Pivot Full Manual

The All-in-One Smart Hub Solution

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Getting Started

Overview

This guide describes the hardware and software features of your Zmodo Pivot. This guide covers the full setup procedure and describes the major features of your Pivot. At the end of the guide, you will find basic troubleshooting tips.

For more, updated information, please visit www.zmodo.com/support.

Note: The instructions and screenshots in this quick guide are provided for the Zmodo app ver.2.0.0.22 and Pivot ver.6.2.0.40.

What's in the box

Included in your packaging is a Pivot, two sets of door / window sensors, a 5ft micro USB power adapter, and a quick guide.

Pivot

Pivot is an all-in-one home monitoring solution. The main features include: a 1080p HD camera with 135^{o} field of view, 360^{o} camera pan, smart motion detection, hub for connecting smart accessories, two-way audio, temperature and humidity sensors, Bluetooth speaker, and much more.

Touch Pad. Use the Touch Pad to access quick controls for the Pivot. Double-tap rapidly to enable Bluetooth configuration. Press and hold the Touch Pad for 10 seconds to reset the Pivot.

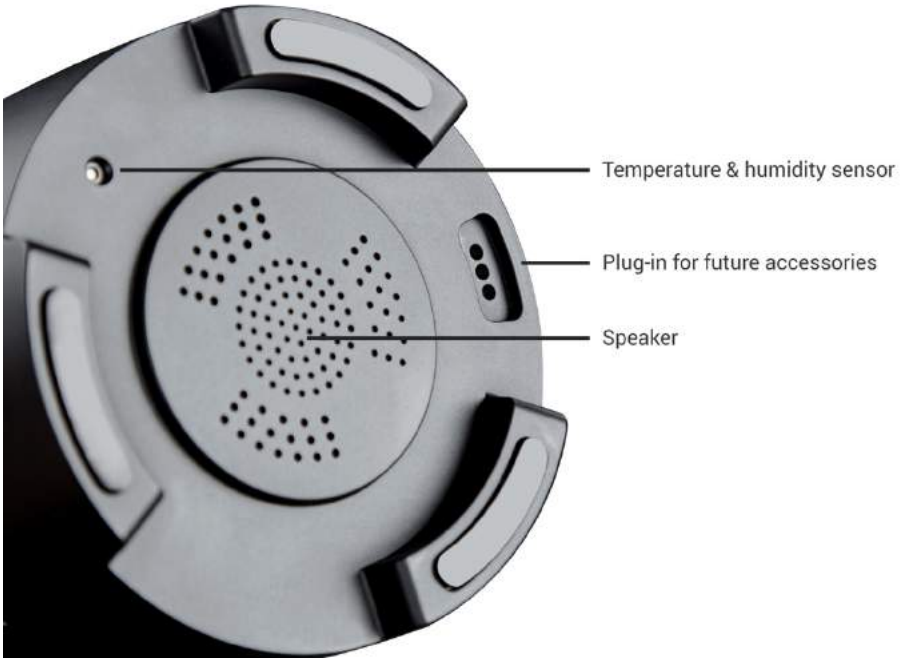
Status Ring. The Status Ring will indicate the current status of your Pivot. If it's solid green, your Pivot is starting up. If it's blinking green, your Pivot is ready to be configured to a network. If it's blinking blue, your Pivot is attempting to connect to a WiFi network and if it's solid blue, your Pivot is successfully connected.

IR Light. The infrared light allows you to see up to 30 feet away in the dark.

Microphone. The microphone will pick up sound from the surrounding environment. You can hear what's happening from the mobile and web app.

Camera. 1080p HD camera with 135^{o} diagonal field-of-view.

Light sensor. Automatically triggers night vision when the room is dark. You can deactivate the automatic night vision from the Pivot settings.



Temperature & humidity sensor. Pivot measures and records temperature and humidity readings of the surrounding environment. Check readings from the mobile and web app.

Plug-in for future accessories. A rechargeable battery add-on will be available in the future.

Speaker. 32dB speaker. Speak into your phone from the mobile app for two-way audio, or connect your Bluetooth music device to listen to music from the Pivot.

Smart motion detection algorithms:

Pivot uses microwave arrays to detect motion from anywhere in the room, even when the camera isn't pointed in that direction. Smart motion detection algorithms factor in common motion in the room so that you only receive alerts when a new and significant motion event takes place. This means that you won't receive annoying false alerts when you're in the same room as your Pivot.

Once motion is detected, Pivot will automatically determine whether it's most beneficial to capture the motion detected in the field of view of the camera, or if it should rotate to capture video of the entire room.

Note: After initial installation, your Pivot may not rotate or send motion detection alerts because you've been in the room the entire time. To trigger a new or significant motion event, try leaving the room for at least 10 minutes, then enter the room and move for at least 40 seconds.

Door & Window Sensors

Pivot is a hub for connecting and controlling other Zmodo smart accessories. It includes two door and window sensors that can be connected to your Pivot. When a door or window is opened, Pivot can automatically turn to see what happened. Set up the included sensors by removing the plastic tab and configuring the sensors in the Pivot settings menu. When Pivot detects an opened window or door, it will rotate to a preset location set in the "Preset Setting" menu.

Zmodo App

View and control your Pivot through the free Zmodo app. Sign up for a free account to:

- View live video and rotate the Pivot
- Review alerts and recorded footage
- View temperature and humidity readings
- Set schedules to determine when the camera is on or off
- Set schedules to determine when you receive notifications
- Share your Pivot with family and set specific permissions
- Share and post moments for your friends to see

Setup

Minimum Requirements

- **2.4GHz WPA/WPA2 password-protected WiFi network**
    - If you have a dual-band router, make sure that the 2.4GHz and 5GHz signals are broadcasting on a different SSID.
    - You will need to make sure that you have a strong WiFi signal where you want to install your Pivot.
- (mobile viewing & setup) iPhone®, iPad®, or iPod touch® (v.7.0 or newer) or Android™ (v.4.0 or newer) mobile device for the Zmodo mobile app.

    - If you cannot download the app from the App Store® or Google Play™, please visit the download page in the Zmodo Pivot support at www.zmodo.com/support.
- (web viewing) Internet Explorer®, Safari®, Chrome™, Firefox®
    - Log in to the web app at user.zmodo.com with your Zmodo account to view your devices on a web browser.

Technical Specifications

Camera
1080p HD color
135° field of view
4x digital zoom
2.1mm lens
Night-vision up to 32 feet, automatic IR-cut (can be disabled in app)

Rotation
355° pan
Automatic rotation when motion is detected
Manual rotation control from mobile app

Sensors
360° motion sensor
Temperature & humidity sensors

Audio
Two-way audio with built-in mic
Bluetooth speaker

Local Storage
16GB internal storage
Cloud service coming soon

Hub
Connects Zmodo door and window sensors (up to 32)
Future smart home capabilities coming soon

Power
DC 5V 2A power supply
Micro USB connector

Battery pack add-on (coming soon)

Dimensions
75mm diameter, 135mm height

Placing your Pivot

Before setup, you'll want to find a suitable location to use your Pivot. In order to make the most of your Pivot's 360° motion detection and surveillance features, we recommend that you place your Pivot on a flat surface in the middle of your room, or in a location where most of your room is visible, including doors and entryways. Follow the tips below to find the ideal location for your Pivot:

1) Check your WiFi signal strength. In order to make sure that your Pivot's connection is as stable as possible, make sure that the WiFi signal is very strong at the location of your Pivot.

2) Check for nearby power outlets. The Pivot was designed to be simple to install. No mounting or drilling is required, just place the Pivot on a flat surface near a wall outlet and you're done.

3) Make sure your Pivot is high enough. Make sure your Pivot is high enough to capture the entire room. Do not place your Pivot on the floor.

4) Place your Pivot in view of your doors, windows, and other entryways. Your Pivot will be able to turn towards your doors, windows, and other entryways when they're opened. Make sure that your doors and entryways are in the line of sight of your Pivot.

5) Place your Pivot near the center of the room. You can place your Pivot on a coffee table, kitchen bar, side table, etc.

Setting up your Pivot

Follow the instructions below to help configure your Pivot for initial use. For updated instructions and troubleshooting guides, please visit www.zmodo.com/support.

1) Connect your Android™ or iOS® smartphone to the **2.4GHz WPA/WPA2 WiFi network** that you want your Pivot to connect to. Refer to the previous sections in the manual for minimum requirements and instructions for placement.

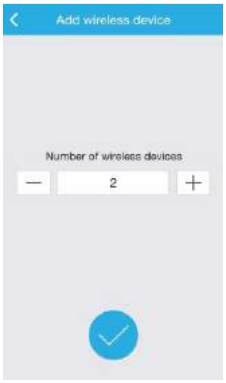
2) Download and install the 'Zmodo' app from Google Play™ or the App Store®. Launch the app and sign up for a free Zmodo account. You can also download the app from the "Documents, Software, & Downloads" section of the Pivot support page.

3) Press the Add Device (+) option to begin adding your Pivot. Log in to your Zmodo account and access the Add Device (+) option from the menu in the upper left of the Home Screen. To access the menu, just swipe right on your device Home Screen.

4) Tap "Wireless device" to add your Pivot. This will initiate the SmartLink setup process.

5) Power on your Pivot and tap the check mark once the Pivot's Status Ring is blinking green. The blinking green Status Ring means that it is ready for SmartLink setup.

6) Tap the check mark to proceed. If you're setting up multiple Pivots at once, tap the [+] to add additional units.

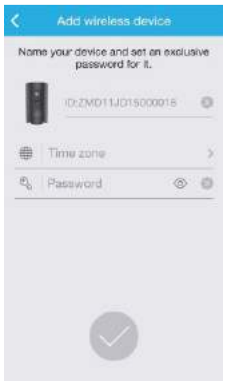


7) Enter the password for your 2.4GHz WPA/WPA2 password-protected WiFi network. This is the network that your Pivot will connect to. If you are having trouble connecting to the network, please:

- Make sure that you have entered the WiFi password correctly (case-sensitive).
- Check if your router is dual-band. If so, make sure that the 2.4GHz and the 5GHz signals broadcast on different SSIDs.
- Make sure that your Pivot is close enough to the router, or an access point.

8) SmartLink will automatically search for your Pivot and connect it. This may take a few minutes.

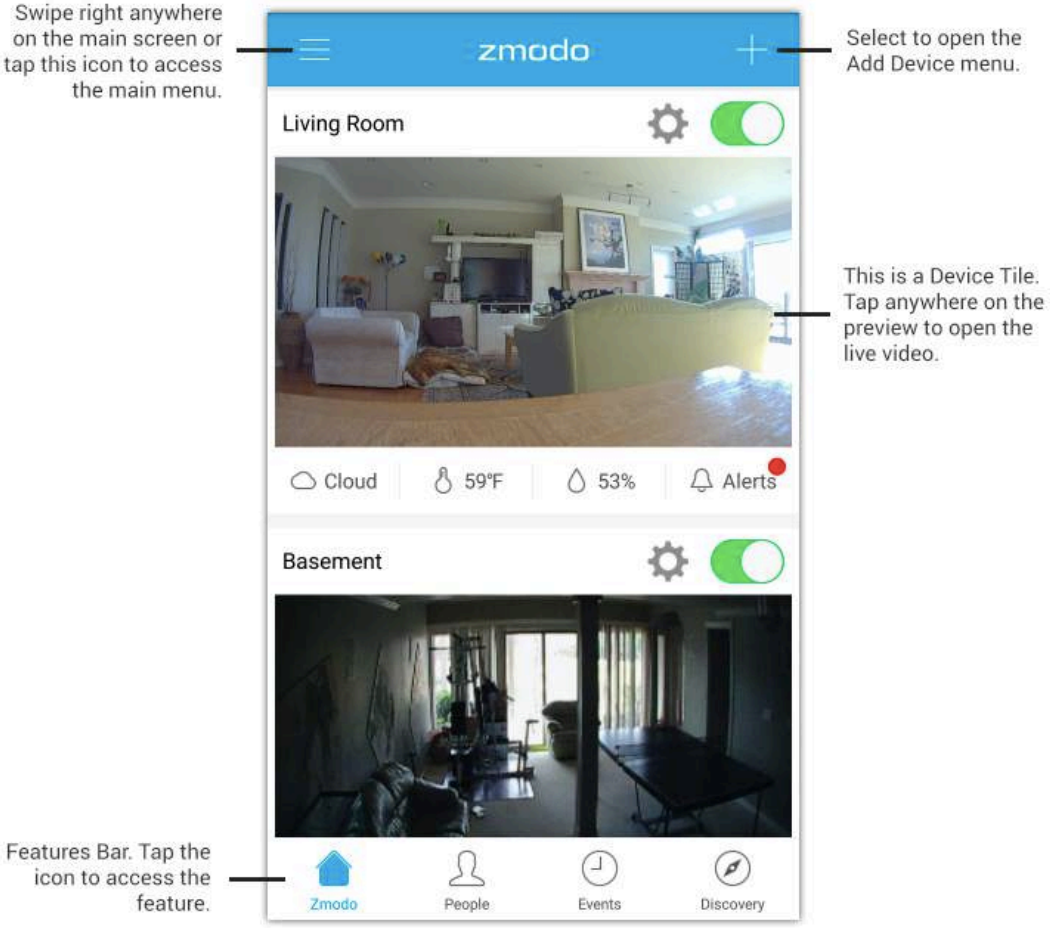
9) Name your Pivot and set a password for it. You can select a unique name, or name it after its location or function. The password provides an extra layer of security for your Pivot for security purposes. You will have the option to share your device. Once finished, your Pivot's Device Tile will appear in the Home Screen.



Using the App: Overview

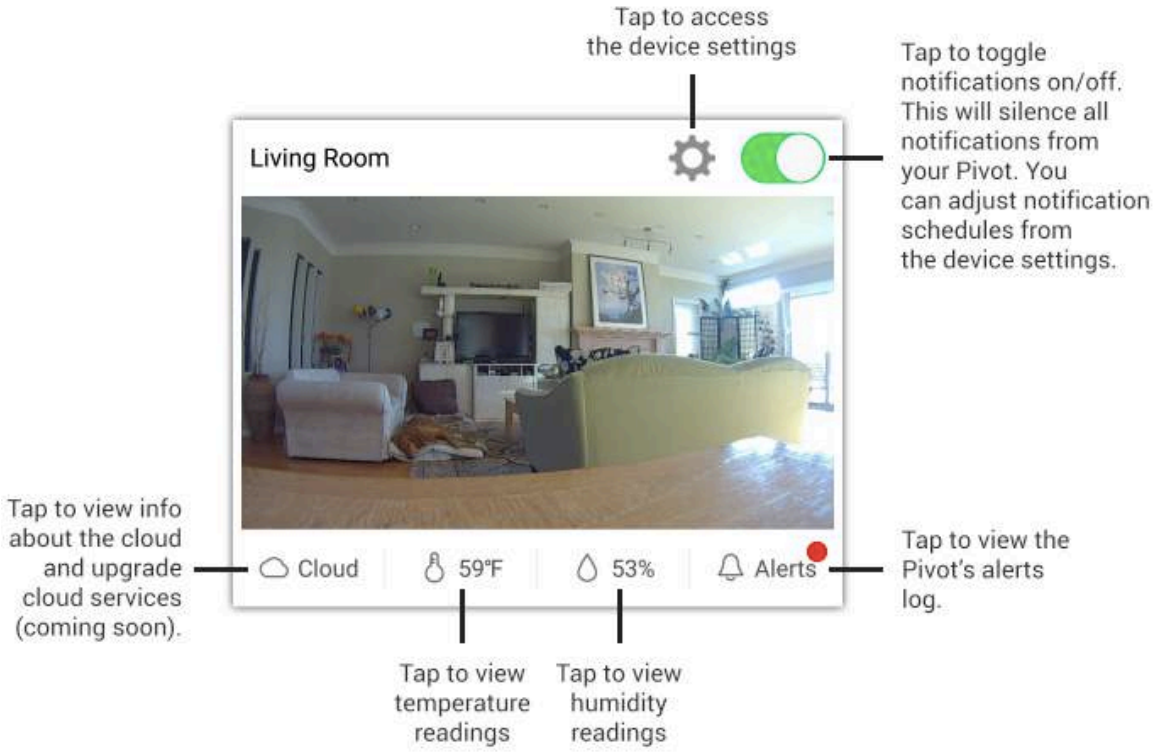
Navigating the app

The Home Screen in the Zmodo app provides easy access to all of your devices, settings, friends, events, and more.



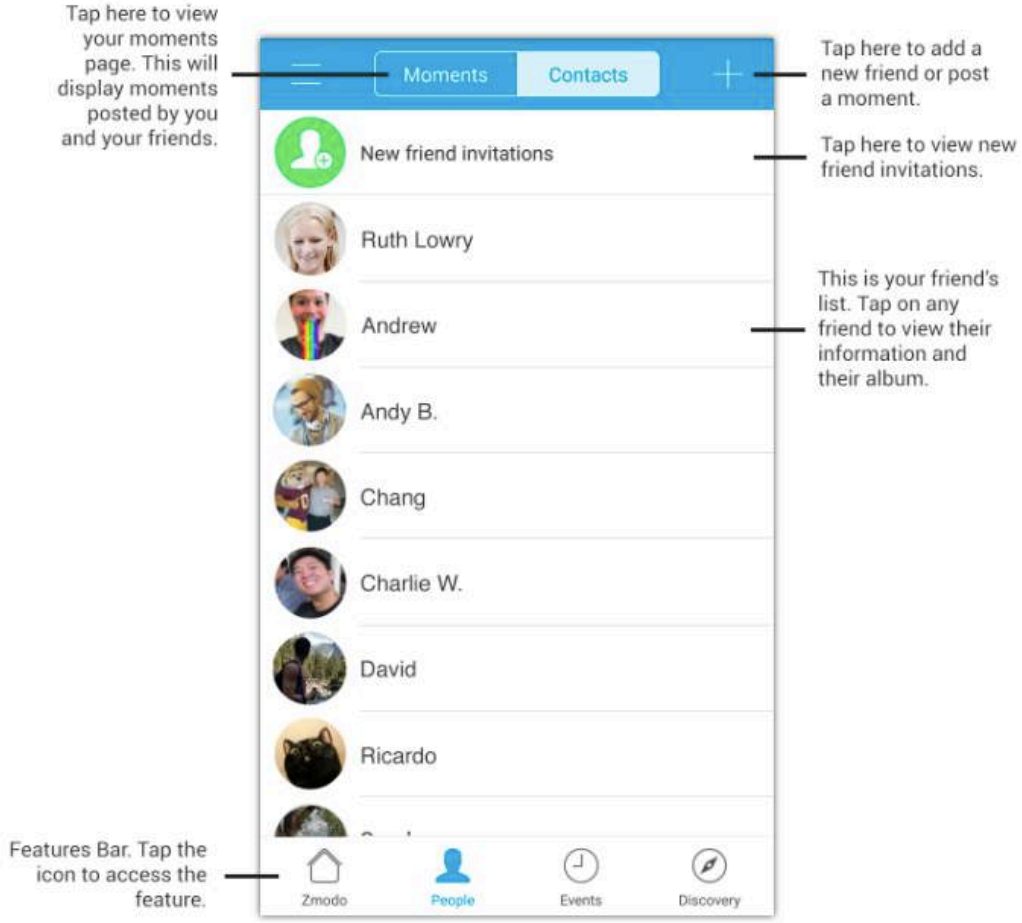
Device Tile

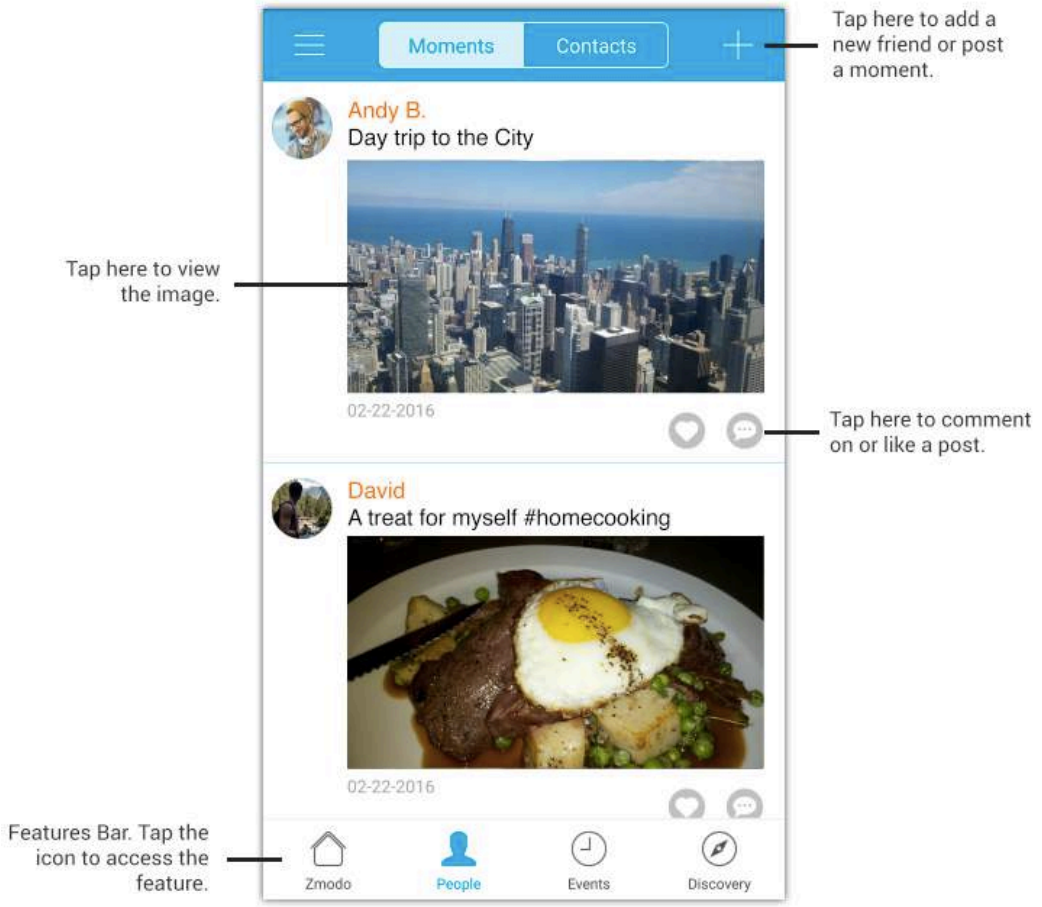
Each device that is configured or shared to your account will appear in your Device List as a Device Tile. The Device Tile allows you to access specific device settings, quickly toggle notifications for your device, view alerts, and access the temperature and humidity readings for your Pivot.



People

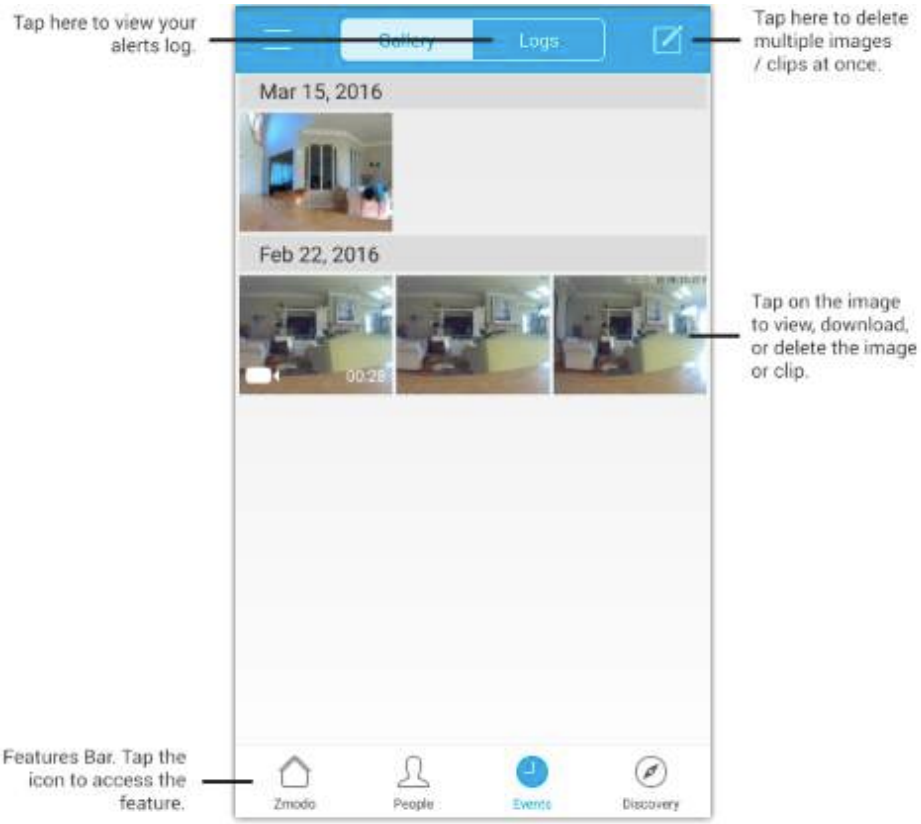
Friend other Zmodo users and share your posts, pictures, and news with them. Share your devices with friends and family so that they can access it too, and control what permissions you want to allow them to have. In order to add a friend, just search for their nickname, phone number, or email that they used to register their Zmodo account with.

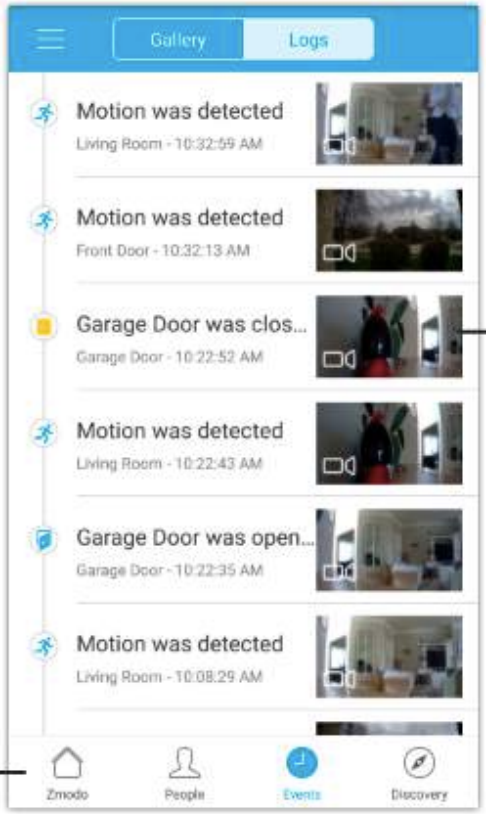



Moments
Contacts
Tap here to add a new friend or post a moment.
Andy B.
Day trip to the City
Tap here to view the image.
02-22-2016
Tap here to comment on or like a post.
David
A treat for myself #homecooking
02-22-2016
Features Bar. Tap the icon to access the feature.
Zmodo
People
Events
Discovery

Events

When you take a snapshot or record a video clip from your Pivot's live feed, the recorded clip or snapshot will appear in your Event Gallery. You can also view the "Logs" page to view a compiled list of alerts from all of your devices.



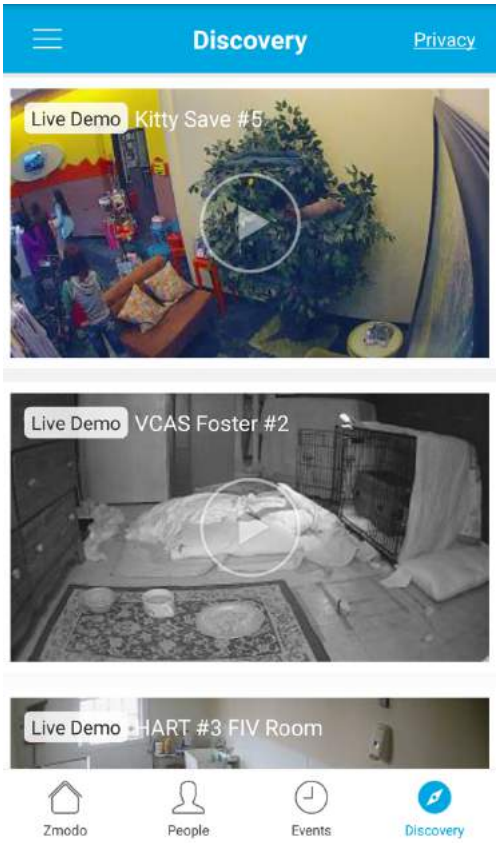


Tap on the thumbnail to view the detailed alert and play the recorded clip.

Features Bar. Tap the icon to access the feature.

Discovery

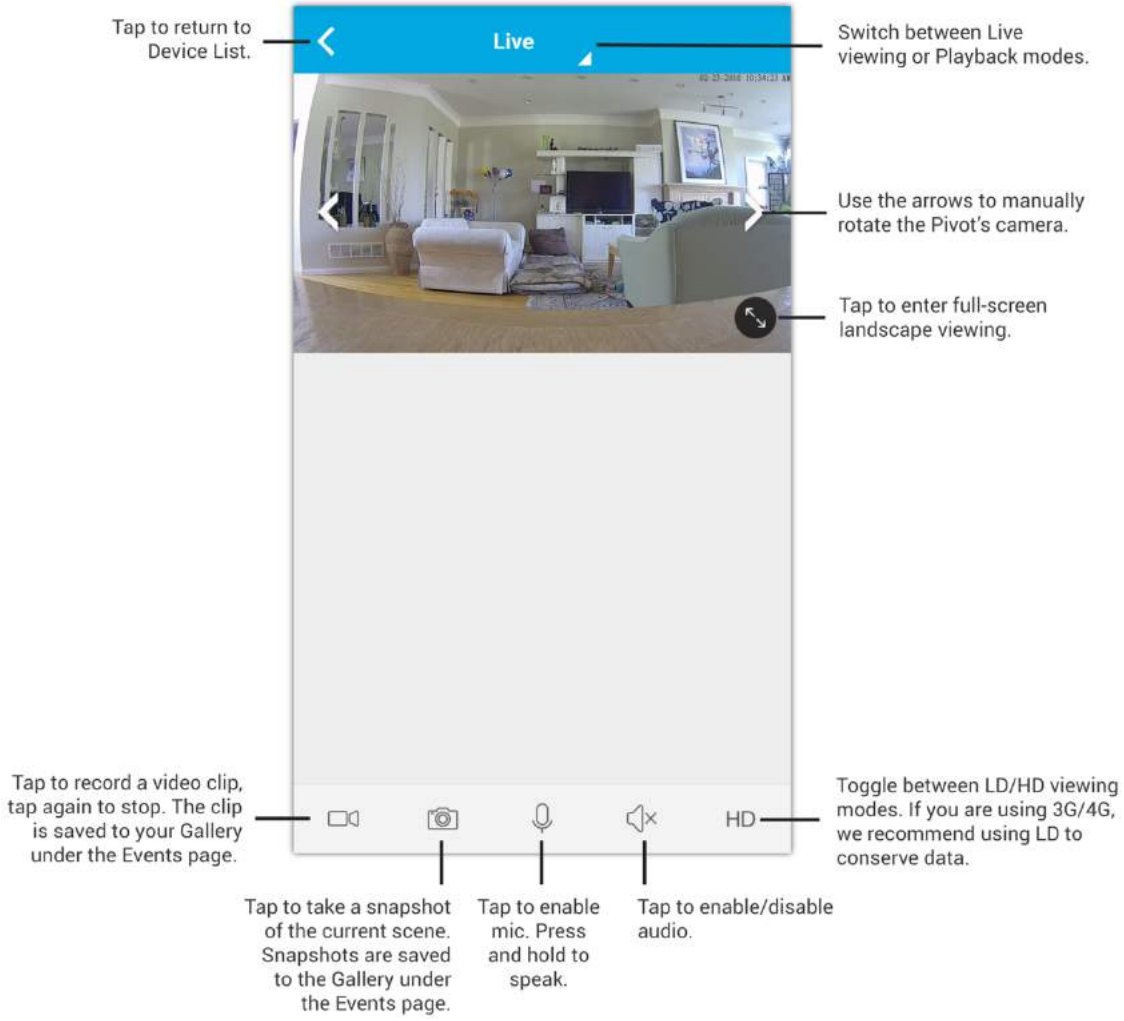
Discovery features Zmodo devices from restaurants, shops, pet stores, etc. View exciting demos like “Tails from the Foster Kittens Kitten Cam,” and check in on your favorite restaurants to see if it’s busy.



Basic Features

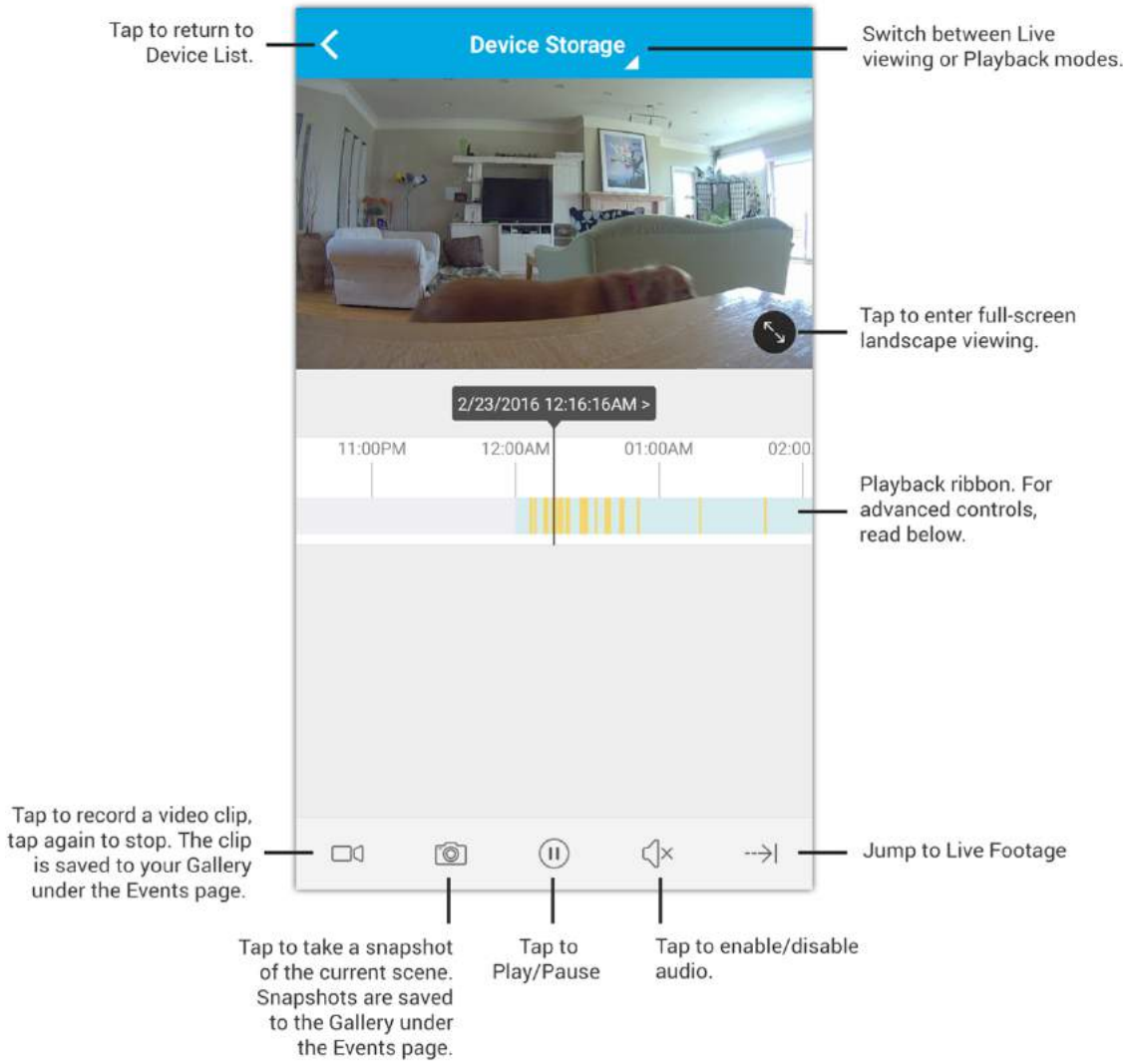
Live Video

In order to access the live video feed of your Pivot, tap anywhere on the preview in your Device Tile.

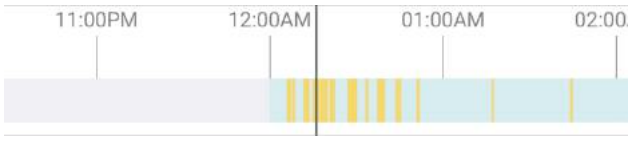


Playback

You can access the Playback mode from your Pivot's Live View page.



Tap here to view footage from a different day.



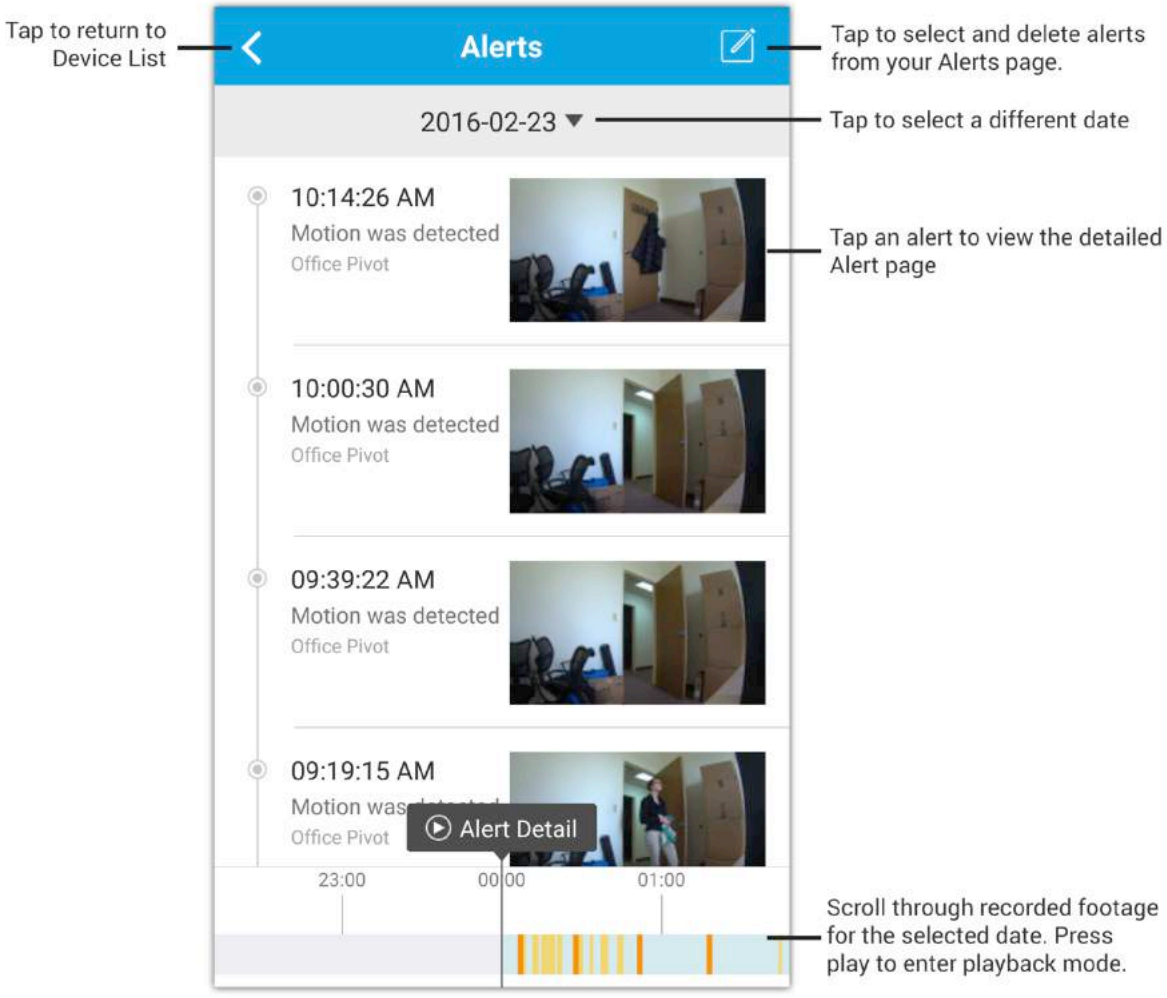
Scroll through footage. Tap and drag the playback ribbon to select a time to begin playback.

Expand playback ribbon. Pinch-to-zoom to expand and view more specific time stamps.

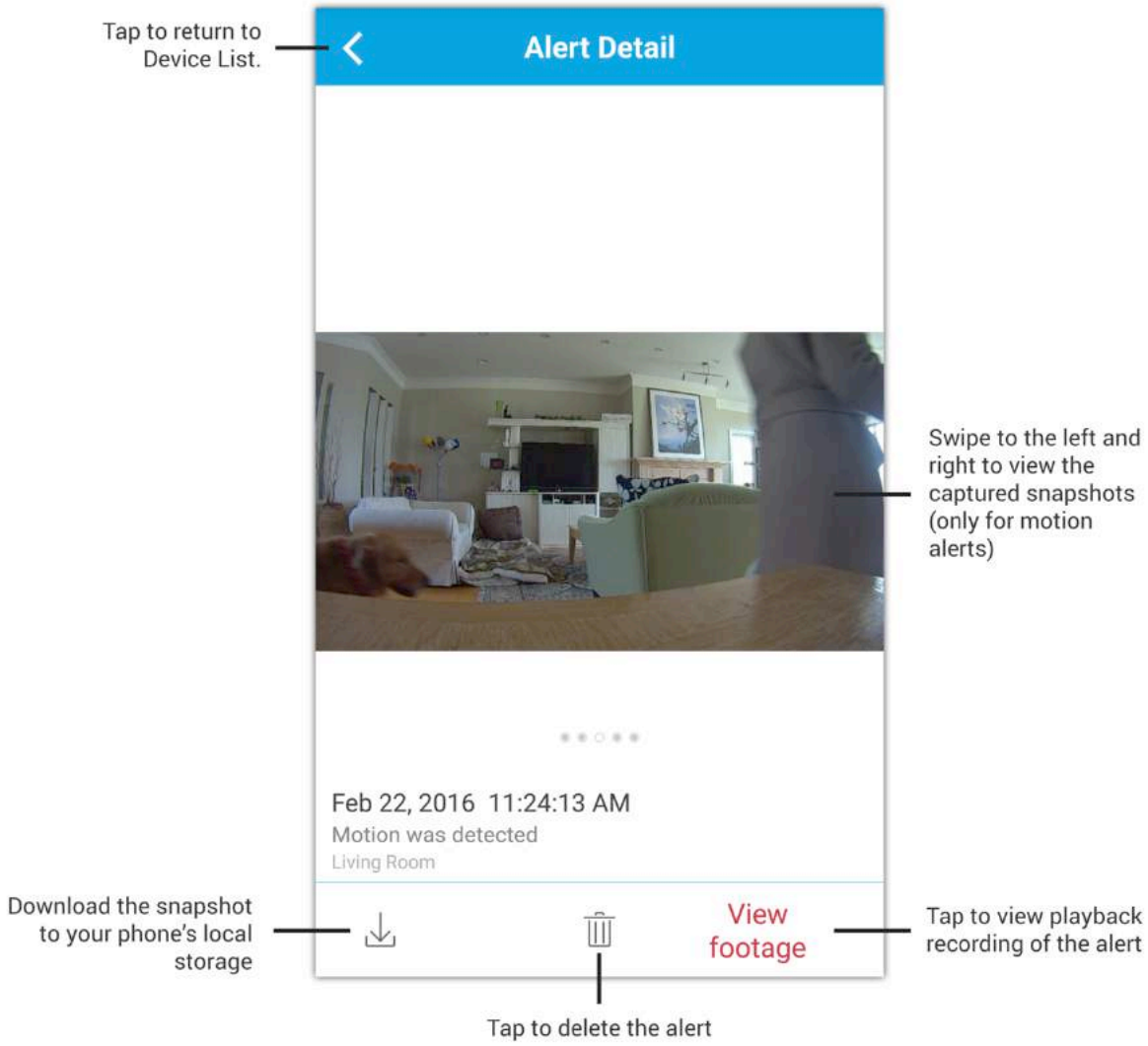
Color-coded footage. Yellow sections indicate footage recorded while motion was detected, blue footage indicates regular footage.

Alerts

You can access your Pivot's alerts by tapping "Alerts" on your Device Tile. The red dot indicates that you have new alerts from your Pivot. You can also toggle alerts on or off by tapping the switch on your Pivot's Device Tile. See the image below for instructions on navigating the Alerts page. **NOTE I'm going to edit the images**



View the image below to help navigate the Detailed Alert page:



Bluetooth speaker

You can connect your smartphone or Bluetooth enabled music player to your Pivot for music using the Bluetooth speaker function. Please follow the instructions below to configure your Bluetooth function:

1) Rapidly double-tap the Touch Pad found on the top of your Pivot. You will hear "Pairing" through the speakers.

2) Enable the Bluetooth function on your smartphone or music player. Follow specific instructions for your device.

3) Scan for available Bluetooth devices using your smartphone or music player. You should see “Pivot” on the list of available Bluetooth devices. Select it.

4) You will hear “Connected” when it is successfully configured. Once configured, Pivot will play audio from your smartphone or music player.

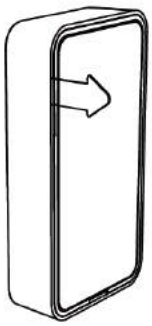
Configuring window / door sensors

Pivot is a hub for connecting and controlling other Zmodo smart accessories. It includes two door and window sensors that can be connected to your Pivot. When a door or window is opened, Pivot can automatically turn to see what happened. When Pivot detects an opened window or door, it will rotate to a preset location set in the “Preset Setting” menu. Pivot can support up to 32 smart accessories. Follow the instructions below to set up your door or window sensors, and repeat for each sensor.

IMPORTANT: When configuring your sensors, your smartphone will need to be connected to the same WiFi network as your Pivot.

Configuring your door / window sensor:

1) Remove the plastic tab from your door / window sensor. The plastic tab will activate the battery for your sensor.

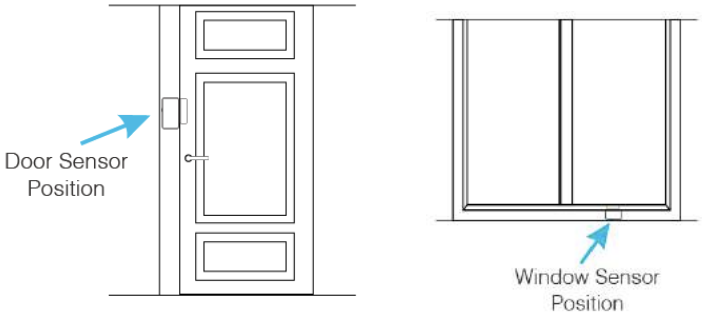


2) Enter the “Accessories” option under the Pivot’s settings menu. Access the Pivot’s device settings by tapping the settings gear on the Pivot Device Tile, and select “Accessories”.

3) Press the (+) icon to add a new accessory. Press the button on the larger piece of your door / window sensor when prompted, and follow the instructions for naming your sensor.

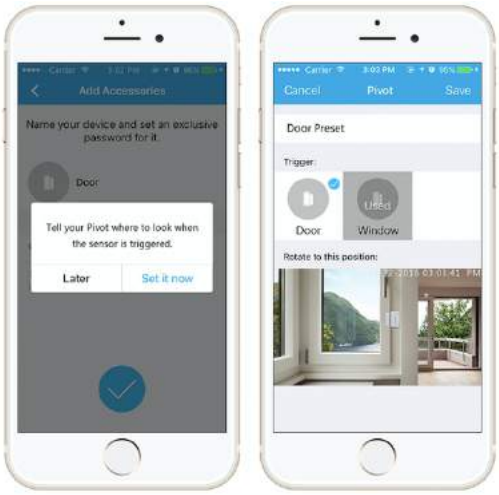
4) Find a suitable location for your door / window sensor. Find a location close to your Pivot, within the Pivot's field of view for optimal performance.

5) Install the door / window sensor. Place one piece of the door or window sensor on the frame of the door or window, and place the corresponding piece on the movable part of the door or window. IMPORTANT: When closed, the distance between the two sensors should be no greater than 2cm.



6) Repeat for other accessories. You will receive alerts when your door or window is opened under your Pivot's alerts page.

Configuring a Preset for your door / window sensor:



1) Enter the "Preset Setting" option under the Pivot's settings menu. Access the Pivot's device settings by tapping the settings gear on the Pivot Device Tile, and select "Preset Setting".

2) Press the (+) to add a new preset.

3) Name the preset. For example: "Front door was opened." Or "Window was opened."

4) Select the accessory to configure. Select which accessory you would like to pair with this preset.

5) Use the live video feed to rotate your Pivot to the desired preset location. Rotate your Pivot toward the door or window, using the live video preview as a guide.

6) Press "Save" once you're finished. Repeat these instructions for any other accessory.

Viewing Temperature and Humidity

Pivot will automatically record temperature and humidity readings. In order to access detailed readings, tap on the temperature and humidity readings from your Pivot's Device Tile.

Advanced Features

Updating the firmware

Updating your Pivot:

You can update your Pivot's firmware using the mobile app, from anywhere at any time. The Zmodo app automatically sends important updates to the notifications bar on top of your device list. Pull down on your device list in the Home Screen to refresh your notifications. If an update is available, a message will appear in your notifications bar. You can also follow the instructions below to update your Pivot:

1) Access the General settings for your Pivot. Access the Pivot's device settings by tapping the settings gear on the Pivot Device Tile, and select "General".

2) Press "Device Version" to check for available updates. If an update is available, the app will notify you and prompt you to update your Pivot.

Updating your mobile app:

We are constantly updating the mobile app to ensure that your user experience is the best that it can possibly be. In order to check for app updates, follow the instructions below:

1) Access the app's main menu. Access the main menu by swiping to the right on your Home Screen or tapping on the hamburger icon on the top left corner.

2) Enter the "System Settings" menu.

3) Press "Check update" to see if there are any updates available.

Scheduling

You can customize schedules to tailor your Pivot to your needs. Schedule silent periods for notifications on your phone when you're sleeping or at work, and schedule blind periods to disable your camera. Follow the instructions below to configure schedules:

1) Access the Pivot's device settings. Select the settings gear on the upper right of your Pivot's Device Tile. Select "Notification Settings" or "Camera Schedule" to configure a schedule for your Pivot.

2) Enable the schedule by tapping the switch. Green means that scheduling is enabled, grey means that scheduling is disabled.

3) Press the (+) icon to add a silent period. This will open a page to configure when your Pivot's notifications or camera will be disabled.

4) Choose a start time for your silent period. Your Pivot's notifications or camera will be disabled beginning at this selected time.

5) Choose an end time for your silent period. Your Pivot's notifications or camera will be enabled at this selected time.

6) Select the days on which you would like to apply this schedule.

(Optional) Edit and delete any scheduled silent periods. Press the edit option on the upper-right corner to clear any silent periods from a day.

Sharing your device

You can share your devices quickly and easily with friends and family to allow them to view and control your Pivot. Sharing Management allows you to adjust user permissions for each specific user. Follow the instructions below to share your device:

NOTE: Your friend or family member will need a Zmodo account. They can register for a free account by downloading the mobile app.

1) Add your friend or family member as a friend in your Zmodo account. Enter the People feature from your Home Screen, and press the (+) on the upper right hand corner to add a new friend.

2) Access the “Sharing Management” option in your Pivot’s device settings. Access the Pivot’s device settings by tapping the settings gear on the Pivot Device Tile, and select “Sharing Management”.

3) Press the (+) icon to share your Pivot with a friend. Select the friend(s) that you would like to share your Pivot with.

4) Write a custom note for your friend(s) and set the device permissions that you would like to grant them access to.

5) Wait for a response. Once your friend(s) accept your invitation, you can adjust permissions from the Sharing Management menu.

Sharing Moments

You can post your favorite moments to share with your friends. Post pictures of captured moments from your phone’s albums or your Zmodo Gallery, and like or comment on posts from your friends and family.

To post a moment: Enter the “People” page from the Home Screen and tap on the (+) icon from the upper right hand corner. Select the “Post Moment” option, and choose an image from your phone’s album or Zmodo Gallery.

To view moments: Enter the “People” page from the Home Screen and select “Moments”. You will be able to view a timeline of moments and like or comment on your friend’s posts.

Support & Troubleshooting

The following portion of the manual will address some troubleshooting tips and frequently asked questions.

For more comprehensive and updated support information, please visit the Pivot's support page at www.zmodo.com/support. Find the Pivot under the list of available devices to access the Pivot support page.

We also offer a friendly, U.S.-based customer support team of product experts who would love to help you. You can contact the dedicated Smart Devices support team at:

> **Phone:** 217-693-5706
> **Service Hours:** Mon-Fri 8:00am – 8:00pm CST
> **Email:** customerservice@zmodo.com

Setup

[Q] Do I need a mobile phone to set up my Pivot?

[A] Yes. The SmartLink setup is done through a mobile app that you will need to download onto your iOS® (v.7.0 and up) or Android™ (v.4.0 and up) mobile device. The 'Zmodo' app can be downloaded from Google Play™ or the App Store™.

[Q] How can I improve my WiFi signal?

[A] If you are having trouble setting up your Pivot, you may not have a strong WiFi signal at the place of installation. In order to improve your signal strength, you can:

1) Install a wireless repeater. A wireless repeater will repeat the wireless signal from your router over a greater distance. Install a wireless repeater close to your Zmodo device and connect the Zmodo device to this repeater during the configuration process.

2) Move your wireless router closer to your Zmodo device. Find a suitable location for your router that's closer to your device.

3) Upgrade your wireless router. Ugprading your router and internet could prepare your home for future smart, connected products.

[Q] I am having trouble connecting my Pivot to the WiFi

[A] Please make sure that your devices meet the minimum requirements:

1) You have a strong WiFi signal at the location where you are installing your Pivot.

2) Your router is broadcasting a **2.4GHz WPA/WPA2 password-protected WiFi network.** Note: If you have a dual-band router, make sure that the 2.4GHz signal is broadcasting with a different SSID than your 5GHz signal. For example, you can set your 2.4GHz signal to be "Home WiFi" and your 5GHz signal to be "Home WiFi_5GHz".

3) You are using an iOS® (v.7.0 and up) or Android™ (v.4.0 and up)smart mobile device for setup.

If you do meet the minimum requirements but you are still having issues with connecting your device, please follow the steps below for setup:

1) Access your wireless router settings.
2) Find the tab or setting called **Wireless** or **Wireless Settings**.
3) Set the wireless network mode of your 2.4GHz wireless network to **802.11b only**, **802.11g only**, or **802.11b/g only**.
4) Retry the SmartLink setup from your smartphone while connecting to this network.
5) After SmartLink successfully connects your wireless device to the WiFi network, you can change your settings back to their original value. The wireless device will automatically connect to your network.

Using the Pivot

[Q] How can I view and control my Pivot?

[A] You can view and control your Pivot from the 'Zmodo' app on your iOS® or Android™ mobile device, or you can access the Pivot from any web browser on a computer by logging in to user.zmodo.com with your Zmodo user account.

[Q] Is there a way to view a larger image of the Pivot's live feed?

[A] You can rotate your phone to view the live feed in landscape orientation, or you can pinch and zoom while in live view to view closer details. If you'd like to see in more detail, you can also log in to user.zmodo.com with your Zmodo user account to view your Pivot from a computer.

[Q] The motion detection doesn't seem to be working?

[A] In order to drastically reduce false alerts, Pivot uses a smart algorithm to determine when motion detected is of importance or not. The smart motion detection algorithms ensure that you receive useful information from your Pivot so that you have the best user experience possible. Some types of motion that the smart algorithms eliminate are:

- Motion detected when you're constantly in the room. If you're in the same room as your Pivot for a long period of time, Pivot will be able to sense your presence and it will not trigger a new motion alert.
- The motion detection algorithms will help eliminate alerts caused by negligible objects like shadows.

For more information on motion detection, please visit the support page.

[Q] Can the Pivot follow you as you move?

[A] As of now, the Pivot **cannot** track movement. The Pivot can detect motion using two methods. If motion is detected using the camera's video feed, then the Pivot will stand still and capture the motion that is in the Pivot's field-of-view. If the motion is detected using the microwave array built around its body, the Pivot will rotate because the motion captured was outside of it's field-of-view.

Security & Privacy

Security is and has always been our priority. We spare no effort to protect your privacy and security.

Encrypted Communication

To protect your privacy, Zmodo apps and the Pivot connect to the Zmodo servers using bank-level AES 256-bit encryption and Transport Layer Security (TLS). All video and pictures are secured with AES 256-bit symmetric-key encryption. Only the customer can decrypt and view the video through approved

clients (our mobile and web apps) with their account credentials. The Pivot also has perfect forward secrecy, using 2048-bit RSA private keys for key exchange with the Zmodo servers. We also employ other security measures to protect private data, such as secure HTTP access (HTTPS) using TLS/SSL, and more.

Security of connected devices is an ever-changing environment, and Zmodo is committed to staying at the forefront. By owning a Pivot, you can be assured that your device will stay secure and updated.

Secure Servers

Zmodo uses our own servers for storing your information and processing your video. We utilize state-of-the-art electronic surveillance systems to protect our servers. Our data center and servers are located in Illinois, USA. Zmodo's server room is safeguarded by a 24/7 video surveillance system and has back-up power in case of emergencies. Access to the server room is highly restricted. Access to the servers are highly restricted as well.

Enhanced Privacy Protection

Keeping your data private and protecting your account from unauthorized access are paramount at Zmodo. If you are interested in how your personal information is collected and protected, please see our complete privacy policy. We have strict policies and technical barriers in place to prevent unauthorized access to your video data. A very select number of employees (senior engineering leadership) have the ability to access video data only when legally required or requested by you for technical support.

We provide optional sharing function to Zmodo device owners. You're always in control over who has access to your Zmodo device content. You can decide to share your content with friends and family, or the general public, through various sharing settings. Or, your content can remain private as it is by default.

Password and Account

Account passwords are not stored directly on our servers. Zmodo follows best practices and uses a non-reversible function to protect your password.

Best Practices Advice

Always install the latest versions of our app and device firmware and keep your web browser and Flash plug-in updated.

If you believe one of your devices with the Zmodo App installed has been compromised, resetting your Zmodo password will immediately log your account out on all devices.

In order to assist us with keeping your account safe and secure, please do not give out your account password to anyone.

Responsible Disclosure Policy

Any reports about security vulnerabilities are welcomed. If you are a security researcher and believe you have found security vulnerability, we would like to hear about it immediately.

Before making any information public, we DO ask you to give us a reasonable amount of time to respond to your report. Please DO NOT access or modify user data without permission of the account owner and DO act in good faith not to degrade the performance of our services (including denial of service). If you comply with those requests, we will not take legal action against you.

To contact us directly to report vulnerability, email us at support@zmodo.com.