



Smart Remote Contact

User Guide

331676H03 • Revision A • 05/19/2020

IMPORTANT Read this instruction manual. Failure to follow the instructions in this manual can result in damage to the unit, injury to operating personnel, and poor equipment performance.

CAUTION All internal adjustments and maintenance must be performed by qualified service personnel.

Material in this manual is for informational purposes only. The contents and the product it describes are subject to change without notice. Thermo Fisher Scientific makes no representations or warranties with respect to this manual. In no event shall Thermo be held liable for any damages, direct or incidental, arising from or related to the use of this manual.

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Safety Instructions



IMPORTANT NOTE: Do not use this product for protection or as part of an automated emergency system or as for any other application that involves protecting people and/or property. This product is designed for use in environments where children are not likely to be present. Customers and users of Thermo Scientific products are responsible for making sure that the product is fit for the intended usage. Do not open the product casing and do not disassemble or modify internal components in any manner. Thermo Scientific products do not contain any internal components that require user intervention or repair. If the device shows signs of improper operation, disconnect it immediately from its power source or remove the battery and contact Thermo Scientific technical services.

Electrical Warning



CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT OPEN OR REMOVE THE PRODUCT CASING. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

The lightning flash with arrowhead symbol is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to a person.

Battery Warning



CAUTION: This product contains one non rechargeable 3.6V battery. THE BATTERY IS NOT REPLACEABLE. Any attempt to change the battery or opening the product casing will void the manufacturer warranty. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

Use only batteries recommended by Thermo Scientific. Do not use a different type of battery, such as rechargeable, alkaline and magnesium, or use batteries of different brands, or even different types of batteries of the same brand. Incorrect batteries may cause the device to heat up and may result in fire or battery liquid leakage. Never dispose of batteries in fire. Do not charge regular batteries that are not specifically rechargeable. When the battery is low, or in case the battery-operated device in question remains unused for a lengthy period of time, remove the battery from the device in order to avoid any risk of battery liquid leakage. Never leave batteries within the reach of children. In case of a battery leak, avoid all contact with the liquid present on the batteries. Rinse with clear water immediately in case the battery liquid comes into contact with the eyes, mouth or skin. Contact a doctor or emergency service immediately. Battery liquid is corrosive and can damage vision or cause blindness or chemical burns.

Device Maintenance



CAUTION: Do not attempt to disassemble the device. There are no user serviceable parts inside.



CAUTION: Do not misuse the device. Follow instructions on proper operation and only use as intended. Misuse could make the device inoperable, damage the device and/or other equipment, or harm users.



CAUTION: Do not apply excessive pressure or place unnecessary weight on the device. This could result in damage to the device or harm to users.



CAUTION: Do not use this device in explosive or hazardous environments unless the model is specifically approved for such use. The device may cause sparks. Sparks in explosive areas could cause explosion or fire and may result in property damage, severe injury, and/or death.



CAUTION: Do not expose your device to any extreme environment where the temperature or humidity is high. Such exposure could result in damage to the device or fire.



CAUTION: Do not expose the device to water, rain, or spilled beverages. It is not waterproof. Exposure to liquids could result in damage to the device.



CAUTION: Do not place the device alongside computer discs, credit or travel cards, or other magnetic media. The information contained on discs or cards may be affected by the device.



CAUTION: Using accessories, such as antennas, that Thermofisher has not authorized or that are not compliant with Thermofisher's accessory specifications may invalidate the warranty.

Non-replaceable Battery

The Smart Remote Contact runs on AC power (via the provided 12 V adapter). The battery is only used to maintain the wireless connection to send alerts, in case of an outage on main power. The battery is installed in the unit prior to delivery.

Regulatory Information

FCC Statements

FCC part 15 modular qualification

FCC IDs:

- Contains Bluetooth component 2AA9B04
- Contains LoRaWAN™ component XTLCMABZ

FCC ID XTLCMABZ

This paragraph pertains to 915 MHz Smart-View Pro™ wireless devices. This device complies with part 15 of the FCC rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna should not be less than 20 cm (8 inches) during normal operation. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

IC Statements



Industry Canada RSS-210 modular qualification

IC:

- Contains Bluetooth component **12208A-04**
- Contains certified LoRa Module
IC ID: **9337A-CMABZ**

This paragraph pertains to 915 MHz wireless. This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device. Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

CE - Conformity with European Regulations



This paragraph pertains to 868 MHz wireless. The Thermo Scientific product (contains Bluetooth component BMD-300, LoRa component CMWX1ZZABZ) is compliant with the essential requirements and other relevant requirements of the

following standards and/or normative documents.

- Directives:
 - 2014/53/EU Radio Equipment Directive (RED)
 - 2014/30/EU EMC Directive
 - 2014/35/EU Low Voltage Directive
 - 2011/65/EU and the amendment of (EU) 2015/863 Restriction of Hazardous Substances Directive
- In application of the following standards
 - ETSI EN 300 220-2 V3.1.1
 - EN 301 489-1 V2. 2.1
 - EN 301 489-3: V2.1.1
 - EN 301 489-17 V3. 2.1
 - EN 300 328 V2. 2.2
 - UL/CSA 61010-1: 2012 3rd edition and
 - IEC/EN 61010-1: 2010 3rd edition



CAUTION: Any changes or modifications not expressly approved by Thermo Scientific could void the user's authority to operate the equipment.

RoHS Compliance

**RoHS
Compliant**

The wireless device is in compliance with the restriction of the use of certain hazardous substances in electrical and electronic equipment RoHS Directive 2011/65/EU and the amendment of (EU) 2015/863. Do not dispose of this product with household trash. Thermo Scientific recycles this product under certain conditions. Contact us for more information.

Introduction

This guide describes how to prepare your device up for use with the Smart-Vue Pro wireless monitoring system.

The Smart Remote Contact relay offers the ideal interface between your Smart-Vue Pro LoRa-based monitoring system and your building's alert management system.

Configured in the Smart-Vue Pro web application as part of your alert strategy, this device is then wired to the Smart Remote Contact inputs on standard control panels and equipment.

If an alarm occurs in your monitoring solution, such as a technical problem or unexpected sensor reading, Smart-Vue Pro sends the signal wirelessly via LoRa to the Smart Remote Contact device, which opens or closes its relay to trigger alerts according to your needs.

The Smart Remote Contact provides two separate outputs, which can each be configured as "normal open" or "normal closed". In case of a power outage, the backup battery maintains the LoRa connection in order to inform the monitoring system.

Note: Detailed configuration instructions and software settings are provided in the Smart-Vue Pro Web Application User Guide available in the Help section of the web application.

Package Contents

- Smart Remote Contact and antenna.
- AC power adapter with 1.5 meter (about 5 ft.) cable and 4 international plug sizes;
100 - 240 V (50/60 Hz) AC → 12 V DC – 1.0 A.
- Mounting kit with screws and 2-sided Velcro[®] tape.

Key Features

Table 1. Key Features

Applications	<ul style="list-style-type: none"> Integrates Smart-Vue Pro alarms into existing alert systems with Smart Remote Contact inputs.
Compatibility	<ul style="list-style-type: none"> For use with Smart-Vue Pro LoRa-based monitoring solutions.
Outputs	<ul style="list-style-type: none"> Two simultaneous Smart Remote Contact outputs, configurable as “normal open” or “normal closed”.
Connectivity	<ul style="list-style-type: none"> LoRa long-range wireless technology (range up to 16 km/10 miles line-of-sight(1)). Bluetooth® Low Energy for wireless firmware upgrade.
Push-button	<ul style="list-style-type: none"> A long press (> 3 seconds) on the button tests the network connectivity with Smart Vue Pro web server. During test the LED will blink GREEN/RED and if test passes, then it remains GREEN. If the test fails, it is indicated as RED.
Power supply	<ul style="list-style-type: none"> 100 - 240 V AC, 1.0 A auto-switching power adapter. International plugs (included) 1.5 meter (about 5 ft.) cable
Battery	<ul style="list-style-type: none"> 3.6 V backup battery Non-rechargeable, non-replaceable Maintains LoRaWAN connectivity to notify system in case of power outage. Relay behavior configurable in case of power outage.
Electrical	<ul style="list-style-type: none"> Max. relay power: 84 W Breaking capacity: 42 V AC / 2 A
Operating conditions	<ul style="list-style-type: none"> 0°C to +60°C (32°F to 140°F) 0 to 90% RH (non-condensing)
Storage conditions	<ul style="list-style-type: none"> -10°C to +60°C (14°F to 140°F) 0 to 99.99% RH (non-condensing)
Casing	<ul style="list-style-type: none"> Indoor use only ABS plastic
Mounting & installation	<ul style="list-style-type: none"> Mounting kit for use with screws or Velcro® Max. mounting height < 2 meters
Dimensions	<ul style="list-style-type: none"> 102 x 54 x 30 mm (4 x 2.1 x 1.2 in.)
Weight	<ul style="list-style-type: none"> 122 g (4.3 oz.) with antenna and battery
Certifications	<ul style="list-style-type: none"> CE, FCC, IC

What is Smart Remote Contact?

Smart Remote Contact are used to raise alerts if alarm conditions is detected in your Smart-Vue Pro wireless monitoring system. Alarms can be configured in the Smart-Vue Pro web application for any or all your end-point modules and/groups.

For example, you can configure a data logger to trigger an alarm if the temperature exceeds or drops below a specified limit. The alarm limits and values depend on the type of data logger you are using. The contacts in the unit are open or closed when an alarm is detected by the web platform.

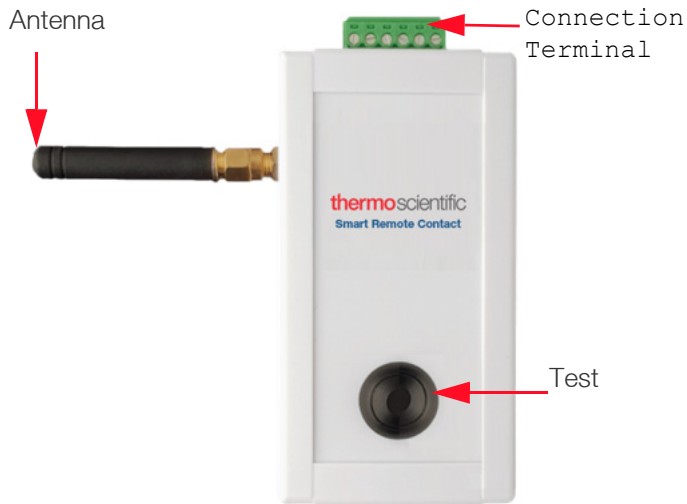


Figure 1. Smart Remote Contact Controller

Architecture Overview

Smart Remote Contact connect wirelessly to your LoRa receiver, just as the other wireless data loggers in your network:

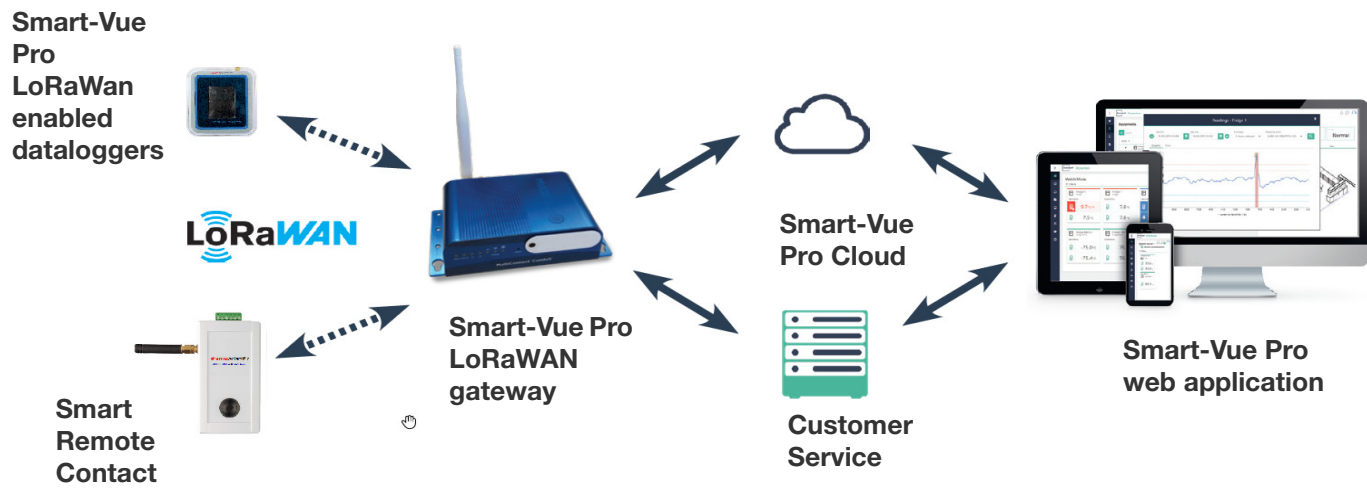


Figure 2. Smart-Vue Pro web monitoring platform

The Smart-Vue Pro web monitoring platform triggers the Smart Remote Contact wirelessly when it detects an alarm condition on an end-module or repeater.

- Weekly manual system testing should be performed as defined in your Standard Operating Procedure (SOP).
- Thermo Fisher Scientific recommends Installation and Operational Qualifications (IQ/OQ) be performed before initial use.

Requirements and Recommendations

For the purposes of this installation guide we assume that:

- Your access to the Smart-Vue Pro web platform and application is configured and you have appropriate access rights to configure devices in the system.
- LoRa wireless coverage is available at the location where you will be using the Smart Remote Contact device.

Where to Find More Information?

The use and operation of your Smart Remote Contact device is described in the Smart-Vue Pro web application user guide. You may click **Help ->Online Help ->User guides** to open it directly from the web application interface.

General Requirements and Recommendations

- For safety reasons, the Smart Remote Contact device should be mounted less than 2 meters (about 6.5 feet) from the floor.
- The AC adapter used for your wireless Smart Remote Contact device should be plugged into an uninterruptible power supply (UPS).

Using the Smart Remote Contact

This section assumes that your access to the Smart-Vue Pro web platform and application is configured and you have appropriate access rights to configure devices in the system. You will need application manager rights to access certain configuration options.

Placement for Best Wireless Performance

For optimal operation, follow these recommendations when physically placing your device:

- Do not place the Smart Remote Contact device within 40 cm (16”) of another module or wireless device.
- Make sure the wireless module is not placed on an electrical conduit or cable tray (such as for computer network cables).
- For best results, place the module so that it faces the general direction of the receiver antenna if possible.
- Keep about 20 cm (8”) of clear space around the module. For example, a module that is “stuck” between two refrigerators may not communicate effectively.
- Place your Smart Remote Contact device where people will not bump into it or unplug it (no more than 2 meters (6.5 ft.) from the floor).
- To ensure that the AC adapter does not get unplugged accidentally, use a power socket that is also elevated from the floor and/or shield the cord in a protective conduit that is fixed to the wall (or within the wall).

The Smart Remote Contact is a critical device in your wireless monitoring system. Therefore, we recommend that you keep it plugged into an uninterrupted power supply or safety plug.

Mounting Kit



CAUTION: For safety reasons, the Smart Remote Contact should be mounted less than 2 meters (about 6.5 feet) from the floor.

1. For strong adhesion, wipe and dry the back of the Smart Remote Contact and the mounting surface on which you intend to place the unit (no higher than 2 meters / 6.5 feet from the floor).

2. **Magnet:** Remove the adhesive backing and attach the magnet to the unit. Place the unit on a metallic surface.

Screws: Screw the mounting bracket onto the surface, then clip the Smart Remote Contact into place on the bracket.

AC Adapter

1. Plug the AC adapter into the Smart Remote Contact as shown below. The plug should slide firmly into the socket on the device.



Figure 3. Plug the AC adapter



WARNING: Do not open the product casing. There are no user-serviceable parts inside. Opening the casing voids the manufacturer warranty.

2. Plug the AC adapter into an uninterrupted power supply or wall outlet, a LED next to plug shall be turned ON in **GREEN**.
3. When operating on battery, the LED turns to **RED**.
4. After 1 minute operation on battery, device shall turn OFF by emitting a notification to webapp.

Battery

The battery in the Smart Remote Contact is used to send an “AC unplugged” event to the Smart-Vue Pro Web Application. Once the device sends the unplug event to the Smart-Vue Pro Web application, the device will go into sleep mode until it is connected to AC power.

A communication failure alarm will be triggered if data from the Smart Remote Contact is not received by the Smart-Vue Pro Cloud server after a defined time interval as configured in the Smart-Vue Pro Application, with or without the AC adapter connected to the Smart Remote Contact. In case of a low battery, the “low battery” event is generated by the Smart Remote Contact and is sent to the Smart-Vue Pro Web application. In normal use, when the device is plugged into AC power, the battery will not discharge. Battery life is extended as long as the device is plugged into AC power.

Connecting to the Terminal

Smart Remote Contact devices are used to trigger alerts using one or two external devices, if alarm conditions are detected in your Smart-Vue Pro wireless monitoring system. Alarms and Alerts can be configured in the Smart-Vue Pro web application.

For example, you can configure a data logger to trigger an alarm, if the temperature exceeds or drops below a specified limit. The alarm limits and values depend on the type of data logger you are using. The Smart Remote Contact receives wirelessly via the LoRa network when an alarm is detected by the system, and then triggers the appropriate action on the connected device(s).



Figure 4. Smart Remote Contact Terminals

The Smart Remote Contact can control two connected devices independently, as configured in the Smart-Vue Pro web application.

Terminal Wiring

The terminal is wired as follows (the images are shown in the Smart-Vue Pro Web application):

Blocks & states	Wiring
Selected:	
<input checked="" type="checkbox"/> Trigger relays when power supply is unplugged	
	<p style="text-align: center;">Normally open</p>
	<p style="text-align: center;">Normally closed</p>
Not selected:	
<input type="checkbox"/> Trigger relays when power supply is unplugged	
	<p style="text-align: center;">Normally open</p>
	<p style="text-align: center;">Normally closed</p>

Figure 5. Terminal Wiring

Connect the wires of your external devices to the terminal poles as appropriate.



CAUTION: The two blocks (1-2-3 and 4-5-6) may be cabled differently from each other. For example, with Trigger relays when power supply is unplugged selected, 1-2-3 may be cabled for “Normally open” and 4-5-6 may be cabled for “Normally closed”.

Considerations for “normal open” and “normal closed”

Use the Smart-Vue Pro web application to configure the “normal open” and “normal closed” states illustrated in the above table (**Infrastructure → Remote contact → Show connections**).

The two logical states are defined as part of your Smart-Vue Pro monitoring solution:

- Normal state
- Alarm state

Check the Smart-Vue Pro web application user guide for more details. You may click **Help->Online Help->User guides** to open it directly from the web application interface.

Cleaning Instructions

You may occasionally need to clean your Smart Remote Contact device, depending on conditions at your site. Here are some recommendations and guidelines for cleaning:

1. Always unplug the device from its AC power source when cleaning with any type of liquid.
2. Clean the module using a soft cloth lightly moistened with water, a detergent or isopropanol alcohol.
3. Do not use any aggressive cleaning agents or scratching cleansers that might damage your Smart Remote Contact.
4. Do not submerge the unit in any liquid, as the casing is not waterproof.

Appendix 1 - Troubleshooting

When will the bottom test LEDs blink at the bottom side?

When a Lora communication is in progress, the LED related to Test shall blink.

How do we configure the Smart Remote contact?

Smart remote contact shall be added in the Webapp. Refer Webapp user guide for configuration details.

From where do we get the input commands to smart remote contact, so that relay is triggered?

When Smart-Vue Pro Webapp detects a new alarm, then webapp sends the information to Smart remote contact via Lora, if the smart remote contact is configured in alerts rules in webapp.

Can we configure the relay outputs to specific alarms?

Yes, this configuration will be done in Smart-Vue Pro webapp. We can configure the 2 relays i.e., one relay shall be used for technical alarms and one relay for limit alarms.

Smart-Vue Pro Solution Installation Procedure

1. Ensure Smart-Vue Pro Quatro is connected with sensors and sensor value is displayed in Show sensors screen. For Example: Smart Sensor value displayed shows sensors screen.

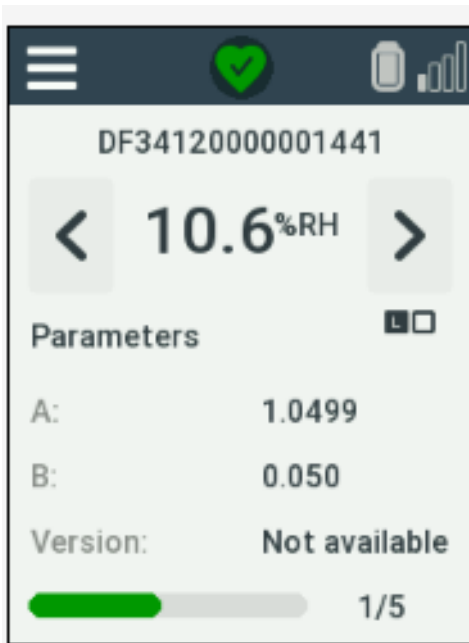


Figure 6. Sensor Screen

2. Ensure LoRaWAN is ON in Smart-Vue Pro Quatro. In Smart Vue Pro Quatro device, Click Menu → Advanced → give the code which is set in Web app which is added by user during configuring the user setting i.e., Pin code set in web app by the user or by default it is 000000. Then in Advanced, once a valid code is entered, select the LoRaWAN →select ON option from ON/OFF to enable LoRaWAN connectivity.
3. Then in Menu → Advanced → LoRaWAN → Network, select the Thermo Scientific option and for on premise installation select “custom”.

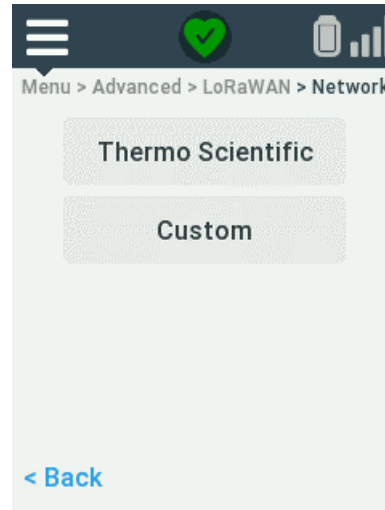


Figure 7.

4. After this you need to select the country from the drum and save.
5. In Thermofisher LoRa web browser page, Configure the Network in Smart-Vue Pro LoRaWAN settings to communicate to Cloud. Refer Smart-Vue Pro LoRaWAN User guide section explaining the setting up of different networks like WiFi and Ethernet.

a. Ethernet Configuration:

Click Setup → Network Interfaces → Options (Edit) for “eth0” (1).

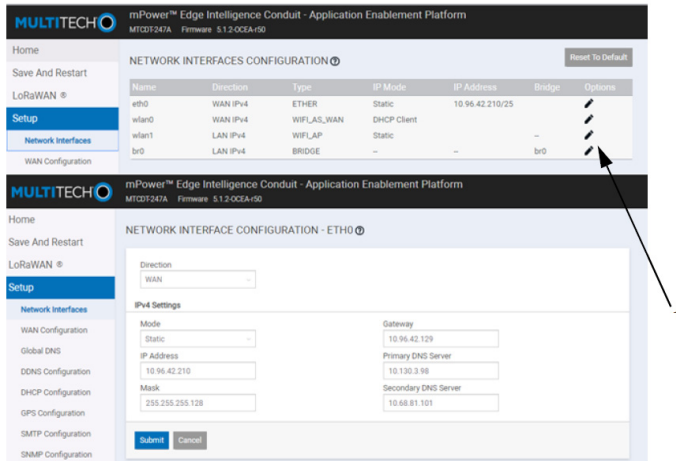


Figure 8. Ethernet Configuration Page

b. WiFi Configuration:

- Wireless → Wi-Fi as WAN → add the Network and select the enabled option and submit the settings to save.
- To save the settings, save and restart to be selected.

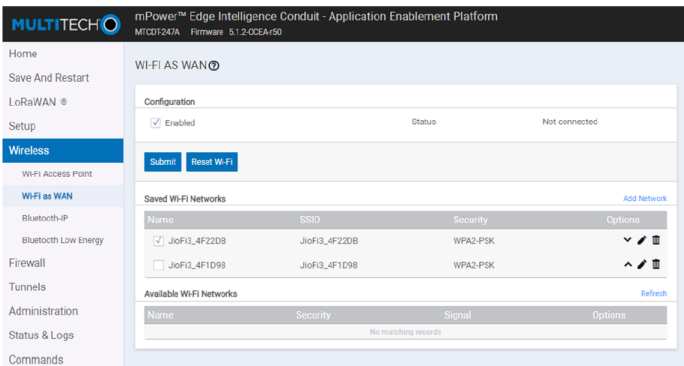


Figure 9. WiFi Configuration Page

c. Press “Test LoRaWAN Server” in Smart-Vue Pro LoRaWAN page after infrastructure is added in webapp. (This only works once you configure your network properly (as described in the Setting section of Smart-Vue Pro LoRaWAN user Guide).

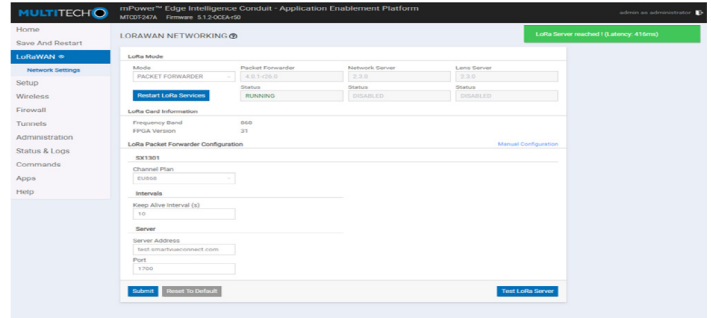


Figure 10. LoRaWAN Connectivity Page

6. Configuration in web app:

- a. In Data loggers page, add the Data logger name (Smart-Vue Pro Quatro) which is under test.

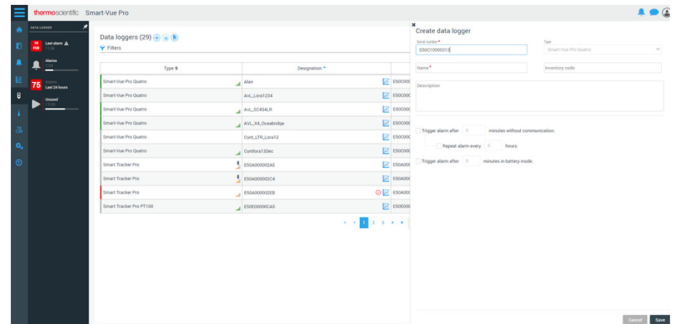


Figure 11. Create Data Logger

7. Ensure data logger is added.
8. In Sensor page, verify the associated sensor serial number shown.

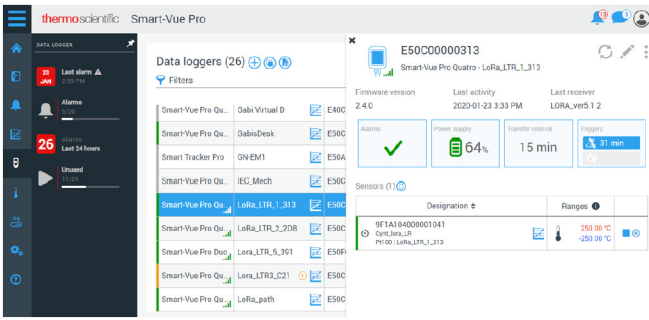


Figure 12. Sensor Serial number display

9. In Infrastructure, add the LoRaWAN details.

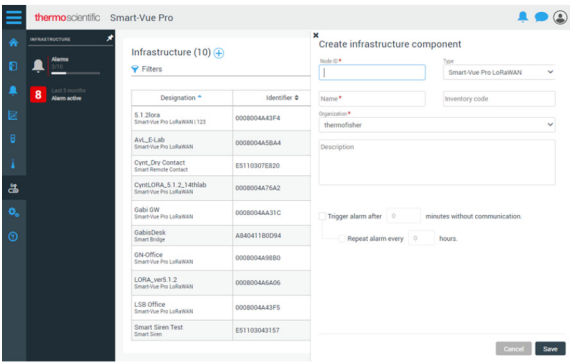


Figure 13. Create Infrastructure

10. To add a gateway, in serial number field, add the node id mentioned on the Gateway label.

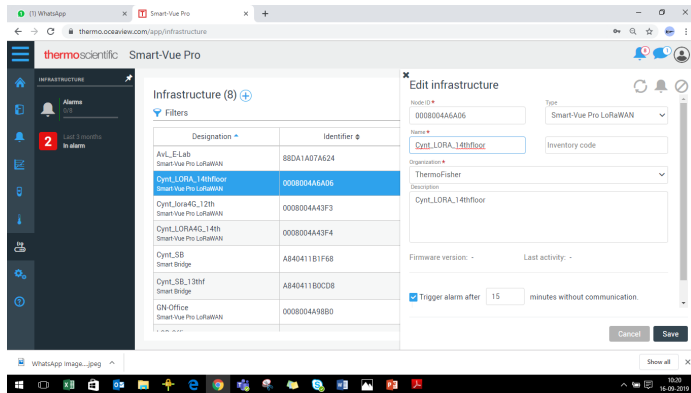


Figure 14. Enter node id

11. To add a Smart Remote contact, in serial number field, add the required serial number.

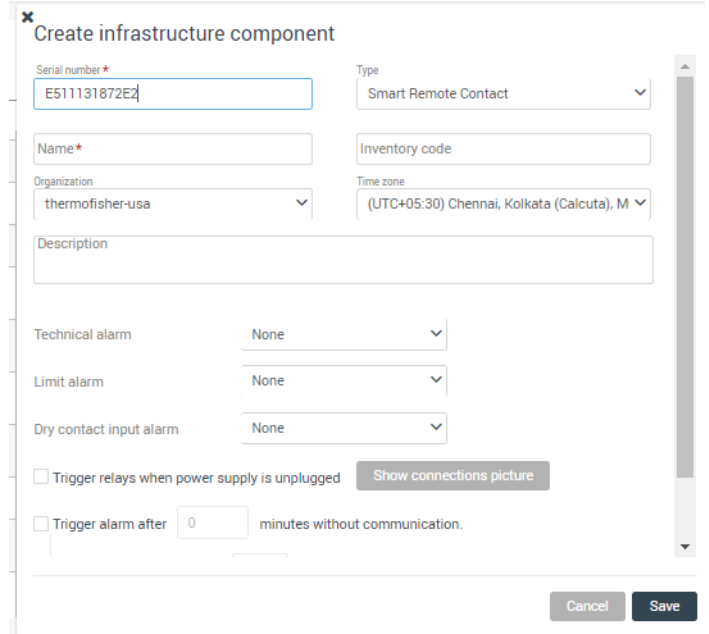


Figure 15. Fill the details

12. Create an equipment to link the device and its sensors, which are under test.

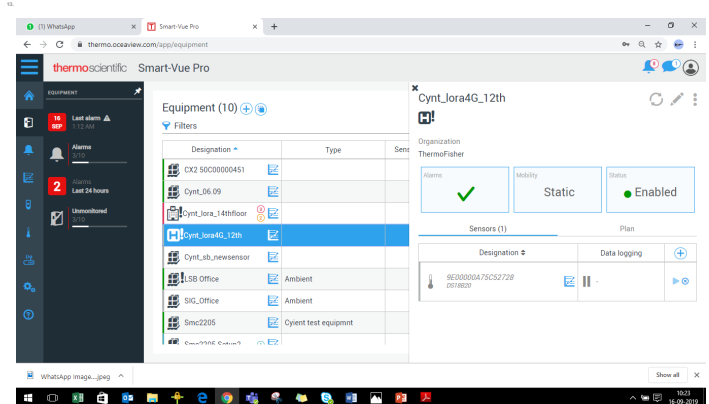


Figure 16. Create an equipment

14. For adding sensor to equipment, open the particular equipment created and click + in equipment details page under sensor.

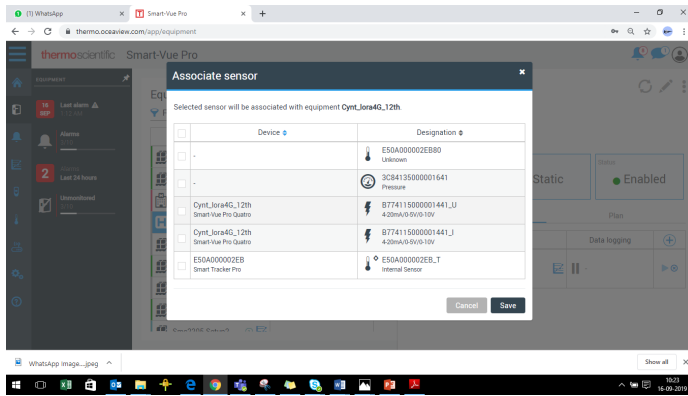


Figure 17. Associating Sensor

15. After successfully adding the equipment, device and testing the Lora coverage on SVP Quatro, start the data logging from either Equipment page or Data logger page by click the play icon.

15. From Equipment page, click start data logging.

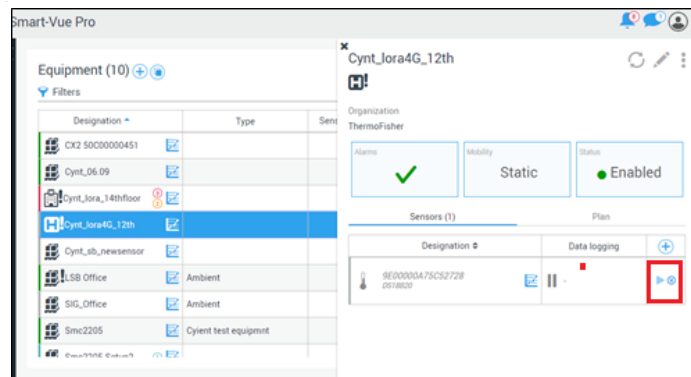


Figure 18. Logging from Equipment Page

Or you can start from Data logger page.

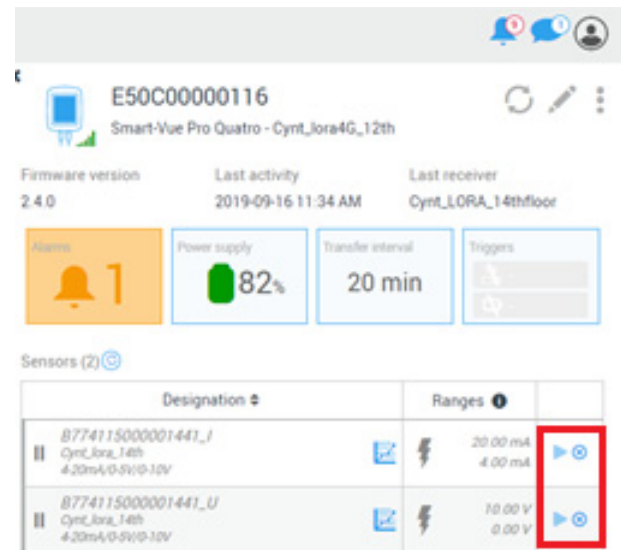


Figure 19. Starting from Data logger Page

17. We can see the equipment thumbnail in Watch Mode when data logging is in progress.

Note: For more detail refer the user guides of the module.

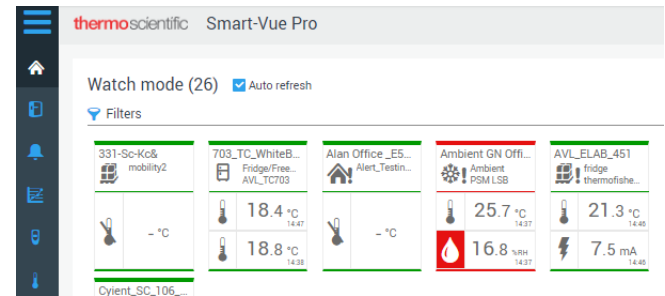


Figure 20. Watch mode in progress

Smart Remote Contact set up procedure in Web app

1. In web app navigate to Menu → Infrastructure → Create Infrastructure.

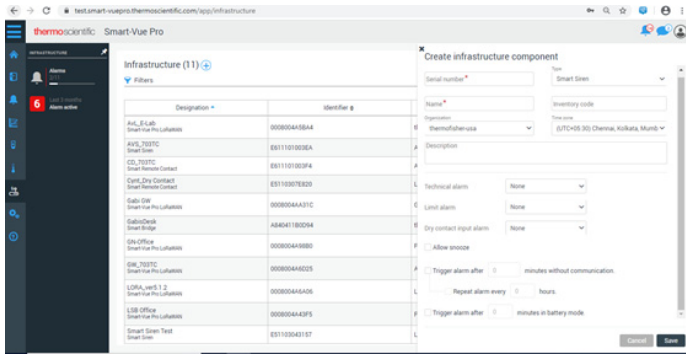


Figure 21. Web app menu

2. Enter Smart Remote Contact Serial number, that is present on the Smart Remote Contact device and ensure that the Type is selected as “Smart Remote Contact”.
3. Enter valid Name and Description. Select your Organization and Time zone from the drop down.
4. Select the desired output type from Smart Remote Contact in case of Technical and Limit alarms.
5. Select the Dry contact input alarm through drop down options: Relay 1/Relay 2/Relay 1 and relay 2.
6. Select the checkbox to Trigger relays when power supply is unplugged.
7. Click Show Connections button to view the “Normally open” and “Normally closed”.
8. Select the Trigger/ Repeat alarm check boxes and enter number of minutes/hours based on your requirement (alarm after communication lost and battery mode) and click Save.

Alert Configuration for Smart Remote Contact in Web app:

In web app, Alerts can be configured as required, so that user would receive Emails/SMS/Voice calls based on the

configuration, whenever Smart Remote Contact is in Alarm condition.

1. Navigate to Menu → Configuration → Alerts → Add Alert rule.

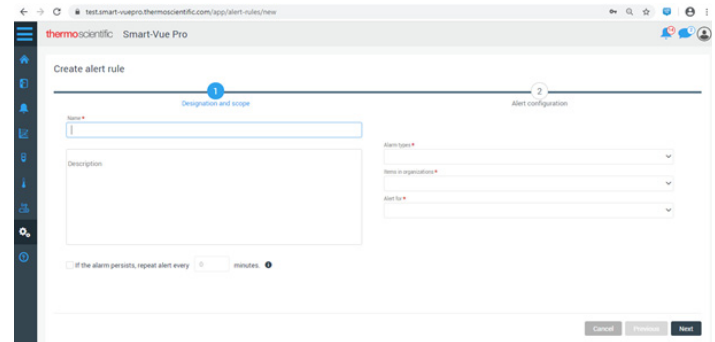


Figure 22. Smart connect in alarm condition

2. Enter Alert rule name and Description.
3. Select the Alarm Types, Item in Organization, Alert for and Criticality.

Note: Ensure that **Item in Organization** selected while creating Alert rule should be same as Organization of the Smart Remote Contact, LoRaWAN and of the Equipment to which the LoRaWAN is communicating to.

Note: When **Alert for** is selected as “Mobile equipment”, “Shipments” or “Static equipment”, dropdown field “Criticality” would be displayed.

Note: Ensure that the options selected in **Alert for** and **Criticality** fields should be in accordance with the Equipment type, to which the LoRaWAN is communicating to, in order to successfully receive the Alerts.

4. Select the check box **If the alarm persists...** and enter number of minutes in the text box to receive repeated voice call alerts, till the alarm condition is not acknowledged or ended.
5. Click **Next** and select Time slot and Day off from the drop down.
6. **To configure Time slot:** Navigate to Menu → Configuration → Time slots → Add Time slot.

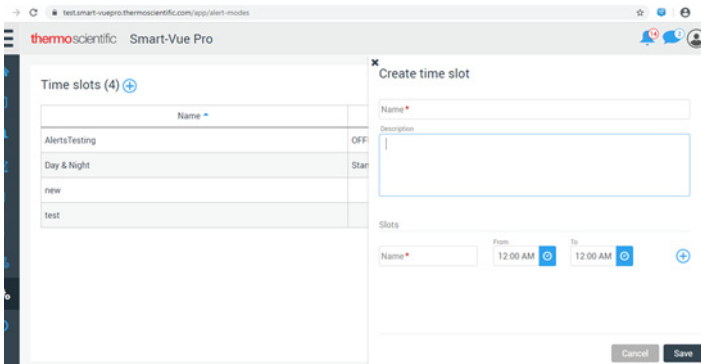


Figure 23. Time Slot Configuration

To configure Days off: Navigate to Menu → Configuration → Days off → Add Day off

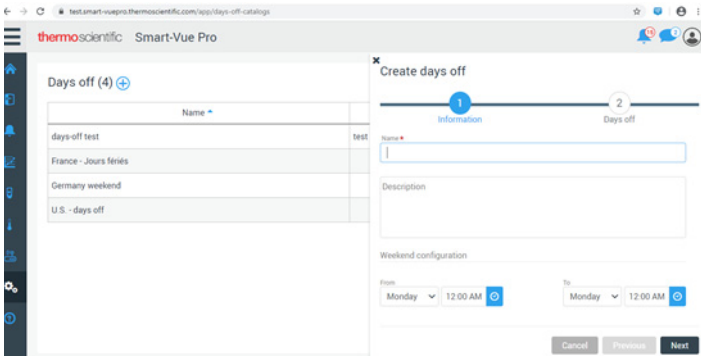


Figure 24. Create days off Configuration

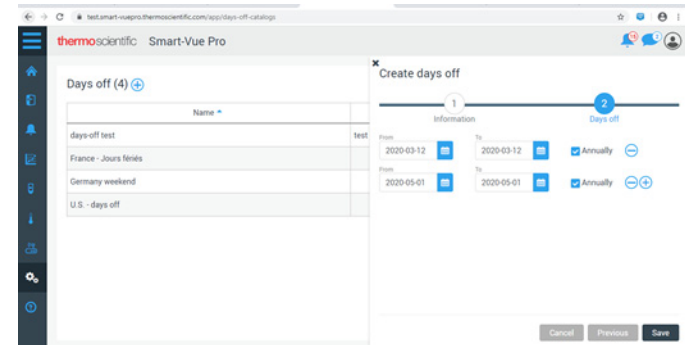


Figure 25. Days off Configuration

- In the Create Alert rule page, select the users from Available list and move them to Alerted users list, under each Time slot tab. Users selected would be receiving alerts according to the time slot.

Note: User can intend not to receive any alerts by configuring Days off. Users that are selected from the Available users list under particular Day off tab while creating Alert rule would only receive the alert during the Day off period.

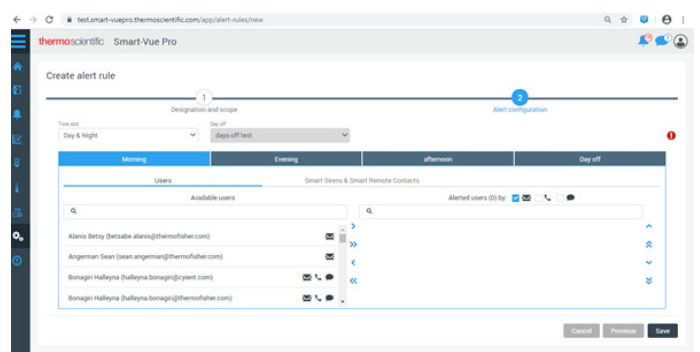


Figure 26. Available Users List

- Beside the Users, there is a tab: Smart Sirens & Smart Remote Contacts. Click the tab and select the Smart Remote Contact that you want to configure for alerts.
- Ensure that valid Email id and contact number for SMS and Voice call alerts should be provided by the user. Click the profile picture of the user on the top right corner of the page → Profile → Options → Edit contact information.

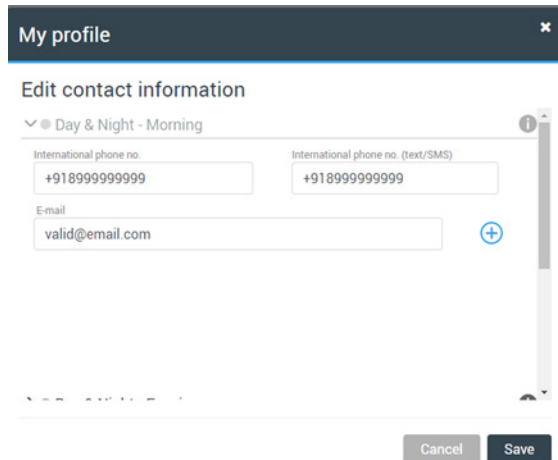


Figure 27. Contact Information

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