

SmartView Hub User Manual

SmartView Hub Monitoring Website

Ver. 7.0 January 2025



Thank you for purchasing the SmartView 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.

Table of Contents

Creating an Account	Page 3
Accessing Account / Home Page Overview	Page 4
Edit/Update Your Personal Profile Settings	Page 5
Edit Your Company Settings	Page 7
Pre-Loaded Messages	Page 8
Add Additional Users to Company	Page 9
Add Devices/Cameras to Your Account	Page 12
Device Management	Page 17
Camera Groups	Page 18
Transfer/Delete Devices from Your Account	Page 21
Cab Communication/Camera Viewing Overview	Page 22
How it Works	Page 22
How to End Session	Page 24
Frequently Asked Questions	Page 25
Simplified User Instructions	Page 26

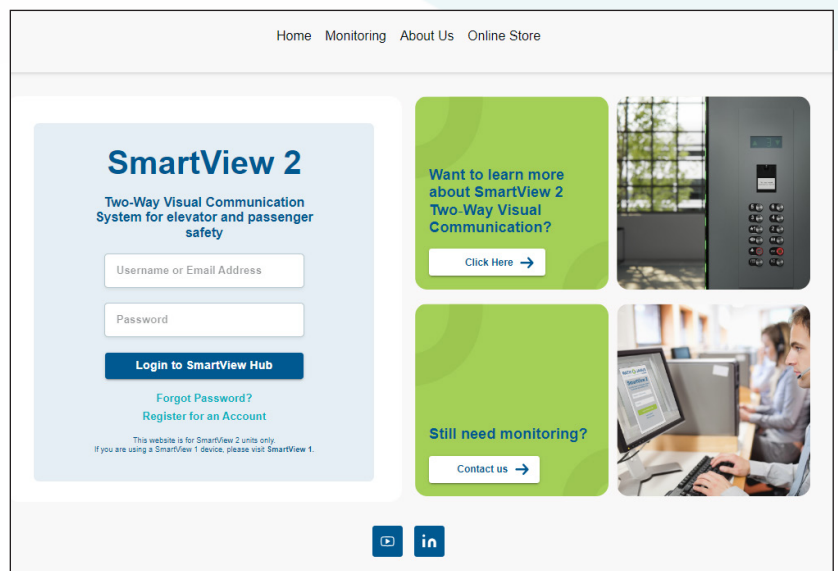
Creating an Account

The RATH™ SmartView system uses a cloud-based website for communicating with and viewing elevator passengers in the event of an emergency call. All administrators and users of this monitoring software platform require a username and password to access their account and are subject to the permissions and capabilities of the role they are assigned or select.

SmartView elevator cab units will only be linked to authorized accounts. To access the monitoring platform, users will need a computer with Internet access. SmartView Hub is cloud-based; there is no software that needs to be downloaded or installed.

To access the site and create a new SmartView Hub account for your organization, please see instructions below.

1. Open a web browser on PC (Microsoft Edge, Google Chrome, Mozilla Firefox, and Apple Safari compatible)
2. Navigate to <https://www.smartviewhub.com>
3. Click “**Request an Account**” at the bottom of the login screen.
4. You will be redirected to the account creation form. Fill out the required information on the form then click “**Send Request**”.
5. When your account is created, you will receive an email prompting you to set your password. **Passwords must be set within 24 hours of receiving the email.** Once the password is set, you can proceed to login to the site.



HELPFUL TIPS:

If a password is forgotten or doesn't work, click “Forgot Password” on the bottom of login screen. This will send a link to the email used for registration to reset the password.

If multiple people from one company need to access the site, they must be added by the Company Administrator when the account is created and populated.

Accessing Your Account: Home Page Overview

After your account is created, you must populate your account with additional users (optional) and SmartView devices. Upon login, you will see the following screen:

The screenshot displays the SmartView Hub interface for 'Rath Communications Cameras'. The top navigation bar includes 'Cameras', 'Device Management', 'Company', 'Accounts', 'Profile', 'Help', and 'Logout'. The main content area shows a 'Total: 5' camera count and a 'Search Fields' section. Below this is a table of camera details with columns for 'SmartView ID', 'Status', 'Description', 'Building name', 'Building address', 'Assignment Type', and 'Monitoring Reference'. Callouts point to various UI elements: 'Total Number of Cameras', 'Camera List', 'Device Management', 'Company Information', 'Company Accounts', 'User Account Information', 'User Guide', 'Create Group', 'Transfer/Delete Request', 'Assign Camera', 'View Camera', 'Group Camera', 'Online/Offline Status', 'Create Camera Group', 'Add Camera to Account', and 'Request to Transfer or Delete a Camera'. A note box at the bottom left explains the 'View Camera' button's availability based on user roles.

Actions	Group	SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
		219437	Online	Elevator 5	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Act # 12345
		231034	Online	Elevator 2	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Act # 12345
		231216	Offline	Elevator 3	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Act # 54321
		249136	Online	Elevator 4	Sussex East	N56 W24720 N. Corporate Cir. Sussex, ...		Act # 54321
		268460	Online	Elevator 1	Sussex East	N56 W24720 N. Corporate Cir. Sussex, ...		Act # 54321

Note: View Camera button will only appear if you are registered as a Monitoring company or an Elevator Installer. If you are registered as Building Manager not doing your own monitoring, you will not have this option.

Edit/Update Your Personal Profile Settings

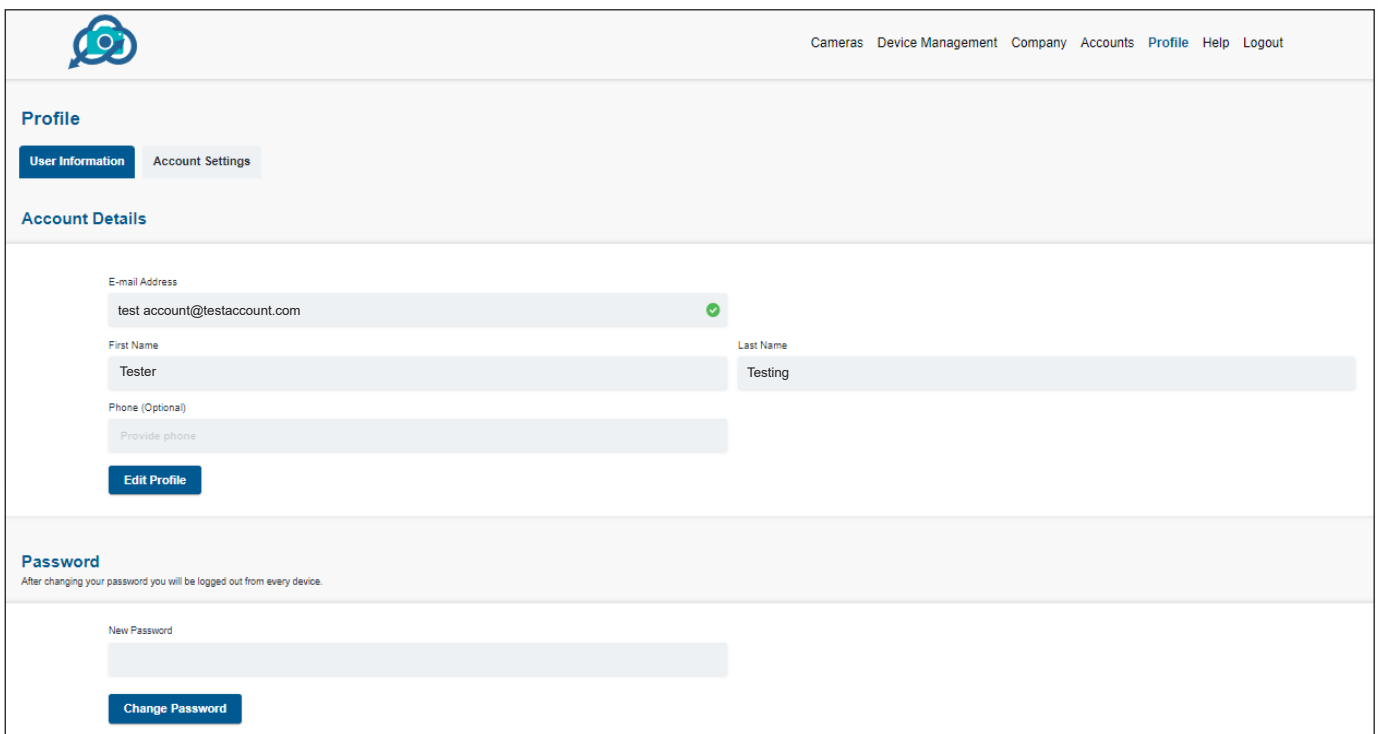
1. Click **“Profile”** in the top menu bar.
2. Click **“Edit profile”** button under your personal information.
3. After changing desired information, click **“Save Profile”**.

Change Password for Account:

1. Click **“Profile”** in the top menu bar.
2. Click **“Change password”** under Password field.
3. Enter new password in **“New Password”** box.

NOTE: Password must contain at least 1 lowercase letter, 1 uppercase letter, 1 special character, 1 number, and at least 8 total characters.

4. Re-enter new password in **“Confirm password”** box.
5. Click **“Save password”** to save.



The screenshot shows the user profile settings page in the SmartView Hub. At the top, there is a navigation bar with the SmartView Hub logo on the left and links for Cameras, Device Management, Company, Accounts, Profile, Help, and Logout on the right. Below the navigation bar, the page is titled "Profile" and has two tabs: "User Information" (selected) and "Account Settings". Under "User Information", there is a section for "Account Details" with the following fields: "E-mail Address" (test.account@testaccount.com), "First Name" (Tester), "Last Name" (Testing), and "Phone (Optional)" (Provide phone). There is an "Edit Profile" button below these fields. Below the "Account Details" section, there is a "Password" section with a note: "After changing your password you will be logged out from every device." There is a "New Password" field and a "Change Password" button below it.

Turn On / Off Two-Factor Authentication for Personal Account:

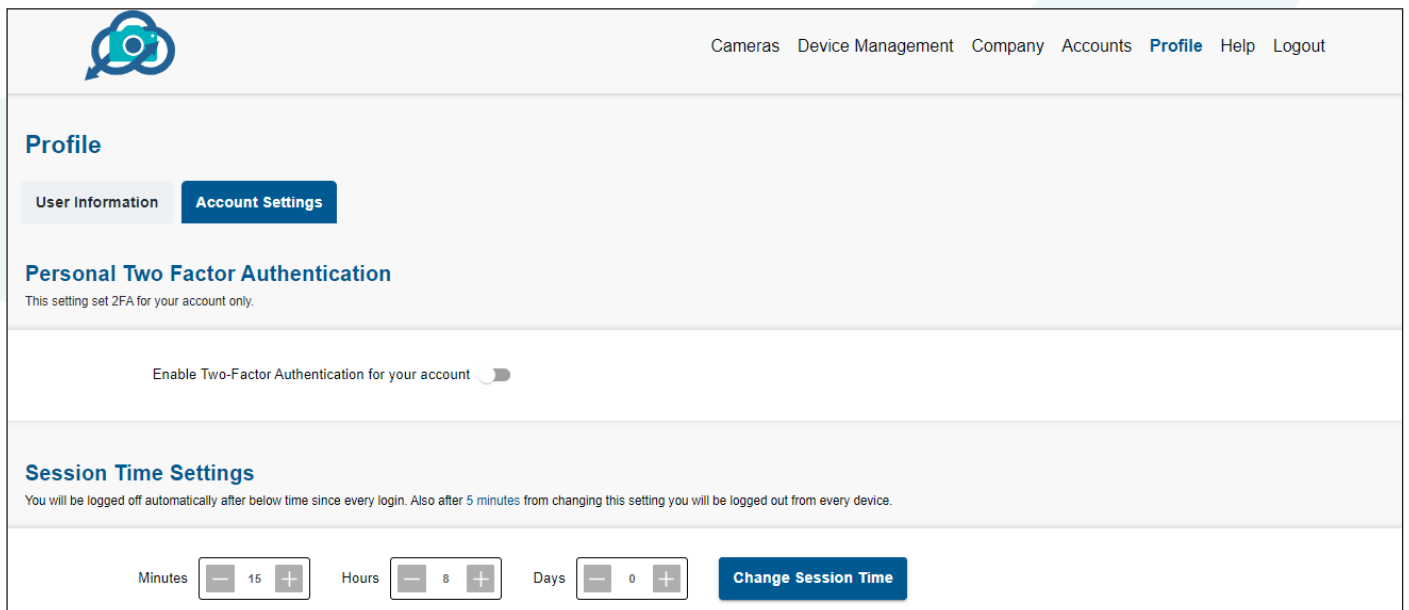
NOTE: Only Company Administrators can turn Two-Factor Authentication on or off for their individual profiles. Company Collaborators cannot edit this functionality.

1. Click **“Profile”** in the top menu bar.
2. Click **“Account Settings”** tab.
3. Scroll down to Personal Two Factor Authentication.
4. Click slide bar next to **“Enable Two-Factor Authentication for your account”** to turn on or off.
5. Click **“Save password”** to save.

Change Session Time:

The session time is the amount of time the system will automatically log a user out after a set time of inactivity.

1. Click **“Profile”** in the top menu bar.
2. Click **“Account Settings”** tab.
3. Click **“Change Session Time”**.
4. Change minutes, hours, and / or days to desired time.
5. Click **“Save”**.



The screenshot displays the user interface for a personal account profile. At the top, there is a navigation bar with the SmartView Hub logo and links for Cameras, Device Management, Company, Accounts, Profile, Help, and Logout. The 'Profile' section is active, with 'Account Settings' selected. Under 'Personal Two Factor Authentication', there is a toggle switch for 'Enable Two-Factor Authentication for your account' which is currently turned off. Below this, the 'Session Time Settings' section is visible, with a note: 'You will be logged off automatically after below time since every login. Also after 5 minutes from changing this setting you will be logged out from every device.' The settings are: Minutes (15), Hours (8), and Days (0). A 'Change Session Time' button is located at the bottom right of the settings area.

Edit Your Company Settings

1. Click **“Company”** in the top menu bar.
2. Click **“Edit Company”** button under your company information.
For logging and billing purposes, users can only change the company phone number. If any other information needs to be modified or changed, please contact RATH support at 1-800-451-1460 ext. 4.
3. After changing desired information, click **“Save Company”**

Turn On / Off Two-Factor Authentication for all company users:

1. Click **“Company”** in the top menu bar.
2. Scroll down to Personal Two Factor Authentication.
3. Click slide bar next to **“Enable Two-Factor Authentication for your account”** to turn on or off. This will enable or disable two-factor authentication for all users on the company account.

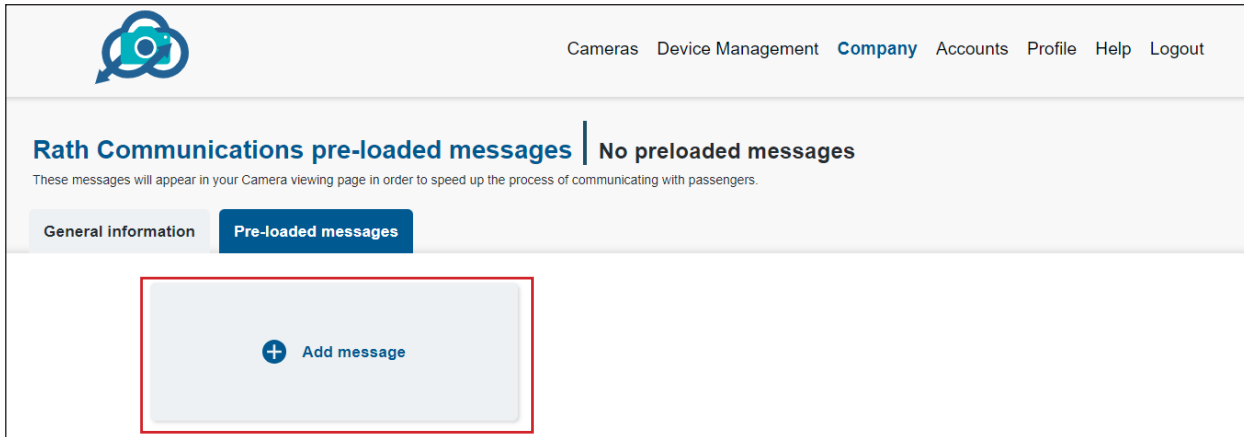
The screenshot displays the 'Your Company details' page. At the top right, the navigation menu includes 'Cameras', 'Device Management', 'Company' (highlighted with a red box), 'Accounts', 'Profile', 'Help', and 'Logout'. The main content area is divided into several sections:

- Your Company details:** Includes tabs for 'General information' and 'Pre-loaded messages'. Fields include Company ID, Company Name (Rath Communications), Phone (+1 800-451-1460), State (WI), City (Sussex), Address (NS6W24720 North Corporate Circle), and ZIP Code (53089). An 'Edit company' button is present.
- Company type:** Features a 'Company type' dropdown set to 'Monitoring Company', a 'Maximum number of cameras' field set to '6', and a checked 'Monitoring License' checkbox.
- Billing information:** Contains fields for Billing Contact Name, Billing Contact Role, Billing Contact Phone number, and Billing Contact E-mail address, all currently set to 'Not provided'.
- Company Two Factor Authentication:** A section with a sub-header and a note: 'This setting set 2FA for Company Administrators' accounts and all Company Collaborators' users.' Below this is a toggle switch labeled 'Enable Two-Factor Authentication for Company' which is currently turned off.

Add Pre-loaded Response Messages

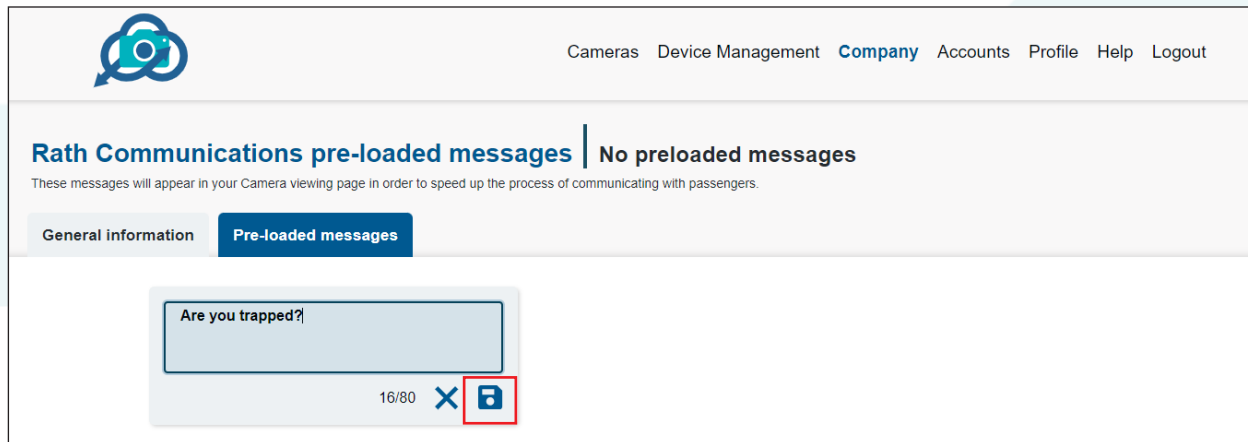
For increased response time while answering emergency calls, the SmartView Hub can have up to 10 text messages pre-loaded. Companies can set their own messages to allow for the proper verbiage and procedures to be followed.

1. In **"Company"** click the **"Pre-loaded messages"** tab.
2. Click the **"Add message"** box.



3. Enter the desired message into the text box then click the save icon.

NOTE: Messages can contain up to 80 characters.



- Repeat steps 2 and 3 until all desired messages have been entered.

Cameras Device Management **Company** Accounts Profile Help Logout

Rath Communications pre-loaded messages | Total: 1

These messages will appear in your Camera viewing page in order to speed up the process of communicating with passengers.

General information **Pre-loaded messages**

Are you trapped?

+ Add message

Add Additional Users to Company (Optional)

SmartViewHub has the ability for a company administrator to add additional users. There are two access levels a user can be given, Company Administrator or Company Collaborator. Company Administrators have full administrative access on the site. They can add/delete/edit cameras along with add/delete/edit users. Administrators can also turn on/off two-factor authentication for the company.

Company collaborators are users who can view the cameras in the event of an emergency but cannot add/delete/edit cameras or add/delete/edit users. Company collaborator access level should be given to users who only need to view cameras such as employees at call centers, monitoring employees, or security desks.

- Click “**Accounts**” from the top of the page.

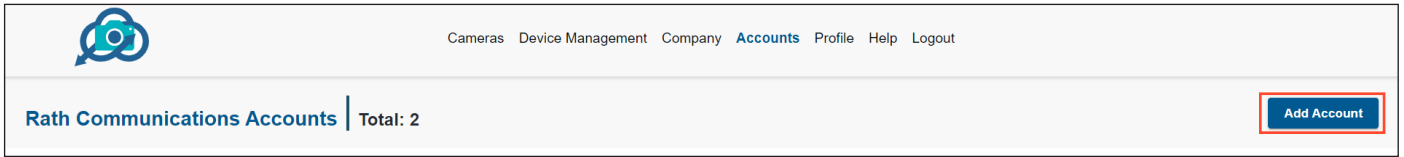
Cameras Device Management Company **Accounts** Profile Help Logout

Rath Communications Accounts | Total: 2

Add Account

First name	Last name	E-mail	Role	Actions
Susan	Monitoring	susan.monitoring@monitoring.com	Company Administrator	
Katie	Dispatch	katie.dispatch@monitoring.com	Company User	

2. Click **“Add Account”** button in the top right corner.



3. Fill out username, role (either Company Administrator or Company Collaborator), First Name, Last Name Phone Number (If desired) and e-mail address fields. Click **“Add”** in top right corner to save. User will be sent an email to the email address entered in this step to set their own password.

NOTE: This information can be modified at a later time by clicking “Edit” button next to username in Accounts menu.

The screenshot shows the 'Add Account' form. At the top, the navigation bar includes the logo and menu items: Cameras, Device Management, Company, Accounts, Profile, Help, Logout. A red circle with the number '1' is placed over the 'Accounts' menu item. Below the navigation bar, the 'Add Account' title is on the left, and a blue 'Add Account' button is on the right, highlighted with a red box and a red circle with the number '2'. A red bracket connects the 'Add Account' button to the form fields. The form fields include: E-mail address (text input), Role (dropdown menu), First name (text input), Last name (text input), and Phone (Optional) (text input). Below the form, there is a section for 'Account Two Factor Authentication' with a toggle switch labeled 'Enable Two-Factor Authentication for Account' which is currently turned on. At the bottom, there is a 'Session time settings' section with three input fields: Minutes (set to 15), Hours (set to 0), and Days (set to 0). Each field has minus and plus buttons for adjustment.

- Repeat steps 2 and 3 until all users are created.
- Once password has been set by the company collaborator, they will log in to smartviewhub.com using their username and password.

Optional Settings

When adding a new user, the company administrator also has the ability to turn on two-factor authentication and set a session time. Two-Factor Authentication will require the user to enter an authorization code received via email to login to smartviewhub.com. Setting a session time will modify how long after a period of inactivity by a user on the site before they are automatically logged out. The default is 15 minutes.

Account Two Factor Authentication
This setting set 2FA for this account only.

Enable Two-Factor Authentication for Account

Session time settings
You will be logged off automatically after the time specified below since every login.

Minutes Hours Days

Turn On / Off Two-Factor Authentication for Personal Account:

- Click “**Accounts**” in the top menu bar.
- Click “**Edit**” icon next to desired user.
- Scroll down to Personal Two Factor Authentication.
- Click slide bar next to “**Enable Two-Factor Authentication for your account**” to turn on or off.

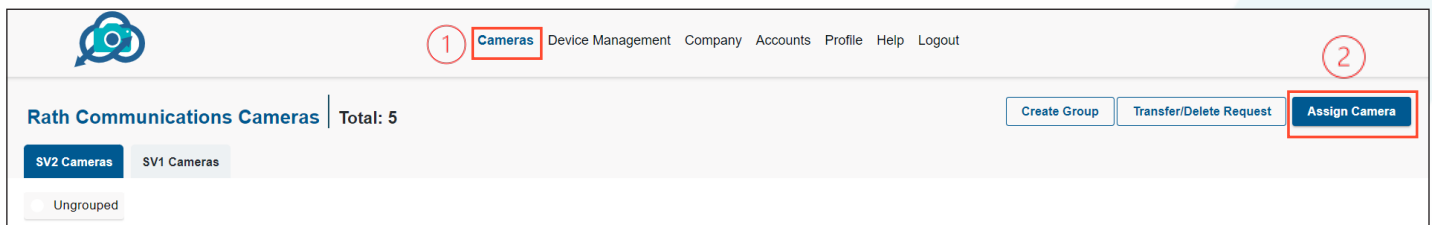
Change Session Time:

- Click “**Accounts**” in the top menu bar.
- Click “**Edit**” icon next to desired user.
- Click “**Change Session Time**”.
- Change minutes, hours, and / or days to desired time.
- Click “Save”.

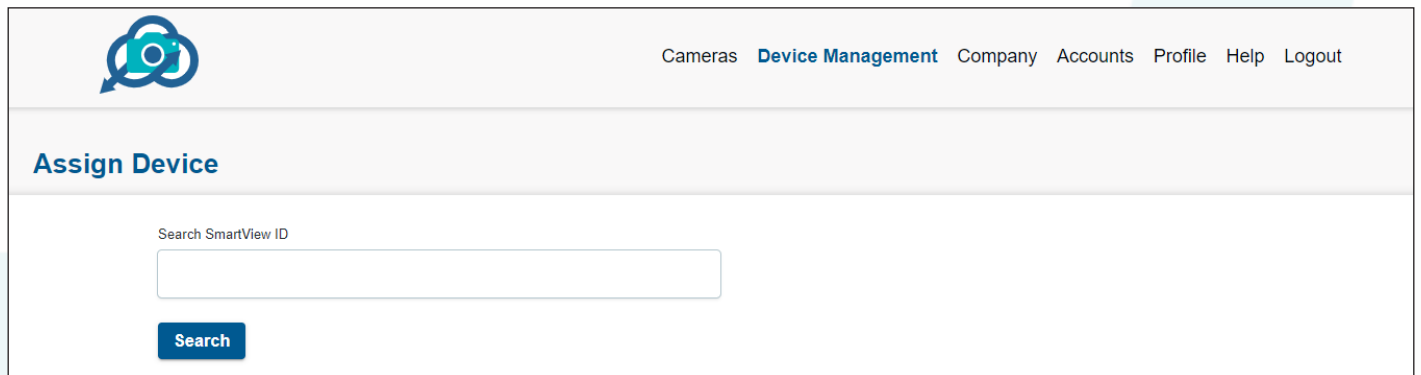
Add Devices / Cameras to Your Account

Elevator cab units must be linked to a SmartView Hub account to be able to view the camera feed and utilize the text messaging feature. If units are not linked to the account, the monitoring party will not be able to view them and communicate with passengers. SmartView 2 systems can be assigned to one Primary Monitoring company and one Secondary Monitoring company. Units can also be added to one Building Manager account and one Install/Test Device Account. SmartView 1 devices are unable to have roles assigned to them. This document will cover assigning a unit to a Primary Monitoring company. Follow the instructions below to add units to your account.

1. Once logged in to smartviewhub.com, click the **“Cameras”** option at the top of the page.
2. Click the **“Assign Camera”** button in the top right corner.



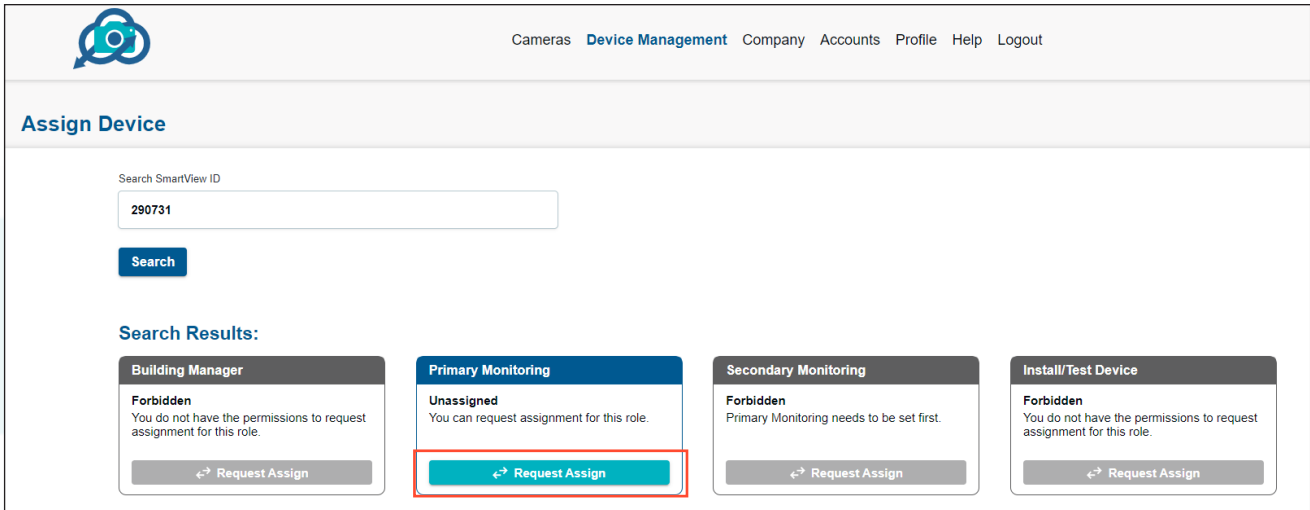
3. On the **“Assign Device”** page, type in the SmartView ID you are trying to add to your account. Then click **“Search”**



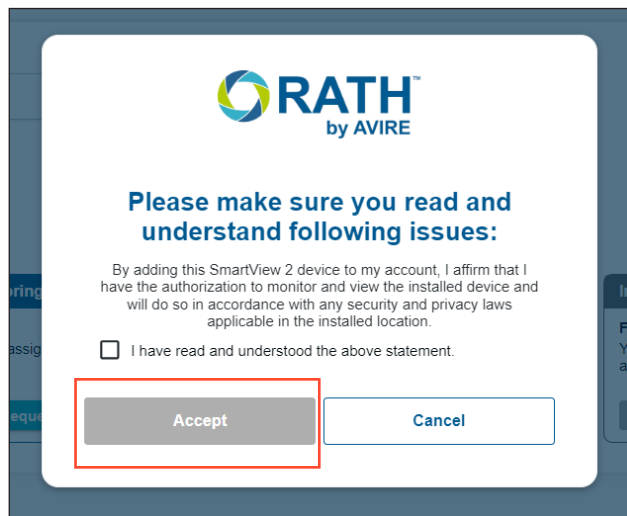
4. Once search is complete, you will see available assignment options. Click **“Request Assign”** under **“Primary Monitoring”**

NOTE: A Primary Monitoring company must be assigned before a Secondary Monitoring can be added.

NOTE: If you have an installer or building owner account, click on the applicable available option.



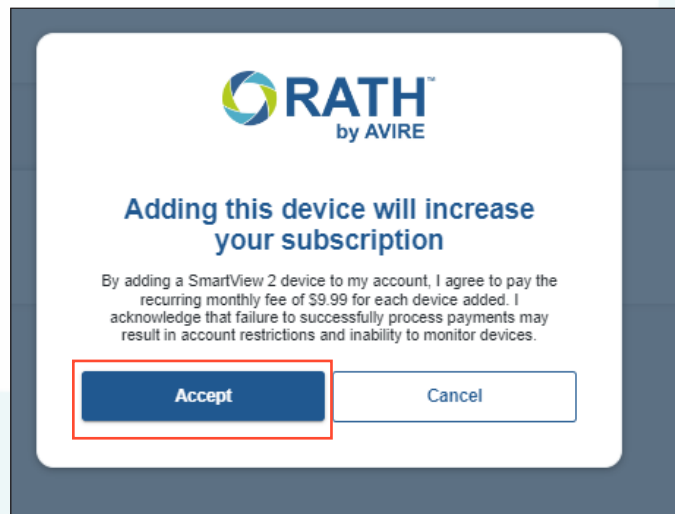
5. A window will pop up that requires you to acknowledge you have the authorization to add the device to your account. Check the acknowledgment box, then click "Accept".



6. After accepting, the Device Information page will appear. In the Device Information settings, type in the desired Description, Building Name, and Building Address for the device. This information will show up next to the SmartView ID on the Cameras page. The description, building name, and building address can be modified at a later time by going to the Device Management page and clicking the "Edit" button next to the desired camera. Click "Assign" button to complete.

- If you have a monitoring account, or a building owner with monitoring account a window will pop up that requires you to acknowledge adding the camera to your account will increase your subscription. Click "Accept" to add the device to your account.

NOTE: If the account is an Installer or Building Owner (No Monitoring) account type, there is no charge for adding devices as those account types are test only or no video access style accounts.

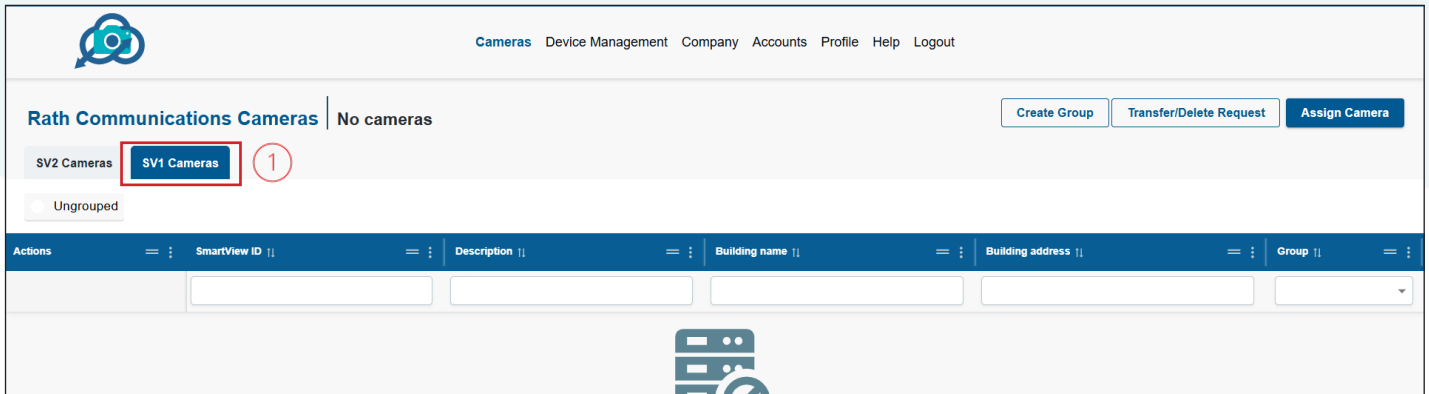


- Repeat steps 2-7 for any additional SmartView 2 devices / cameras.

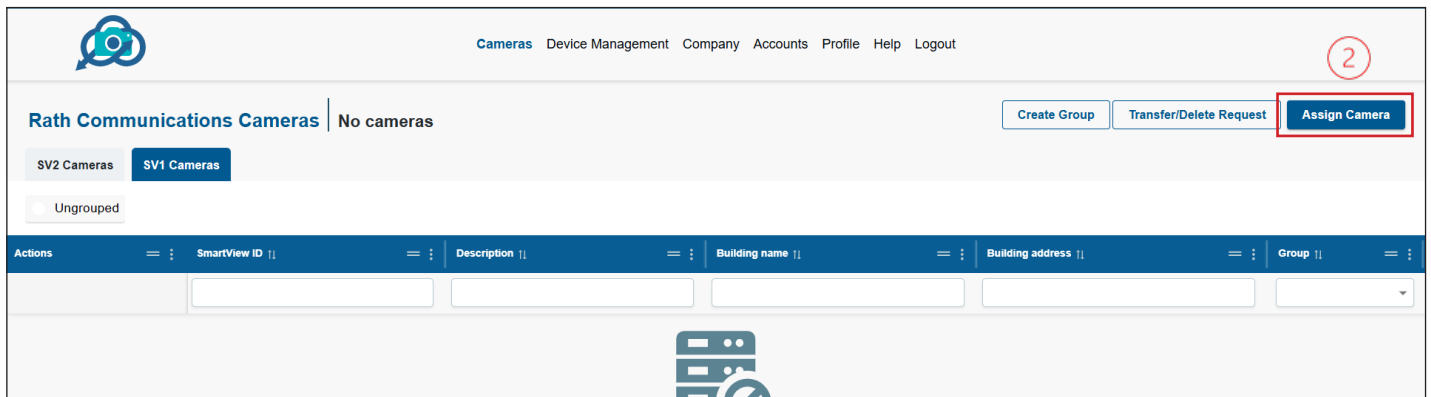
Add SmartView 1 Cameras to Your Account

The SmartView Hub is also used to view legacy SmartView 1 devices. SmartView 1 devices are unable to have roles assigned to them like SmartView 2 devices. There is no cost for the viewing and monitoring of SmartView 1 devices on the SmartView Hub. The steps to add a SmartView 1 devices is the same for all SmartView Hub account types (monitoring, building owner, and installer / maintenance. Follow the instructions below to add units to your account.

1. On the Cameras page, click the **SV1 Cameras** tab on the left side of the page.

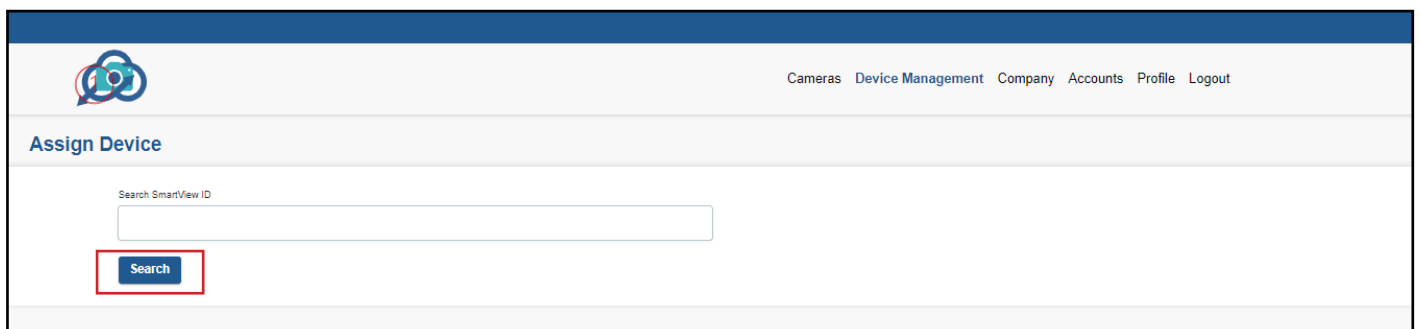


2. Once in the SV1 Cameras tab, click the **"Assign Camera"** button in the top right corner



3. In the Assign Device window, enter the SmartView ID for the device you're trying to test in the Search SmartView ID field, then click the **"Search"** button.

NOTE: The SmartView ID is found on the back of the SmartView 1 controller board.



- After search results appear, check the box next to "I understand that this is a SV1 device and cannot be assigned a role box. Then click **"Assign"**.

Cameras **Device Management** Company Accounts Profile Help Logout

Assign Device

Search SmartView ID
104226

I understand that this is a SV1 camera and it can't be assigned with a role.

Assign

- In the "Device Information" window, enter the device information if desired then click **"Save"** on the right side of the page.

NOTE: Fields on Device Information page are not necessary to fill out for testing unless desired.

Cameras **Device Management** Company Accounts Profile Help Logout

Device Information

You are requesting for assignment for a 104226 Smartview ID

Cancel **Save**

Description: (eg. West Elevator 1)

Building Name:

Building Address:
City, ZIP Code, Street and Building number

- The added SmartView 1 device will automatically appear on the camera list and is ready for testing.

Cameras **Device Management** Company Accounts Profile Help Logout

Rath Communications Cameras | Total: 2

Create Group Transfer/Delete Request **Assign Camera**

SV2 Cameras **SV1 Cameras**

Ungrouped

Actions	SmartView ID {}	Building Name {}	Building Address {}	Description {}	Group {}
	100285				
	104226	Rath Communications	N56 W24720 N. Corporate Cir. Sussex, WI 53089	Tech Lab	

Device Management

1. Once logged in to smartviewhub.com, click the **“Device Management”** in the top menu bar.

Actions	Group	SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
		219437	Online	Elevator 5	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct # 12345
		231034	Online	Elevator 2	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct # 12345
		231216	Offline	Elevator 3	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct # 54321
		249136	Online	Elevator 4	Sussex East	N56 W24720 N. Corporate Cir. Sussex, ...		Acct # 54321
		268460	Online	Elevator 1	Sussex East	N56 W24720 N. Corporate Cir. Sussex, ...		Acct # 54321

2. Using bottom scroll bar, scroll to the right to view **“Edit”** button for desired camera.
3. Under Device Information, Click **“Edit”** button.
4. Enter new information into Description, Building Name, and/or Building Address fields.

If you need to edit or update the device information at any time after initial setup, you can do so with Device Management.

5. Click **“Save”** to submit changes.
6. Monitoring reference is a unique identifier proprietary to the company monitoring the device / camera. To change Monitoring Reference field, click **“Edit”**.
7. Enter new information into Monitoring Reference field.
8. Click **“Save”** to submit changes.

Device Information

Description: Elevator 5
e.g. West Elevator 1

Building Name: Rath by AVIRE

Building Address: N56 W24720 N. Corporate Cir. Sussex, WI 53089
City, ZIP Code, Street and Building number

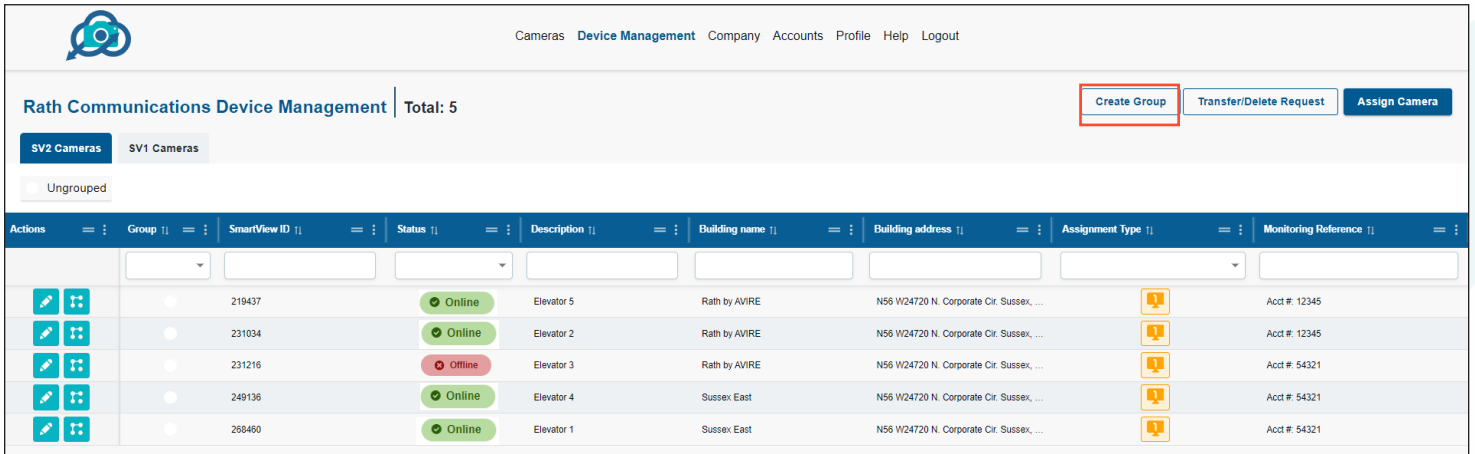
Monitoring

Monitoring Reference: Acct #: 12345

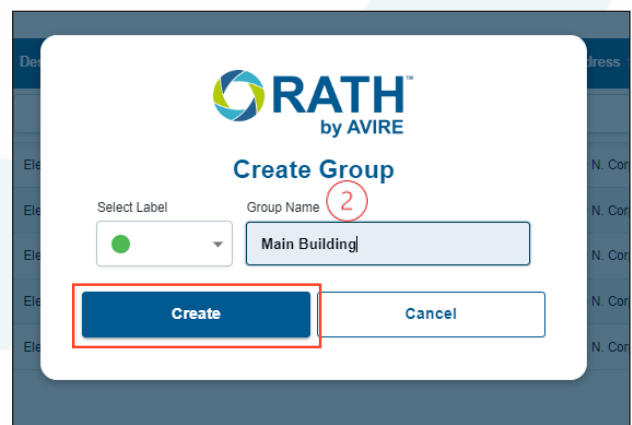
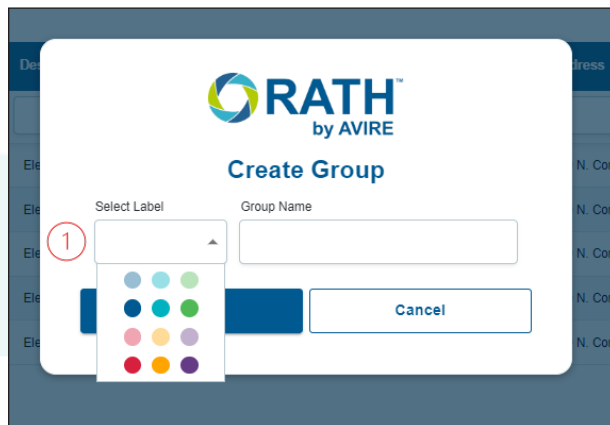
Camera Groups

The SmartView Hub has the option for SmartView 2 devices to be put into groups for faster device identification. Groups can be set by a company administrator. Some examples of groups could be by building name, by elevator maintenance company, or by account.

1. To create a group, click the "Create Group" button on the Device Management or Camera Page.



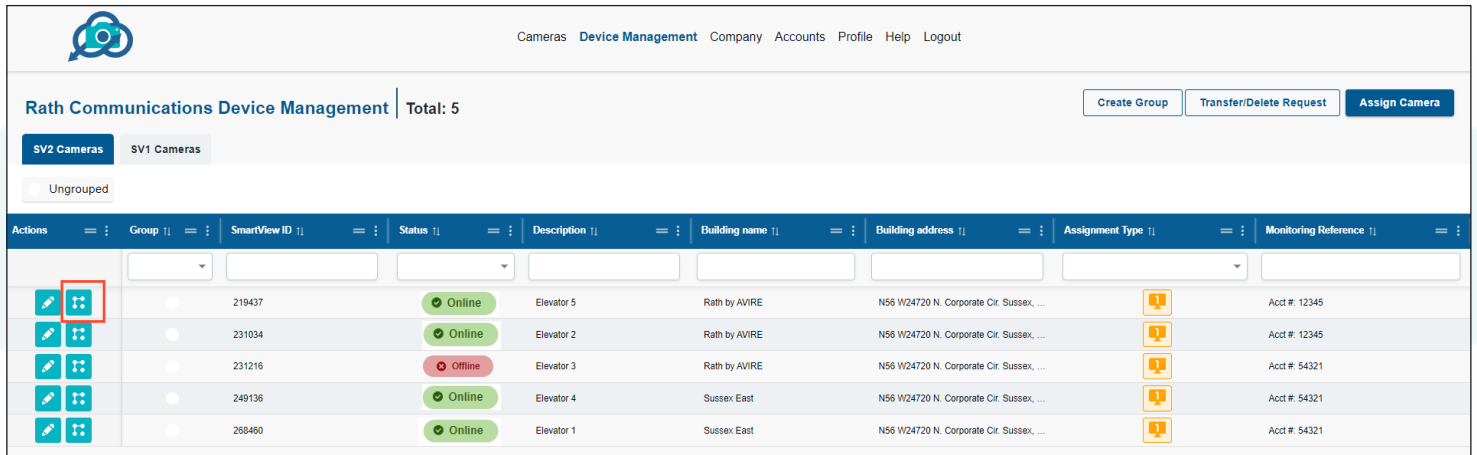
2. In the Create Group window, click the drop down arrow under Select Label. Click the desired colored identifier for the group and add the desired group name in the Group Name field.
3. Click "Create" to create the group.



4. Repeat steps 1-3 for any additional groups you wish to create.

Add / Remove Cameras From Group

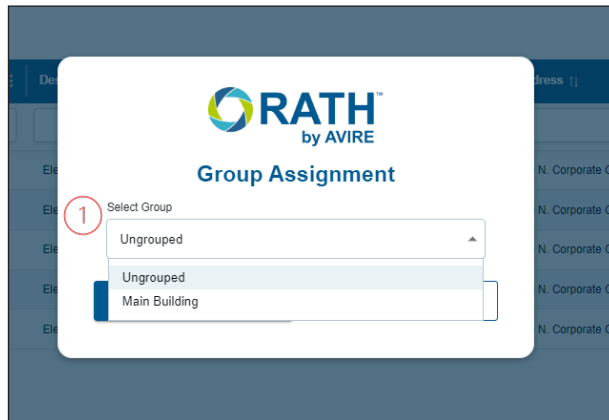
1. To add a camera to a group, on the Cameras page, click the "Assign to Group" button next to the desired SmartView 2 device.



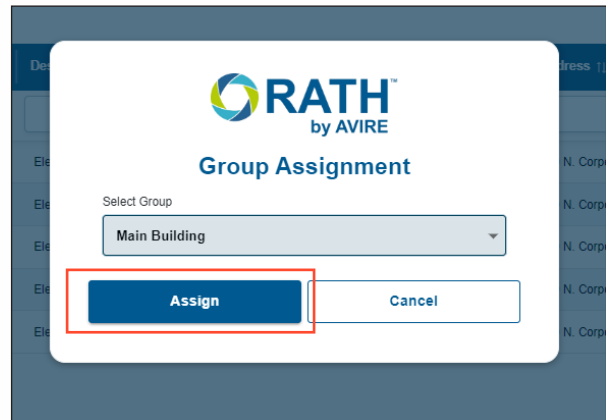
The screenshot shows the 'Rath Communications Device Management' interface. At the top, there are navigation links for 'Cameras', 'Device Management', 'Company', 'Accounts', 'Profile', 'Help', and 'Logout'. Below the navigation, there are buttons for 'Create Group', 'Transfer/Delete Request', and 'Assign Camera'. The main content area shows a table of cameras with columns for 'Actions', 'Group', 'SmartView ID', 'Status', 'Description', 'Building name', 'Building address', 'Assignment Type', and 'Monitoring Reference'. The 'Status' column shows 'Online' or 'Offline' with corresponding icons. The 'Assignment Type' column shows a dropdown menu with an 'Assign' button highlighted by a red box.

Actions	Group	SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
		219437	Online	Elevator 5	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct #: 12345
		231034	Online	Elevator 2	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct #: 12345
		231216	Offline	Elevator 3	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct #: 54321
		249136	Online	Elevator 4	Sussex East	N56 W24720 N. Corporate Cir. Sussex, ...		Acct #: 54321
		268460	Online	Elevator 1	Sussex East	N56 W24720 N. Corporate Cir. Sussex, ...		Acct #: 54321

2. In the Group Assignment window, click the select group drop-down then click on the group you want that device to join.
3. Click "Assign" to add camera to the group or "Ungrouped" to remove a camera from a group.

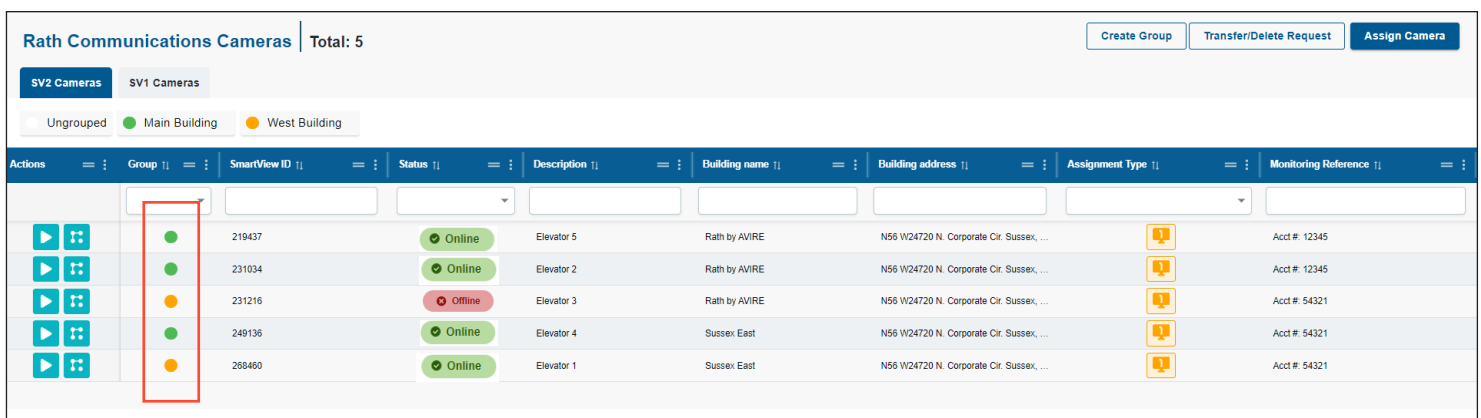


The screenshot shows the 'RATH by AVIRE Group Assignment' dialog box. It has a 'Select Group' dropdown menu with options: 'Ungrouped', 'Ungrouped', and 'Main Building'. A red circle with the number '1' is around the dropdown menu.



The screenshot shows the 'RATH by AVIRE Group Assignment' dialog box. It has a 'Select Group' dropdown menu with the option 'Main Building' selected. Below the dropdown are two buttons: 'Assign' and 'Cancel'. The 'Assign' button is highlighted with a red box.

4. Repeat steps 1-4 until all desired cameras are grouped.



The screenshot shows the 'Rath Communications Cameras' interface. At the top, there are navigation links for 'Cameras', 'Device Management', 'Company', 'Accounts', 'Profile', 'Help', and 'Logout'. Below the navigation, there are buttons for 'Create Group', 'Transfer/Delete Request', and 'Assign Camera'. The main content area shows a table of cameras with columns for 'Actions', 'Group', 'SmartView ID', 'Status', 'Description', 'Building name', 'Building address', 'Assignment Type', and 'Monitoring Reference'. The 'Group' column shows 'Ungrouped', 'Main Building', or 'West Building'. The 'Status' column shows 'Online' or 'Offline' with corresponding icons. The 'Assignment Type' column shows a dropdown menu with an 'Assign' button highlighted by a red box.

Actions	Group	SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
	Main Building	219437	Online	Elevator 5	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct #: 12345
	Main Building	231034	Online	Elevator 2	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct #: 12345
	West Building	231216	Offline	Elevator 3	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct #: 54321
	Main Building	249136	Online	Elevator 4	Sussex East	N56 W24720 N. Corporate Cir. Sussex, ...		Acct #: 54321
	West Building	268460	Online	Elevator 1	Sussex East	N56 W24720 N. Corporate Cir. Sussex, ...		Acct #: 54321

To View Camera Groups:

1. On the Cameras or Device Management page, click the desired group under the SV2 Cameras tab.

Rath Communications Cameras | Total: 5

SV2 Cameras | SV1 Cameras

Ungrouped | **Main Building** | West Building

Actions	Group	SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
	●	219437	● Online	Elevator 5	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct # 12345
	●	231034	● Online	Elevator 2	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct # 12345
	●	231216	● Offline	Elevator 3	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, ...		Acct # 54321
	●	249136	● Online	Elevator 4	Sussex East	N56 W24720 N. Corporate Cir. Sussex, ...		Acct # 54321
	●	268460	● Online	Elevator 1	Sussex East	N56 W24720 N. Corporate Cir. Sussex, ...		Acct # 54321

2. When a group is selected, only cameras in that group will appear on the Camera or Device Management screens.

Rath Communications Cameras | Total: 3

SV2 Cameras | SV1 Cameras

Ungrouped | **Main Building** | West Building

Group Main Building Devices

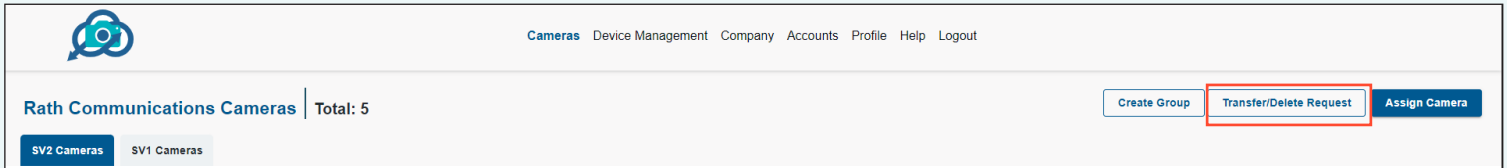
Actions	SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
	219437	● Online	Elevator 5	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, WI ...		Acct # 12345
	231034	● Online	Elevator 2	Rath by AVIRE	N56 W24720 N. Corporate Cir. Sussex, WI ...		Acct # 12345
	249136	● Online	Elevator 4	Sussex East	N56 W24720 N. Corporate Cir. Sussex, WI ...		Acct # 54321

To clear the group view, click **Camera or Device Management** in the top menu bar.

Transfer / Delete Devices from Your Account

The SmartView Hub has the option for users to transfer or delete SmartView 2 devices on their account. Transfer allows you to move a device from your account to another monitoring entity. Deleting will remove the device from your account. Both options will result in company administrators and collaborators to no longer view the devices or see them on their account.

1. Once logged in to smartviewhub.com, click the **“Transfer/Delete Request”** button at the top of the page.

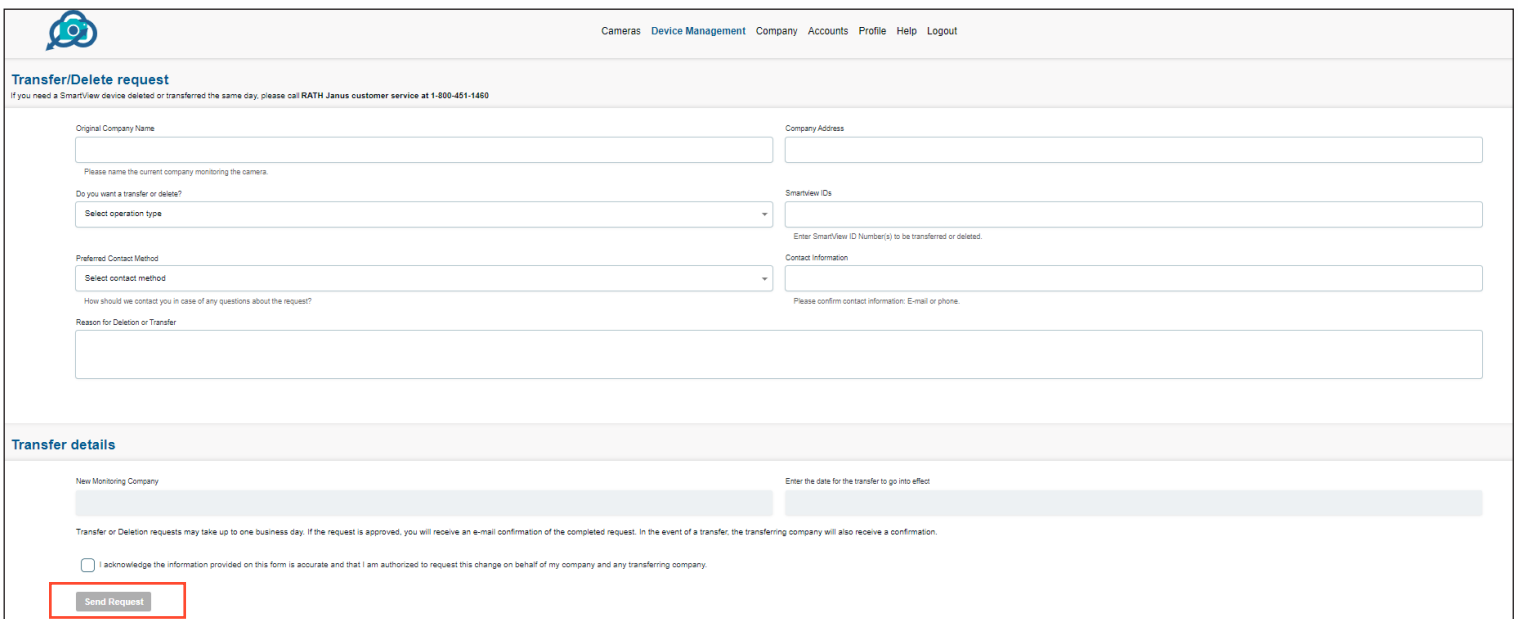


The screenshot shows the top navigation bar of the SmartView Hub. The navigation menu includes: Cameras, Device Management, Company, Accounts, Profile, Help, Logout. Below the navigation bar, the user's account information is displayed: Rath Communications Cameras | Total: 5. There are three buttons: 'Create Group', 'Transfer/Delete Request' (highlighted with a red box), and 'Assign Camera'. Below these buttons, there are two tabs: 'SV2 Cameras' and 'SV1 Cameras'.

2. In Transfer/Delete Request form, enter the Company Name and Company Address.
3. In the drop-down box, select if you want to Transfer or Delete the camera.
4. Enter the SmartView ID numbers for the units you would like to be transferred or deleted.
5. Select your preferred contact method and contact information.
6. Enter the reason for deletion or transfer in the reason field.

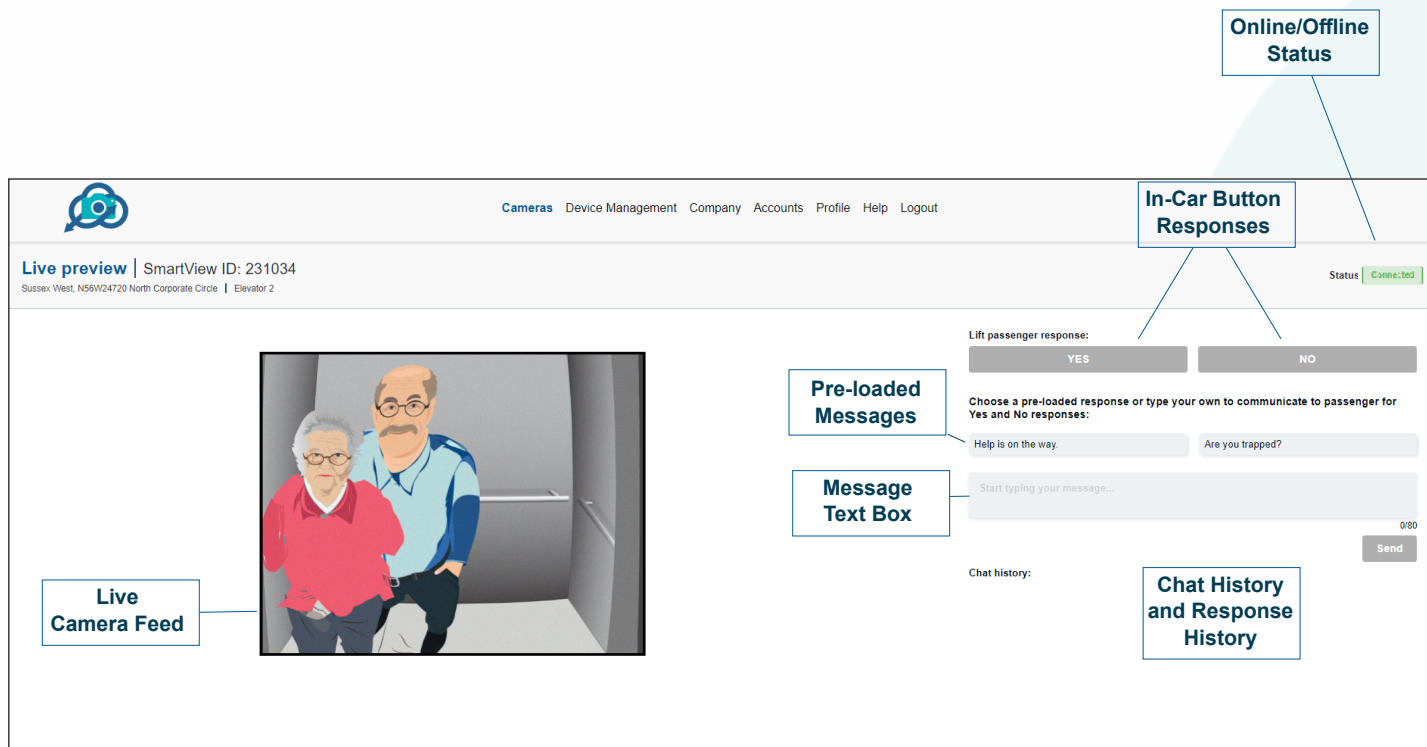
If Transferring: Enter the new monitoring company and the date the transfer should go into effect in the **“Transfer Details”** fields.

7. Check the box acknowledging the form accuracy, then click **“Send Request”**



The screenshot shows the 'Transfer/Delete request' form. The form is divided into two main sections: 'Transfer/Delete request' and 'Transfer details'.
Transfer/Delete request section:
- Original Company Name: Text input field.
- Company Address: Text input field.
- Do you want a transfer or delete?: Select operation type (dropdown menu).
- Preferred Contact Method: Select contact method (dropdown menu).
- Reason for Deletion or Transfer: Text input field.
- SmartView IDs: Text input field with a note: 'Enter SmartView ID Number(s) to be transferred or deleted.'
- Contact Information: Text input field with a note: 'Please confirm contact information, E-mail or phone.'
Transfer details section:
- New Monitoring Company: Text input field.
- Enter the date for the transfer to go into effect: Text input field.
- Acknowledgment: A checkbox with the text: 'I acknowledge the information provided on this form is accurate and that I am authorized to request this change on behalf of my company and any transferring company.'
- Send Request: A button highlighted with a red box.

Cab Communication/Camera Viewing Page Overview



How It Works

A rider will press the emergency phone button in the elevator, prompting the phone to call out to a monitoring service or an answering party. When the call is answered, a pre-recorded location message with a SmartView ID will be played (example: “Highland Hotel, Building A, Elevator 1, SmartView ID. 123456”). The location message will play on a loop until any key on the phone being used to answer the call is pressed to stop it.

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.

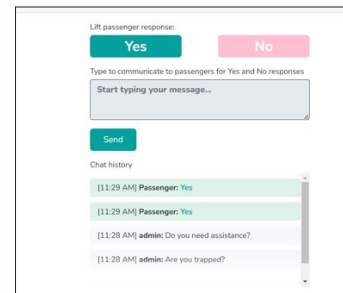
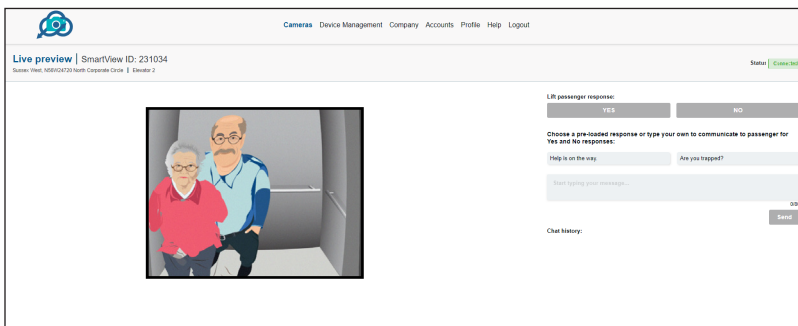
If the video feed indicates that the elevator is empty:

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:

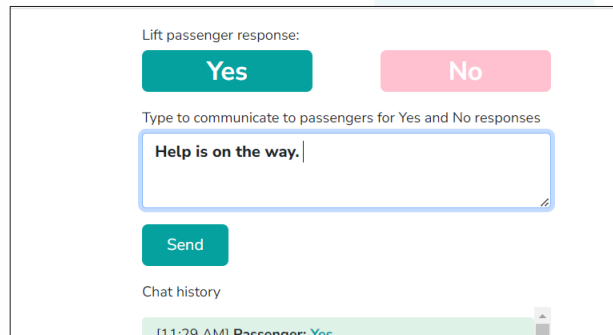
3. Type a message to the passengers in the text box labelled **“Type to Communicate with Passengers”** or click on a pre-loaded message.
4. Send the message by clicking the Send button.

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.

4. 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.



Lift passenger response:

Yes No

Type to communicate to passengers for Yes and No responses

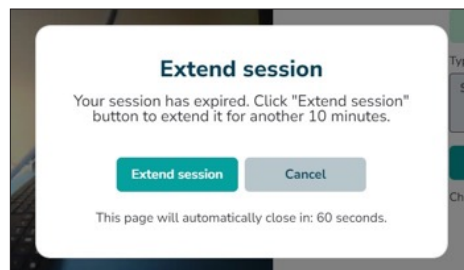
Help is on the way.

Send

Chat history

[11:29 AM] Passenger: Yes

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 is clicked, the session will end after 60 seconds.



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

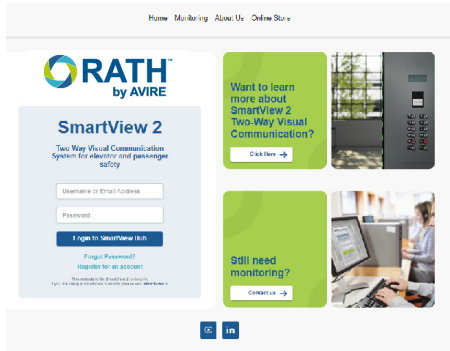
How to End Session

When done with the session, click **“Logout”** from top menu bar to end session securely.

Frequently Asked Questions

Question	Answer
Can I record the video and text conversations from smartviewhub.com?	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.
Does Rath record or store any of the video sessions for any reason including auditing and quality?	No, Rath will never record or store any of the video sessions. We take personal privacy very seriously and will never violate privacy laws or regulations. Rath will also never view the cameras without being asked to by an authorized person.
Can I tie the SmartView 2 video feed into my on-site or cloud-based DVR?	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 during the initial session.
Why does my camera show offline?	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. Troubleshooting should only be performed by a licensed or authorized elevator personnel.
Who do I contact if my 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 issues is believed to be network related. RATH tech support is also available Monday-Friday from 7:30am CST to 5:00pm CST by calling 1-800-451-1460 ext. 3.
Can I set-up two-factor authentication to text instead of e-mail?	Not at this time. This is a feature AVIRE is looking to add in the future.
Can I tie the login for SmartView Hub into my company's SSO?	Currently we do not support SSO integration. This is a feature we are looking to implement in the future.
Why am I redirected when I view my SmartView 1 devices 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. Devices establish a secure connection to the SmartView 1 video feed through the Hub. Without the secure connection, that device cannot be viewed.
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 .
Will the SmartView device or website harm my 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.
Can I pre-load messages into the system?	Yes, please see page 8 for instructions on how to set pre-loaded messages.
How do I delete a device from my account?	On the "cameras" page, there is a red garbage can icon for each device, which will prompt the user with a form box to indicate a reason for needing 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.

Simplified User Instructions



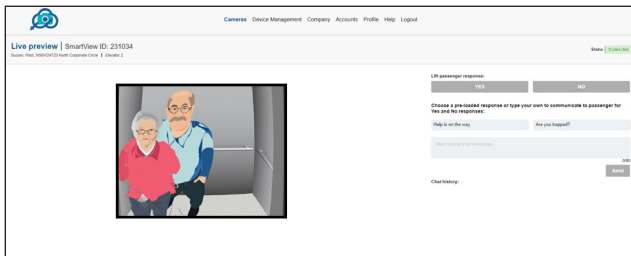
Step 1

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

SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
219437	Online	Elevator 5	Rath by AVIRE	MSB 1504726 N, Corporate Ct, Suite, 10 5309	Passenger Monitoring	Acc # 12146
219354	Online	Elevator 2	Rath by AVIRE	MSB 1504726 N, Corporate Ct, Suite, 10 5309	Passenger Monitoring	Acc # 12146
219216	Online	Elevator 3	Rath by AVIRE	MSB 1504726 N, Corporate Ct, Suite, 10 5309	Passenger Monitoring	Acc # 14221
249136	Offline	Elevator 4	Sussex East	MSB 1504726 N, Corporate Ct, Suite, 10 5309	Passenger Monitoring	Acc # 14221
268460	Online	Elevator 1	Sussex East	MSB 1504726 N, Corporate Ct, Suite, 10 5309	Passenger Monitoring	Acc # 14221

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 or select a pre-loaded message. 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

SmartView ID	Status	Description	Building name	Building address	Assignment Type	Monitoring Reference
219437	Online	Elevator 5	Rath by AVIRE	MSB 1504726 N, Corporate Ct, Suite, 10 5309	Passenger Monitoring	Acc # 12146
219354	Online	Elevator 2	Rath by AVIRE	MSB 1504726 N, Corporate Ct, Suite, 10 5309	Passenger Monitoring	Acc # 12146
219216	Online	Elevator 3	Rath by AVIRE	MSB 1504726 N, Corporate Ct, Suite, 10 5309	Passenger Monitoring	Acc # 14221
249136	Offline	Elevator 4	Sussex East	MSB 1504726 N, Corporate Ct, Suite, 10 5309	Passenger Monitoring	Acc # 14221
268460	Online	Elevator 1	Sussex East	MSB 1504726 N, Corporate Ct, Suite, 10 5309	Passenger Monitoring	Acc # 14221

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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