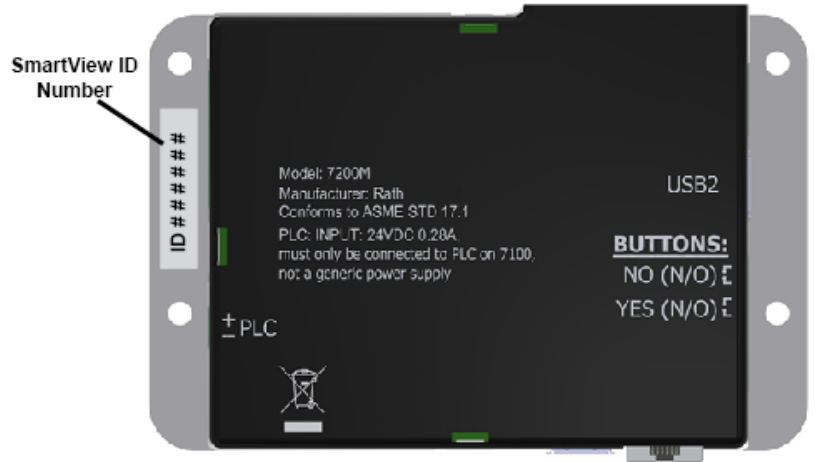
SmartView ID Numbers

The SmartView ID is the unique identifier for the SmartView 2 device installed in the elevator. The SmartView ID is used to associate installation information with the hardware and view the system on the viewing site (smartviewhub.com).

The SmartView ID number can be found on the back of the Elevator unit.



SmartView ID Number



Hardware Setup

1. After hardware is installed and powered on, what else needs to be done?

The Machine Room unit and the Elevator unit need to be paired through the configuration page. The configuration page is accessible through the WIFI dongle included with the hardware or by plugging a hardwired Ethernet enabled device into the “ETH OUT” port on the Machine Room unit. If using the 7200 Elevator unit’s built-in emergency phone, the phone programming will also be done in the configuration page.

2. How long does programming typically take?

Less than 5 minutes.

3. Who does a customer contact if they are having issues during installation?

RATH by AVIRE tech support is available by phone at 1-800-451-1460 ext. 3 or by e-mail at techsupport.us@avire-global.com

4. How is the system tested on-site after installing?

On the viewing website, smartviewhub.com, installers can sign-up for a free installer account. Installer accounts allow for full functionality testing of the system without depending on a monitoring company. To sign up for an installer account, navigate to smartviewhub.com. Click on “Request an Account” under the login box. Select the Elevator OEM, Fixture Manufacturer, Contractor, or Installer option. Once the registration form has been completed and submitted, the RATH by AVIRE team will create the account within one business day. It is recommended to complete registration at least one-week before the first SmartView 2 installation being performed. Accounts only need to be created once. After the account is created, the installer can add the SmartView ID for any device that requires testing in the account to test the video and button responses.

A screenshot of the SmartView Hub Registration Form. The form has a blue header with the title "SmartView Hub Registration Form". Below the header, there is a blue box with white text that reads: "To start your SmartView Hub registration, please indicate which of the following best describes your organization and elevator monitoring status:". There are three registration options, each in a white box with a blue header and a blue "Begin Registration" button at the bottom. The first option is "Building or Property Owner/Manager" with a photo of a man in a suit and a description: "Party ultimately responsible for the safe and compliant operation of building elevators and related service contracts, among other building management responsibilities." It includes a checkbox for "We will be self-monitoring". The second option is "Monitoring Service Provider" with a photo of a man wearing a headset and a description: "A third-party, contracted by a building owner/property management company to provide elevator phone monitoring services." The third option is "Elevator OEM, Fixture Manufacturer, Contractor or Installer" with a photo of a man in overalls and a description: "Party that is preparing or installing a SmartView 2 system for either a new elevator or as part of an elevator modification." It includes a checkbox for "We will also provide monitoring services". The third option is highlighted with a red border. At the bottom of the form, there is a small note: "This website is for SmartView 2 units only. If you are using a SmartView 1 device, please visit SmartView 1."

Registration Options on SmartView Hub

Hardware and Configuration Details

1. What software needs to be downloaded for the SmartView 2 system?

There is no software required for SmartView 2. Both the configuration and viewing of the SmartView 2 system is done with a web browser.

2. What websites are used as a part of the system?

- Smartviewconfig.com- Website only accessible when locally connected to the hardware. It is used to program and/or modify the settings on the hardware.
- Smartviewhub.com- Website used for viewing the video. Monitoring companies, building owners, installers, and fixture companies will all use this site to test and monitor SmartView 2 systems.

3. Can door open and door closed button be used instead of dedicated yes and no buttons?

Yes, door open and door closed buttons can be used in place of the yes and no. This is a setting that can be changed on smartviewconfig.com when on-site and connected to the hardware.

4. If using the built-in phone on the 7200, if Internet is lost, will the phone still call out?

Yes, if Internet is lost the phone will still call out as long as the connected phone line is active.

5. How does Internet get from the machine room to the elevator car?

An Internet connection from the building will be connected to the Machine Room unit. The two-wire connection between the elevator and the machine room unit will provide the Internet connection, power, and the phone line connection to the elevator unit. There is no need for any additional wire pairs unless a separate emergency phone is being utilized with the system.

6. Can a separate elevator emergency phone be utilized with the SmartView 2 system?

Yes, a separate elevator phone can be used with the SmartView 2 system.

7. What models of elevators can the SmartView 2 system be installed in?

The SmartView 2 system can be installed in any model of elevator. It does not directly interface with the elevator controller and does not have any proprietary connections.

8. Is there a surface or flush mounting option available for SmartView 2?

At this time, we only offer a behind-the-panel option for SmartView 2.

9. Does the built-in phone in the 7200 elevator unit have the same functionality of RATH and JANUS phones?

Yes, the built-in phone on the 7200 Elevator unit has the same functionality of RATH and JANUS phones. The hardware offers phone-line monitoring, Annunciator input, remote phone number programming, and many of the other features that made RATH and JANUS products an industry leader.

10. Is hardware compatible with RATH 2100-ALARM or JANUS LMA/LMX?

Yes, the alarm monitoring terminals on the SmartView 2 system are compatible with both the 2100-ALARM and the LMA/LMX.

11. Can a security camera already installed in the elevator be used in place of a dedicated one for the SmartView system?

No, a separate security camera cannot be used.

12. Can an external display from a third-party be used in place of the SmartView 2 display?

No, an external display cannot be used. This is a functionality we are looking to add in the future.

Internet and Telephone Lines

1. Can the SmartView 2 system be used on an internal-only network (no outbound Internet)?

No, at this time the SmartView 2 system cannot be used on an internal-only network.

2. Is there a list of what ports and traffic the system needs to register?

Please see the simplified network requirements list in the SmartView 2 installation and operations manual or the detailed network requirements list in the SmartView 2 security document. Both of these documents are available from RATH by AVIRE.

3. Can I run SmartView 2 over cellular?

Yes, the SmartView 2 system can be run over cellular. The system will need a data cellular gateway to provide Internet access. If using the built-in emergency phone, a cellular gateway providing analog dial tone and voltage will need to be provided. RATH by AVIRE sells both voice and data gateways.

If using a cellular gateway, it is recommended to use the RATH by AVIRE cellular voice gateway (2100-LTEVER4 or 2100-LTEGSM4) and cellular data gateway (2100-SVCELLU) as it has been fully tested with the SmartView 2 system.

4. Will the SmartView device or website harm a customer network?

No, the SmartView 2 hardware and viewing website have been designed with the highest level of security in mind. For full information about the security on the hardware and website, please see the SmartView 2 security document available from RATH by AVIRE customer service.

5. Who should customers contact if they have network or security questions about the SmartView 2 system?

Customer can call the RATH by AVIRE customer service team at 1-800-451-1460 ext. 4 or e-mail rath-janus@avire-global.com. Our customer service team will help to arrange a time between the customer and a technical specialist to discuss.

6. Can you use cellular or VoIP for the phone line for the system?

Yes, the SmartView 2 system can be used with cellular and VoIP phone lines. Cellular will require a cellular voice gateway providing both analog dial tone and voltage. VoIP will require an ATA or another media converter to convert the VoIP connection to analog.

If using a cellular gateway, it is recommended to use the RATH by AVIRE cellular gateway (2100-LTEVER4 or 2100-LTEGSM4) as it has been fully tested with the SmartView 2 system.

If using VoIP, the VoIP connection will need to be converted to analog before it can be connected to the system. If using a VoIP line from a cable provider (Comcast, Spectrum, etc.) they will provide the equipment to convert to analog. If using an on-house IP-based phone system, an ATA (analog terminal adapter) may need to be added to convert IP to analog.

Testing and System Maintenance

1. As an elevator fixture manufacturer or elevator installer, how do I test the system before turning it over to the customer?

- Log into your test account on smartviewhub.com.
- On the “Camera” page, click “Assign Camera” button on the right side of the page.
- Type in the SmartView ID for the system you are trying to test in the search field, then click “Search”.
- Click “Request Assign” in the “Install/Test Device” box. This will add the SmartView system to the main Cameras list.
- Click the play button next to the desired test unit.
- Verify the camera feed shows up in the Live Preview window.
- Send a message to the display by typing a message in the “Type to Communicate to Passenger” box then click “Send”.
- Verify the message displays on the screen of the elevator unit.
- Press the “YES” button connected to the system. Verify yes response appears on the SmartView display and on the SmartView Hub.
- Press the “NO” button connected to the system. Verify no response appears on the SmartView display and on the SmartView Hub.
- If successful, close camera window.

2. Why does the SmartView 2 show offline on SmartView Hub?

If unit is showing offline, it is likely due to either power or network related issues on site. A troubleshooting guide for the system is available as a part of the SmartView 2 installation and operations manual included with the SmartView 2 hardware. Troubleshooting should only be performed by a licensed or authorized elevator personnel.

3. Who do customers contact if the SmartView system isn't working?

It is recommended to contact the company who performed installation on the hardware or a network administrator to start investigations on the system if issue is believed to be network related. RATH by AVIRE tech support is also available Monday-Friday from 7:30am CST to 5:00pm CST by calling 1-800-451-1460 ext. 3.

4. Is there a charge for testing SmartView 2 systems?

No, there is no charge for testing.

5. How long do installers have to test SmartView 2 systems on their accounts?

After a SmartView 2 system has been added to a test account, an installer has 30 days to test. After 30 days the system is deleted from the account and cannot be re-added without contacting RATH by AVIRE customer service. Any accounts abusing a test account for monitoring purposes will be deleted.

Monitoring

1. How is a SmartView 2 system monitored?

The system is monitored through the viewing website <https://www.smartviewhub.com>.

2. Can the system be monitored anywhere else other than Smartviewhub.com?

No, SmartView 2 systems can only be monitored through the SmartView Hub.

3. What will monitoring need to access the SmartView Hub?

They will need a computer equipped with Internet access and a web browser. Each individual will also require a unique login for the SmartView Hub.

4. How are logins created for users?

All monitoring companies will complete the registration process on the SmartView Hub. During registration, a designated company administrator will be appointed. That administrator will make logins for any additional SmartView Hub users.

5. How do you add SmartView 2 systems to the SmartView Hub?

Any company administrator will have the ability to add SmartView 2 systems to the SmartView Hub. To add a system, the SmartView ID from the hardware on-site will be required.

6. Is there a charge for monitoring the system?

Yes, there is a charge of \$9.99 per unit monthly for monitoring the system.

7. Who monitors the SmartView Hub?

The building owner or property manager determines who uses and monitors the SmartView Hub. Typically, the same personnel or company that monitors the elevator phone will access the SmartView Hub .

8. How is the system activated?

The emergency phone button in the elevator is pressed, this will trigger the emergency phone to call out to monitoring. When monitoring answers the call, a voice location message will play. This location message informs the monitoring party that there is a SmartView system associated with the elevator. The monitoring individual will then find the SmartView system on the SmartView Hub. When monitoring presses "Play" for the system, the camera and display in the elevator car will activate.

9. How does monitoring know there is a SmartView system in the elevator?

On the elevator emergency phone there is a location message. During installation, the elevator installer will record the location message. Included in the message will be the installation address, elevator number, and SmartView ID.

10. How do you know the SmartView ID for the unit during an incoming call?

The location message on the emergency phone will include the SmartView ID.

11. What will monitoring need from the site to monitor the system?

Monitoring will need the address of the unit, the elevator number, the telephone number for the connected phone line, and the SmartView ID number.

12. Does the camera have to be utilized on every call received?

It will be determined by the monitoring company's policy if they chose to activate the camera with every call.

SmartView Hub Registration

1. Who should be registering for the SmartView Hub?

There are three different roles available when registering for the SmartView Hub:

- Building or Property Owner/Manager
- Monitoring Service Provider
- Elevator OEM, Fixture Manufacturer, Contractor or Installer

Only accounts that are providing monitoring services will be billed monthly.

A representative from any of these three roles can register for the hub. By registering, you are agreeing to be the initial administrator for the account. This can be changed at a later time.

The company representative must be able to agree to the terms of use. If a monitoring account is being created, the company representative will also need to agree to the subscription terms and provide billing information. If the company representative does not have the authorization to complete those tasks, they will be unable to complete registration.

Once the company representative completes the registration, they will be able to log into the SmartView Hub to add additional users and add SmartView devices.

Account setup is “white glove” – our team will take essential information (account basics and payment information) and set up the account for you, getting it ready for your administrator to add the in-cab devices and other users (if desired).

Full support available: If you are having a 3rd party monitor your devices, our support team can check to see if they have set up their accounts and have successfully added the devices (meaning they are ready to provide service).

2. What all needs to be done as a part of the registration process?

- Registration form needs to be completed on SmartView Hub
- Terms and Conditions will need to be signed via e-sign.
- If monitoring, the Subscription terms will need to be signed via e-sign.
- Payment method and information will need to be provided via a secure credit card link (only monitoring accounts).

3. How are SmartView devices added after registration is complete?

Adding devices is easy. Account administrators will need the SmartView IDs associated with the elevator units (provided by the installer), and what elevators they are associated with (more detailed descriptions can also be added). Once those items have been provided, any company administrator can click “Assign Camera” to add a SmartView 2 system to the account.

4. Can the a different person be responsible for billing than the person registering?

Yes, during the registration process, there is the option to enter in an alternate billing contact.

Billing

1. What is the cost of the system?

\$9.99 per SmartView 2 system per month.

2. Why is there a charge for the SmartView 2 system?

The SmartView 2 system is a managed platform. The managed platform will allow RATH by AVIRE the ability to perform remote updates such as system updates, firmware patches, and bug fixes. The SmartView 2 system carries considerable security improvements provided by the managed platform. These items carry a reoccurring cost to AVIRE. The subscription charge allows AVIRE to continue to maintain the platform and it's security.

3. When are payments collected?

On the 8th of every month. An invoice on the 8th will be sent to the customer to provide transparency of the charge.

4. What are the options for billing?

Billing can be conducted via credit card or ACH payment.

5. Can customers pay for a year or more of billing upfront to avoid monthly charges?

No, at this time RATH by AVIRE does not offer pre-paid billing.

6. How does a user update their payment information?

To update payment information, please contact RATH by AVIRE customer service at 1-800-451-1460 ext. 4.

7. If a SmartView 2 system is deleted from an account, will it still be billed?

If a system is deleted before billing on the 8th, the system will not be billed for.

8. Who do customers contact if they have any questions about their billing?

Please contact RATH by AVIRE customer service at 1-800-451-1460 ext. 4.

9. If a payment is missed, what happens?

If a payment is missed, customers will have 30 days to provide an updated payment method and successfully complete a payment. After 30 days, the SmartView Hub account with access to the device will be disabled. Access will be restored once the outstanding payment is processed. If the outstanding balance is not paid within 90 days, the account will be deleted.

SmartView Hub

1. Can video and text conversations from smartviewhub.com be recorded?

Due to privacy laws and increasing concerns over security and personal privacy, we do not allow the recording or storage of the video or text conversations that occur on smartviewhub.com.

2. Can a customer tie the SmartView 2 video feed into an on-site or cloud-based DVR to record themselves?

No, for security and privacy reasons, we do not have a way to record to a local or cloud-based DVR. Video sessions are only viewable through smartviewhub.com.

3. Can companies set up two-factor authentication for their SmartView Hub accounts?

Yes, two-factor authentication via e-mail can be set up by the company's administrator.

4. Can SmartView Hub logins be tied into a company's SSO?

Currently we do not support SSO integration. This is a feature we are looking to implement in the future.

5. Why can't I view my SmartView 1 cameras through the SmartView Hub?

The SmartView 1 hardware on-site is hard coded to only be viewable through the SmartView 1 viewing site. We cannot remotely change that setting within the hardware. For account management, SmartView 1 units can be added to a company's account on the SmartView Hub but to view the units, the SmartView Hub will redirect the user back to the SmartView 1 website.

6. How do I delete a device from my account?

On the "cameras" page, there is a "Transfer/Delete Request" box on the right side. Clicking "Transfer/Delete" will prompt the user to fill out a short form to describe the reason for deletion. Because these devices are required by code, and because the account subscription is tied to the number of devices monitored on the account, this is not currently a self-serve function. A customer service representative will verify the account is not overdue on payment and a confirmation email will be sent to the account administrator upon completion.

If a SmartView 2 system is tied into an "Installer" account, the device will delete automatically after 30 days.

7. Can I pre-load messages into the system to avoid typing messages to the elevator car?

Yes, the SmartView Hub can have up to 10 messages pre-loaded. These are tied to the company, not the device so pre-loaded messages will not need to be added multiple times to an account.

8. How do I delete users from my account?

After logging into SmartView Hub as a company administrator, click "Accounts" in the top menu bar. Find the user to delete then click the trash icon next to their name. Enter your password to confirm then click "Delete".

9. How do I become an administrator on my account?

During registration, an initial company individual will be made an administrator. That initial administrator will have the ability to add additional administrators. They can also change the status of a user to an administrator.

10. How do I change my account type / status?

To change your account type or status, please contact RATH by AVIRE customer service at 1-800-451-1460 ext. 4.

Differences Between SmartView 1 and SmartView 2

	SmartView (1)	SmartView 2
Hardware		
Distinct display, phone and camera	✓	
Integrated display, phone, and camera		✓
UL recognized and listed	✓	✓
OTA update compatible		✓
Encrypted OS		✓
Software		
Cloud-Based	✓	✓
HTTPS compliant	✓	✓
Distinct from call/audio management system	✓	✓
Two-way text messaging	✓	✓
Live video feed	✓	✓
Account/login-based		✓
Function-specific user profiles		✓
Two-factor authentication (optional)		✓
Adjustable user session time-outs (optional)		
Cost	No-charge	\$9.99/unit/month (paid by monitoring entity only)

1. Does the SmartView 2 system need the Ethernet extenders that were utilized in the previous SmartView 1 system?

No, the SmartView 2 system does not use the Ethernet extenders. If replacing a SmartView 1 system with a SmartView 2 system, the Ethernet extenders will need to be removed.

2. If an update is available for the hardware, does SmartView 2 hardware need to be shipped back to RATH like SmartView 1 hardware?

No, when updates are available they will download to the devices in the field automatically over the active Internet connection attached to the hardware. If there is no active Internet connection, the download will begin when Internet is restored.

On-Site Communication

1. If the building has over 60' of rise and requires a master station, what system can be used with the SmartView 2 system?

The RATH by AVIRE SmartView Command Center system is our all-in-one solution for on-site communication. It is compatible with both the 7200 and 7200M. It can support up to 112 elevators on one system.

The RATH by AVIRE SmartView SmartRescue is an all-in-one solution for elevators using the 7200M. It can support up to 10 elevators on one system.

Both the SmartView Command Center and SmartView SmartRescue have a surface or flush mount option.

If using the built-in phone with the 7200, the SmartRescue cannot be used as it does not have the 4-wire communication input. Without the 4-wire connection, the phone will not call out, or not be able to communicate with the master station.

Both the Command Center and the SmartRescue have an option to have a display built into it and without a built-in display. If a customer chooses to not utilize the built-in display, any PC or laptop on site can be used to monitor the video feed.

2. How many sub-master stations can be put on a SmartView Command Center?

The system can have an unlimited number of sub-masters installed on it. As long as the system has the phone slots free, or the number of sub-masters is disclosed at point of sale, there is no limit. The 2300-630RC is the sub-master compatible with the Command Center.

3. How many sub-master stations can be put on a SmartView SmartRescue?

By default, the system has the ability for two sub-master stations. The 2300-630SM is the sub-master compatible with the SmartRescue.

4. How many phone lines can be put on a SmartView Command Center?

By default, the system is set up for two analog phone lines. If additional lines are required, it must be disclosed at the point of sale.

5. How many phone lines can be put on a SmartView SmartRescue?

The system is set up for one phone line. The single phone line will work for outbound communication and phone consolidation.

6. Will the SmartView Command Center or the SmartView SmartRescue work with cellular or VOIP phone lines?

Yes, the SmartView Command Center will work with cellular and VoIP phone lines.

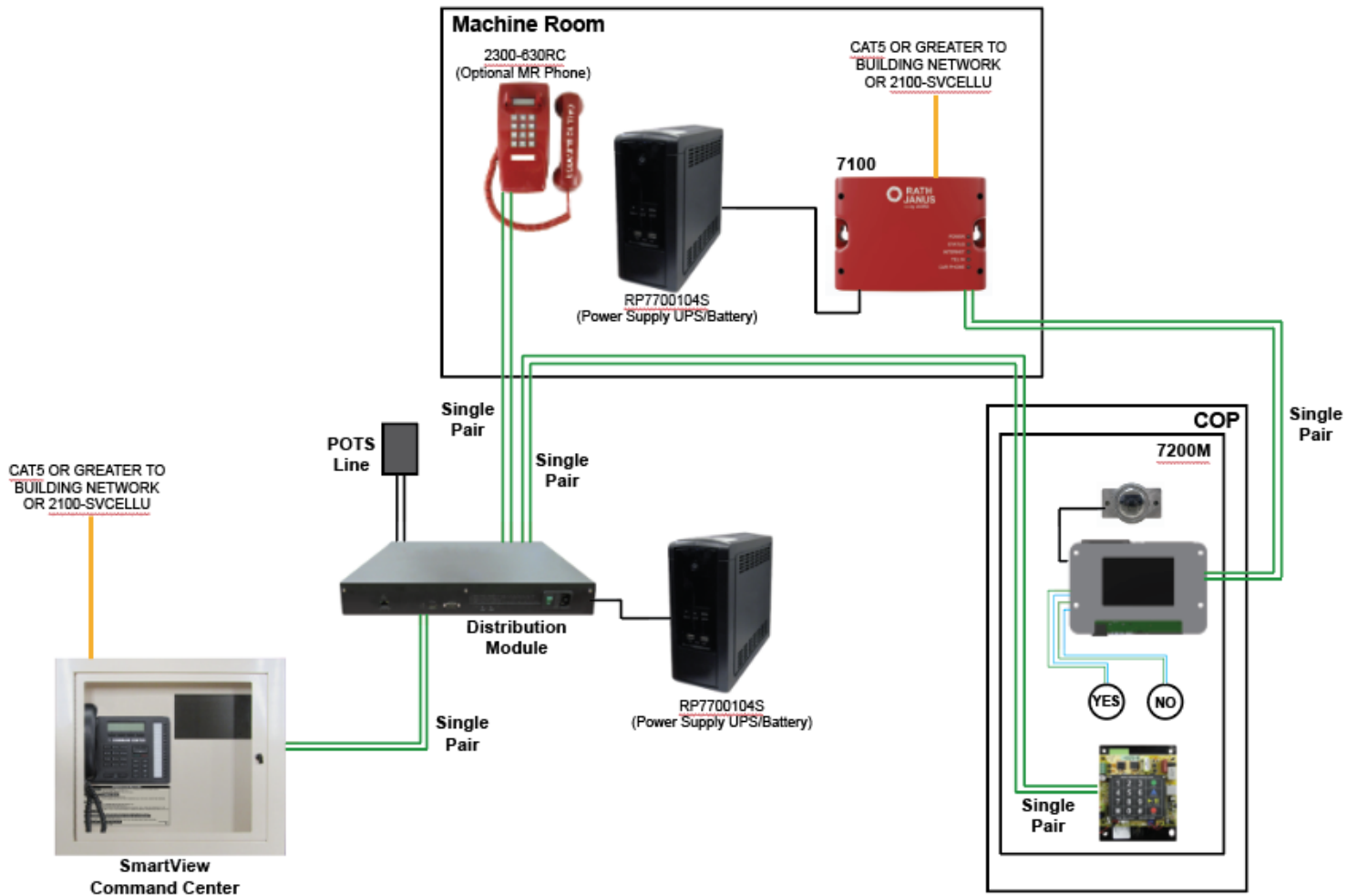
If using a cellular gateway, it is recommended to use the RATH by AVIRE cellular gateway (2100-LTEVER4 or 2100-LTEGSM4) as it has been fully tested with the SmartView 2 system.

If using VoIP, the VoIP connection will need to be converted to analog before it can be connected to the system. If using a VoIP line from a cable provider (Comcast, Spectrum, etc.) they will provide the equipment to convert to analog. If using an on-house IP-based phone system, an ATA (analog terminal adapter) may need to be added to convert IP to analog.

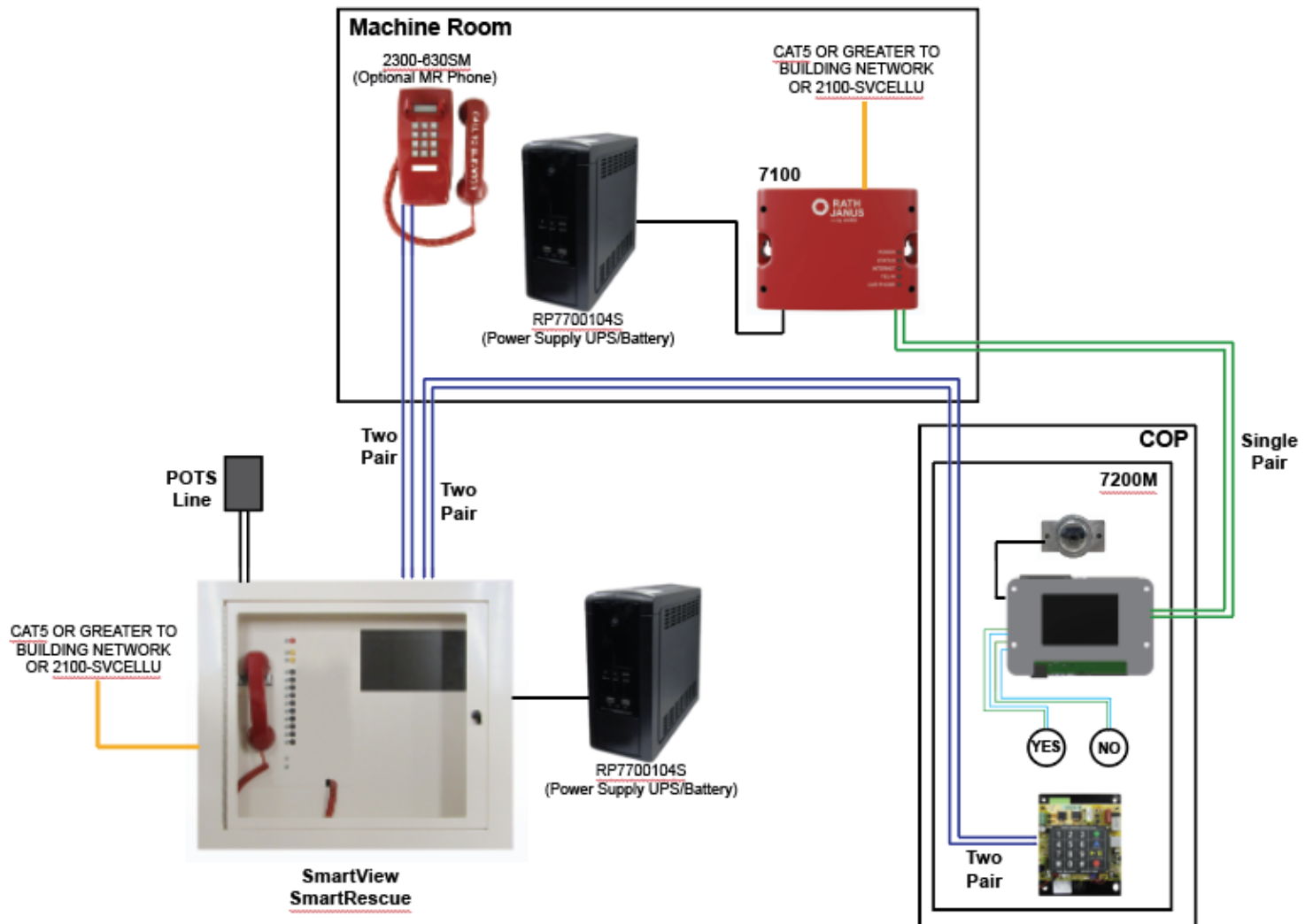
7. What are the options if customers don't like the look of the all-in-one cabinet unit?

RATH by AVIRE offers both the SmartRescue and the Command Center without the built-in SmartView display. A stand-alone master can be used for on-site communication then any PC on-site can be used for monitoring the video feed from the SmartView system.

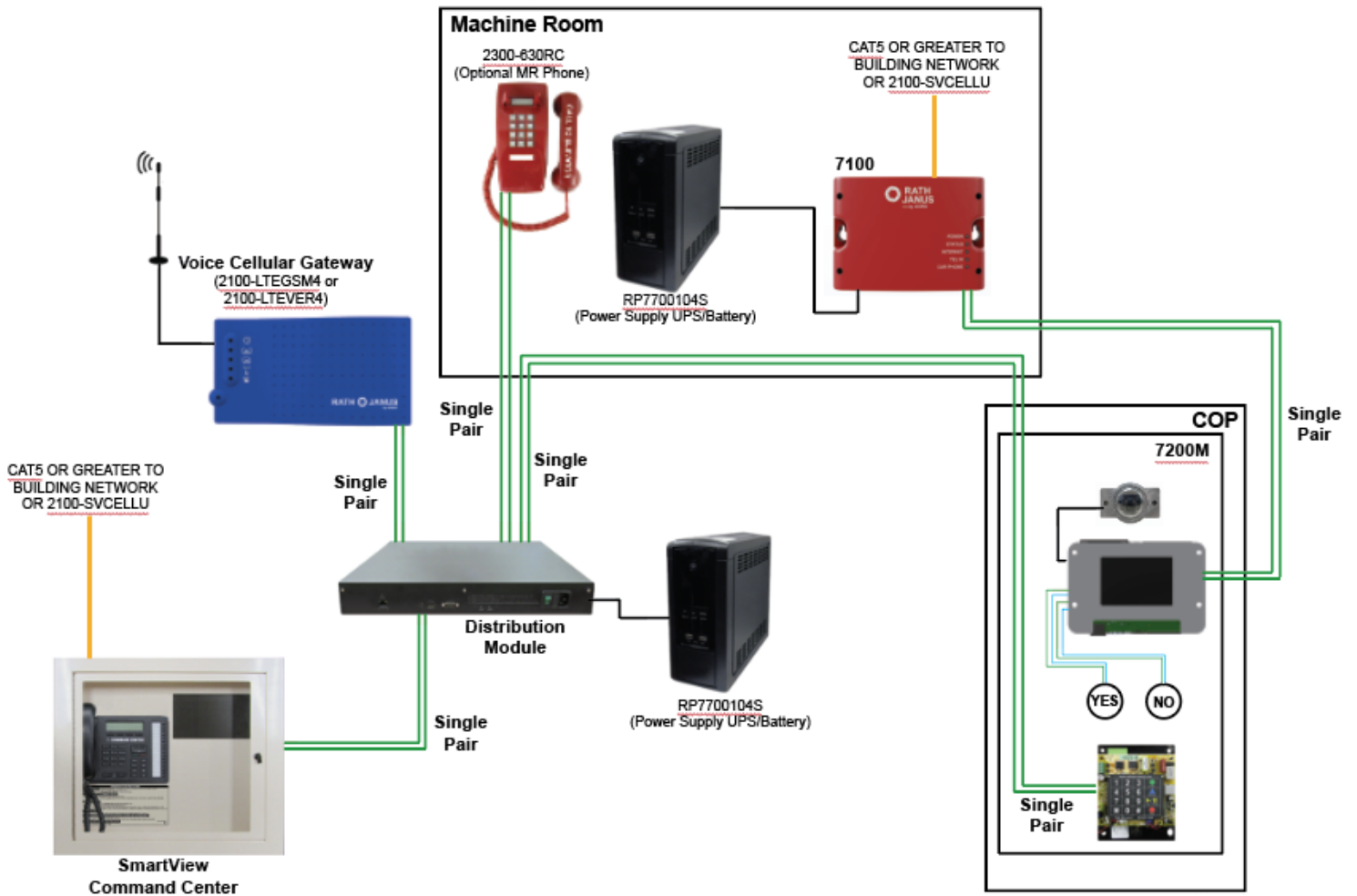
Typical SmartView Command Center Installation with SmartView 2 7200M



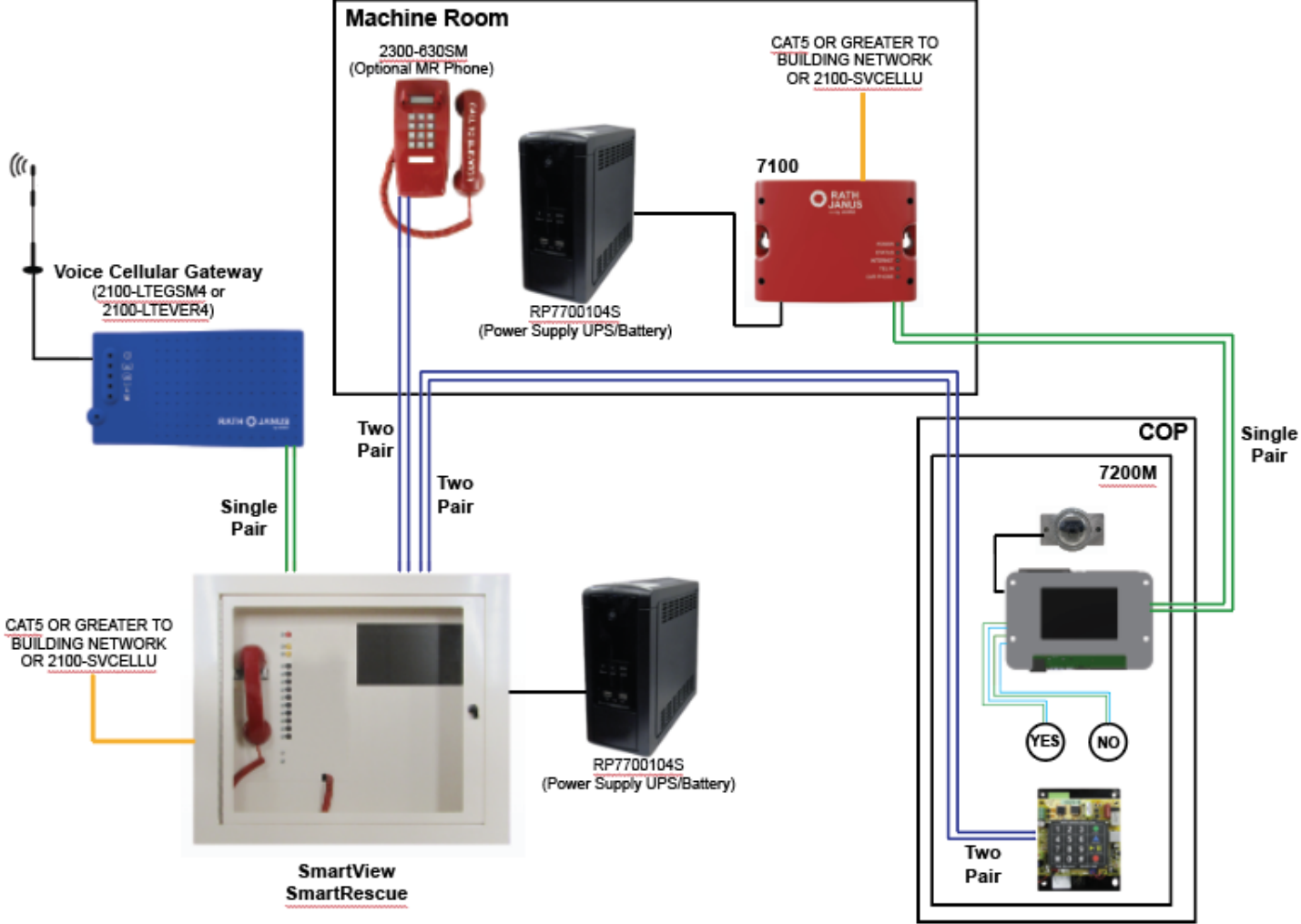
Typical SmartView SmartRescue Installation with SmartView 2 7200M



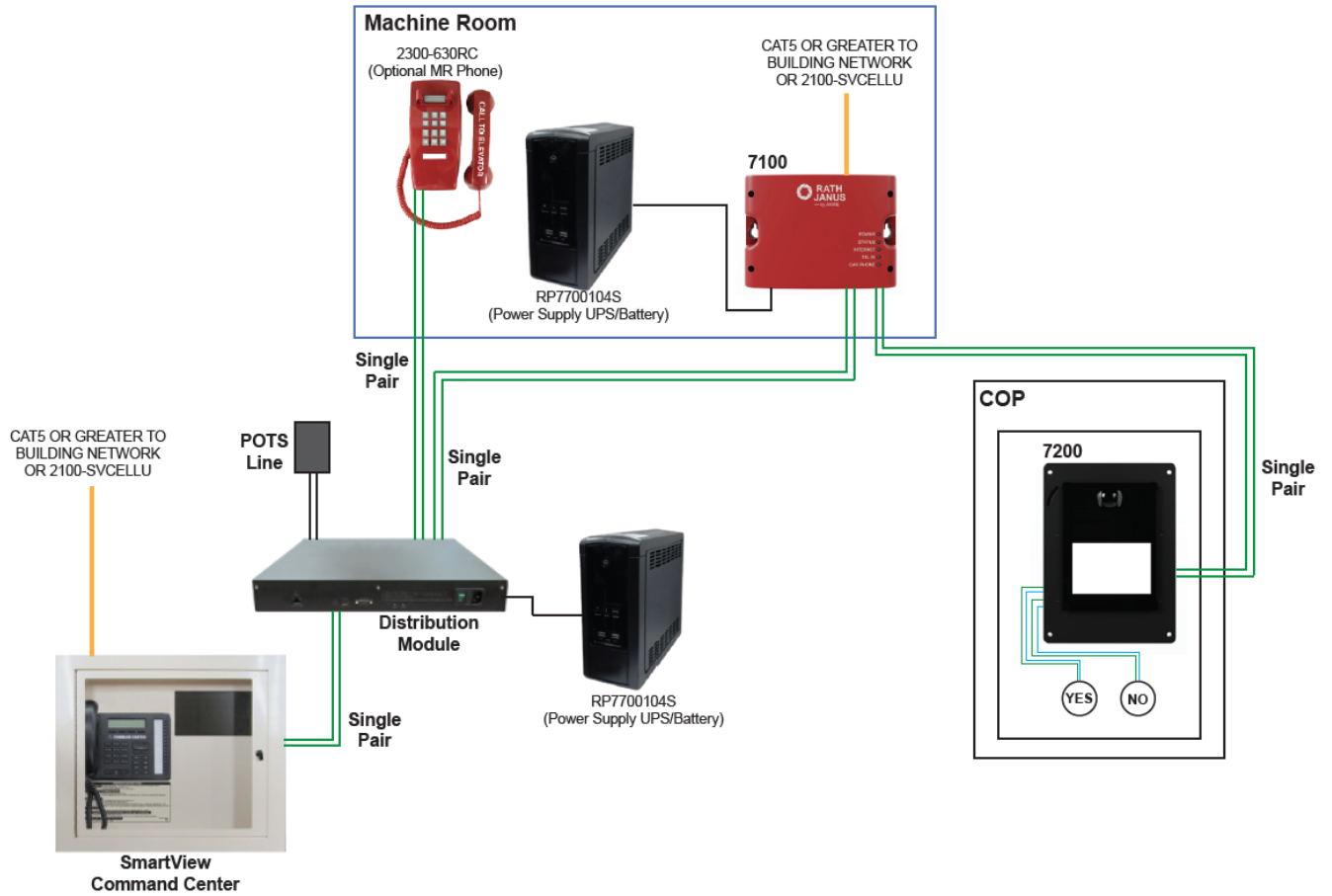
Typical SmartView Command Center Installation with SmartView 7200M and Cellular Gateway



Typical SmartView SmartRescue Installation with SmartView 2 7200M and Cellular Gateway



Typical SmartView Command Center Installation for SmartView 2 with 7200 Elevator Unit



System Order of Operations

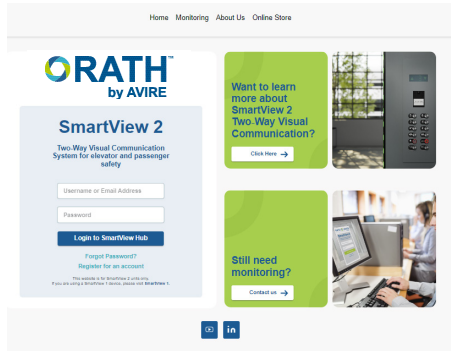
1. Call button pushed. Phone calls out to monitoring service or designated internal station / phone.
2. Upon pickup, monitoring service / designated internal staff either hears location message or has a note in their call management software that the elevator has a SmartView system associated with it and what ID to use.
3. Monitoring agent addresses caller on the audio line. If no verbal communication is established, or if internal process calls for it, agent opens Smartviewhub.com and clicks the “Play” button for the relevant SmartView system (for the device in the cab the call is coming from).
4. Agent clicks the camera icon for the device and opens to the cab-specific screen, immediately seeing video side by side with the text messaging tool.
5. Agent types a message, asking yes/no questions, to establish non-verbal communication.
6. If able, elevator passenger provides yes/no responses to questions using elevator yes/no or door open/close buttons.
7. If help is needed (and agent dispatches accordingly), a message is sent indicating help is on the way. The agent can stay in the program until help arrives

Monitoring Order of Operations

1. The Emergency phone button (connected to elevator unit) is pressed.
2. The Emergency phone (built in for 7200) calls out to monitoring service or designated internal phone.
3. Upon pickup, monitoring service/designated internal staff either hears location message or has note in call management software that the elevator has a SmartView system associated with it and what ID to use.
4. The message/note prompts the agent to open their smartviewhub.com account – which works in parallel with a call center’s call routing/management software - and pull up the applicable device using the SmartView ID.
5. If two-way voice communication is established, call continues over voice. If there is no response from the car, the smartviewhub.com agent interface will be used to attempt text-based communication.
6. Video is accessed/viewed at the same time to assess the situation, specifically to view if a person is incapacitated on the floor of the elevator.

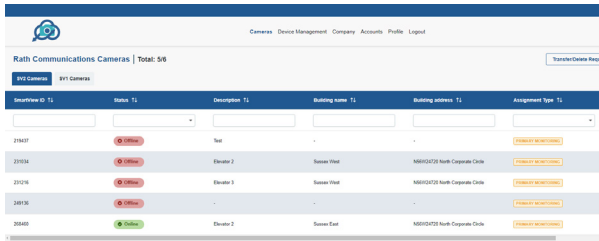
NOTE: A common misconception is that the video is 2-way. The person in the elevator cab does not see a video/feed of a monitoring service agent.

Simplified User Instructions



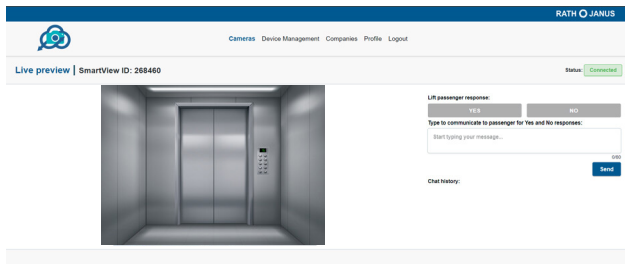
Step 1

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



Step 2

Click **“Play”** icon next to desired camera.



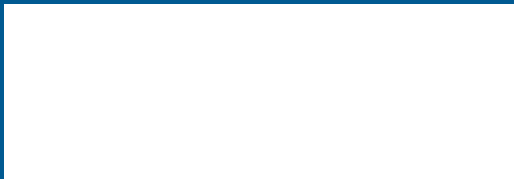
Step 3

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.



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