RATH® JANUS

SmartView Visual Communication

SmartView

Job Name
Wilson Tower

Address of Camera
2722 N 6th Ave
Chicago, IL 60606

Elevator ID/ Description
Building A, Elevator 3

Device ID
RATH12345

Type to communicate with passengers:

Hello, this is the operator. Are you ok?

Response:

SEND
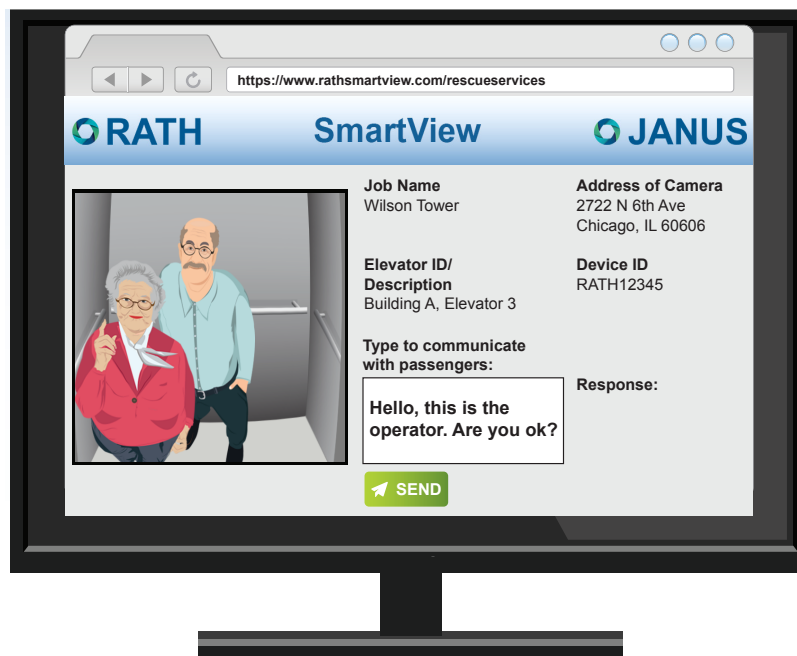
Call Center User Manual

Software Installation on Desktop

The following steps only need to be performed upon initial software setup.

Compatible Internet Browsers: Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari
1. Request your Call Center Security Icon from RATH®.
   Note: The security icon is specific to your Call Center and can be distributed to your peers.
2. You will receive an email with a secure shortcut and icon file. Save these files to your computer.
3. The icon will show as your default browser. If you would like the SmartView Icon, follow the optional steps 4-7 below.
4. Right click on the shortcut named "SmartView" and select **Properties (Figure 1).**
5. Click **Change Icon (Figure 2).**
6. Click **Browse** and navigate to the folder where the "Icon" file was saved **(Figure 3).** Select that file.
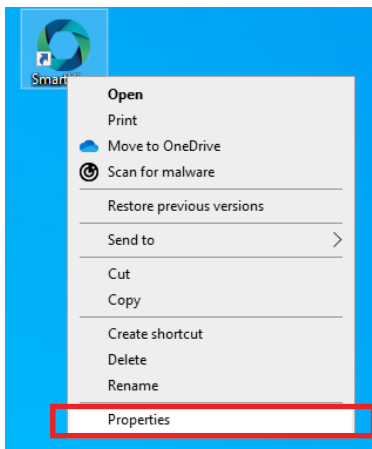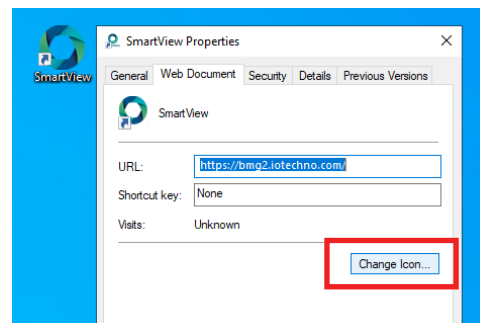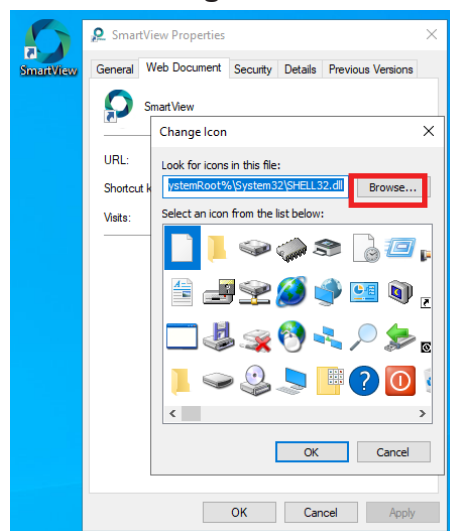**7.** Click **OK.**

Figure 1

Figure 2

Figure 3

The shortcut is now setup and will allow for secure access to the SmartView Cloud Server.

How it Works

When a call is answered at the call center, a pre-recorded location message with a SmartView I.D. will be heard (example: "Highland Hotel, Building A, Elevator 1, SmartView I.D. 123456"). The SmartView I.D. indicates that the elevator is equipped with a SmartView camera system. The location message will play twice.

If you are able to verbally communicate over the phone with the calling party:

Continue the call and no further action is needed.

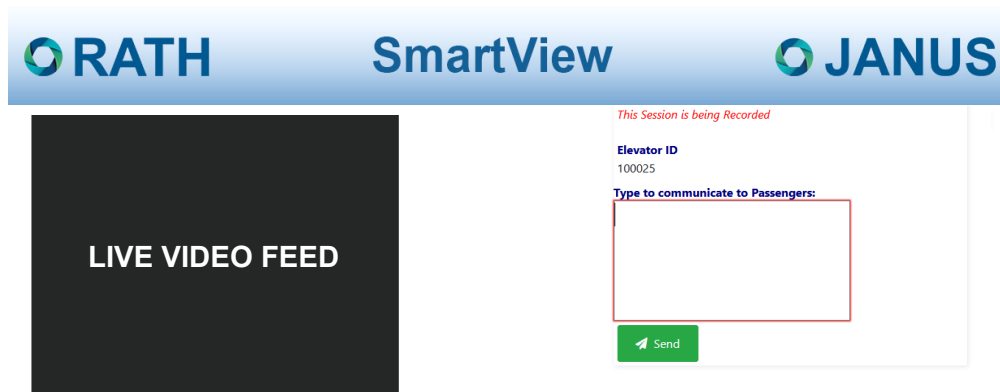**If you are unable to verbally communicate with the calling party:**

1. Open the SmartView software using the SmartView desktop icon.

2. Enter the SmartView I.D. stated at the end of the location message and click the magnifying glass icon or press the **ENTER** key on your keyboard.

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Call Center / Rescue Services
ACCESS: Cameras and Displays

Input SmartView ID

123456 Q

Retrieve Previous Sessions

E-mail Rath Tech Support   Call Tech Support: 800-451-1460 ext 3

3. A live video feed of the elevator car will open in a new browser tab.

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LIVE VIDEO FEED

This Session is being Recorded

Elevator ID
100025

**Type to communicate to Passengers:**

◀ Send

Call Center Note:
When help is dispatched send message stating "Help is on the Way."

**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:**

1. Type a message to the passengers in the text box labeled "Type to Communicate with Passengers".
2. Send the message by clicking the green **Send** button or pressing the **ENTER** key on your keyboard.
   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.
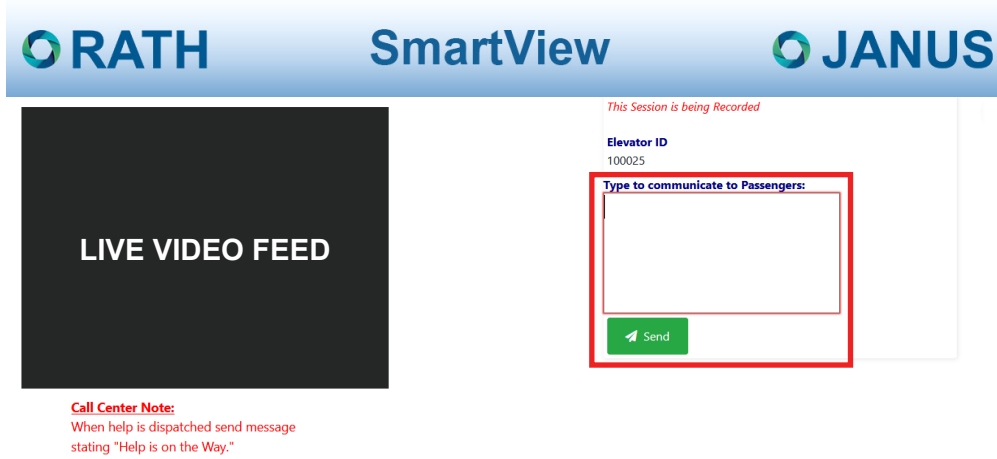

The sent messages will appear to the right of the text box. The passenger response will also appear there.
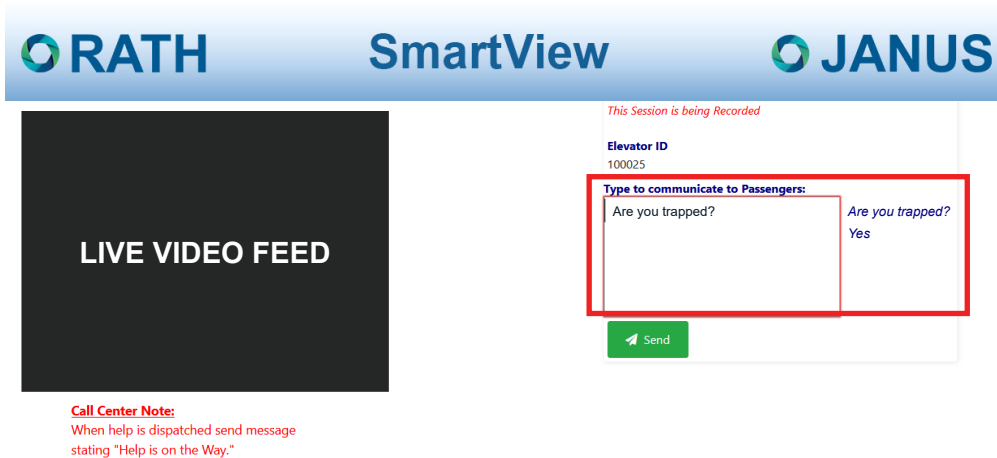
3. If it is determined that rescue services are needed, you **MUST** send a message stating, "Help is on the way". You must remain on the call and view the video feed until help has arrived.
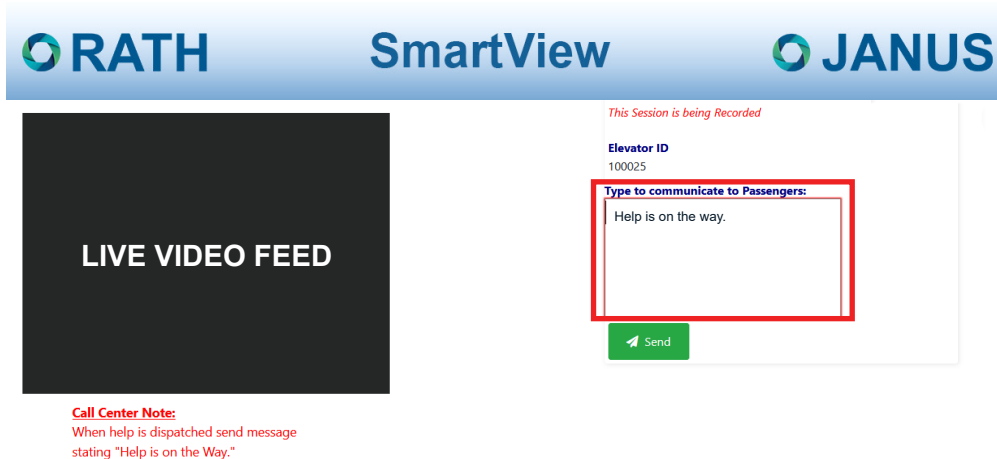
Note: After 10 minutes, a pop-up will appear asking to extend the session for another 10 minutes or close the window.
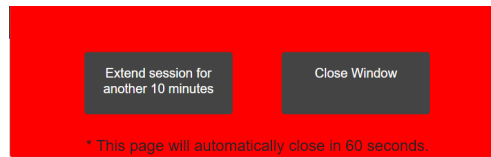
Once rescue services arrive, the session may be ended by closing the browser tab.

Previous Session Retrieval

1. Open the SmartView software using the SmartView desktop icon.

2. Click **Retrieve Previous Sessions** and a new browser tab will open.

3. Search by the SmartView ID.
4. A list of applicable sessions will appear.