

# Pivot FAQ

## General FAQs

**Q:** How can I reach the technical support?

**A: Live Chat (24/7):** Available on the Zmodo website ([www.zmodo.com](http://www.zmodo.com)) and through the Zmodo app (through People – Contacts – Zmodo Support)

**Dedicated Pivot Phone Support:** 217-693-5706 (Mon-Fri 8:00am – 8:00pm CST)

**Email:** [customerservice@zmodo.com](mailto:customerservice@zmodo.com)

**Q:** What is the warranty policy?

**A:** Pivot has a 3 year limited warranty from the date of purchase. Zmodo's hardware warranty and return policies can be found at <http://surveillance.zmodo.com/rma/>.

**Q:** What are the main features of the Pivot?

**A:** Pivot is an all-in-one smart home monitoring solution. Some of the main features include:

1. Smart hub functionality to connect Zmodo door and window sensors, along with future Zmodo sensors and add-ons.
2. 355° rotation along with 120° wide-angle field-of-view to cover an entire space with just one camera.
3. Built-in internal storage and optional cloud service (subscription required) for continuously recorded footage.
4. Temperature and humidity sensors
5. Crisp two-way audio with loud speakers for clear communication
6. Bluetooth speaker to connect your media devices

**Q:** Will third-party accessories work with Pivot? What protocol do the sensors use to communicate with Pivot?

**A:** The sensors use a proprietary protocol to communicate with Pivot. At the moment, only Zmodo sensors will work with Pivot. We are currently looking into integrating with third-party providers, however there is no clear timetable at the moment.

**Q:** Are there any other Zmodo accessories that I can pair with the Pivot, besides the door and window sensors?

**A:** Pivot comes with door / window sensors, but can also be paired with Zmodo smart accessories like the smoke detector, CO detector, siren, emergency button, PIR motion sensor, and more accessories that will be launched in the future.

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**Q:** Do you need to pay a monthly fee to get notifications on your phone?

**A:** Pivot does not require a monthly subscription fee to utilize all of the full features. You will be able to receive alerts and store alert video clips from the past 36 hours for free. In addition, you can review continuous, recorded footage stored to your 16GB of internal storage from any location. Pivot was designed to give you access to a full home monitoring solution without any required monthly fees.

However, an **optional** cloud service is available for purchase by subscription, allowing users to store their footage securely on the cloud. Mobile notifications, remote-viewing and control, and all of Pivot's primary features will remain free and will never require a cloud recording subscription.

**Q:** What are the cloud subscription plans and pricing?

**A:** You will be able to access alert clips from the past 36 hours and locally stored footage for free. A 7-day Plan (7-days of continuous cloud recording and alert clips from the past 7 days) can be purchased for \$4.99 / month or \$49.90 / year. A 30-day plan (30-days of continuous cloud recording and alert clips from the past 30 days) can be purchased for \$9.99 / month or \$99.90 / year. For more information, please visit [www.zmodo.com/cloud](http://www.zmodo.com/cloud). If you already have a full cloud subscription, you will be able to purchase cloud service subscriptions for each subsequent device at a discounted rate. For more information, please refer to the FAQ titled "Do I get a discount if I sign up for multiple subscriptions" at [support.zmodo.com](http://support.zmodo.com).

**Q:** What type of security measures does Zmodo take to protect the data from the Pivot?

**A:** To protect your privacy, Zmodo apps and Pivot devices connect to the Zmodo cloud 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 proper account credentials. 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 Zmodo Pivot, you can be assured that your device will stay secure and updated.

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## Requirements

**Q:** What are the bandwidth requirements for using the Pivot?

**A:** For optimal performance, we recommend a broadband connection with at least 2Mbps upload speed for live-viewing. If you have a cloud subscription, we recommend a broadband connection with at least 4Mbps upload speed.

**Q:** What are the power requirements?

**A:** Pivot needs to be plugged into a power outlet with the included power adapter. The power adapter has an input voltage of 110V-220V AC and an output voltage of 5V/1A DC.

**Q:** What type of infrared (IR) light does the Pivot use?

**A:** Pivot's infrared light is red and automatic. Automatic night vision can be toggled on and off in the **Device Settings** for your Pivot from the Zmodo app.

**Q:** Is this camera ONVIF compliant?

**A:** No, Pivot does not support ONVIF for security and encryption purposes. In order to access and use the Pivot, you will need to use the Zmodo mobile app available for Android™ or iOS® smartphones or the web app (user.zmodo.com).

**Q:** Does Pivot require port-forwarding for remote viewing?

**A:** No, Pivot connects to our cloud, allowing you to connect to and access your Pivot from any location easily and seamlessly.

## Setup

**Q:** How can I set up my Pivot?

**A:** **1.** Tap the Add Device (+) option on the upper right corner, select the Add Device option and choose the “Zink” connection method. Follow the in-app instructions.

**2.** Your Pivot will broadcast a temporary WiFi access point named “ZMD\_SAP”. Open your phone's WiFi settings page when prompted, and connect to this network.

**3.** Return to the Zmodo app and enter your home's network name (SSID) and password. **Note:** If you are using a dual-band router, you will need to make sure that your 2.4GHz network is using a different SSID than your 5GHz network. You can change this by accessing your router settings.

**4.** The Zmodo app may prompt you to connect to your home's WiFi network. If you are prompted, open the WiFi settings page on your smartphone and connect to your home network. Otherwise, skip to step 5.

**5.** Pivot will connect to your WiFi network. This may take a few minutes. **Note:** Check the Status Ring on your Pivot. If it's blinking green, the Pivot is waiting for

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configuration. When it's blinking blue, the Pivot is connecting to a network. When it's solid blue, the Pivot is successfully connected.

**6.** Once the Status Ring is solid blue, the app will prompt you to set a name and password for your Pivot. You can name it after the location that it's in, or choose a name of your choice (e.g. "Living Room Pivot" or "Pet Camera"). You will not be required to enter the password when accessing your Pivot, but it is highly recommended for an extra layer of security.

**Q:** I'm having trouble connecting my Pivot to the network.

**A:** If you experienced an issue during setup, you should check the Status Ring on your Pivot for troubleshooting. If it's:

**Solid Blue:** Your Pivot is already connected to the WiFi, but the setup may have timed out before it could be configured to your account. Connect your smartphone to your home's WiFi network (the same network that you connected your Pivot to), tap the Add Device (+) option on the upper right corner of the Zmodo app, and select the "Wireless Device and Smart Kit" option. Choose "Wireless Device".

The app will search for all Zmodo devices that are connected to your network. When you find your Pivot, tap the (+) option to add it to your account.

**Blinking Green:** Pivot did not successfully connect to your WiFi network. Please refer to the troubleshooting tips below:

1. Make sure that your router is using WPA or WPA2 security encryption with a WiFi password between 6-32 characters. Try to setup again, carefully entering the WiFi information when prompted.
2. Make sure that the WiFi signal is strong enough where you are configuring your Pivot. Try moving the Pivot closer to your router for setup. You can relocate the Pivot once it is connected.
3. If your router is a dual-band router (it supports both 2.4GHz and 5GHz signals), make sure that the network name (SSID) is different for each (some routers broadcast both signals under the same SSID). This can be changed under your router's settings (you can add an "\_5ghz" to the end of your 5GHz network, for example). Connect your Pivot to the 2.4GHz network.
4. If the included quick guide instructs you to use the "Wireless Device" connection method for setup, then your Pivot is compatible with WiFi b/g standards and may encounter issues with the WiFi n or ac standards during setup. If you are experiencing difficulty, you can try changing your router's network mode to WiFi b/g only for setup.
  - a. Access your wireless router settings. You can do this by finding the IP address of your router (Default Gateway) and typing it into

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the address bar on your web browser. A username and password may be required.

- b. Find the tab called **Wireless, Wireless Settings**, etc. and find the option called **Wireless Network Mode** or **Network Mode**. Set the network mode of your 2.4GHz wireless network to 802.11b only, 802.11g only, 802.11b/g only, or change it from “Mixed” to “Legacy,” depending on your router.
  - c. Retry the setup from your smartphone. Once your Pivot is connected, you can change your settings back to the original settings. Pivot will automatically reconnect.
5. If these steps do not resolve your issue, please contact Zmodo Support for help with troubleshooting.

**Q:** I am receiving a “This device is bound to another account” message.

**A:** For security purposes, each Zmodo device can only be bound to one unique Zmodo account. If you receive a message during setup that says that your device has already been added to another account, you will not be able to add the device to your account.

If your device is not new, you will need to contact the previous owner and ask them to remove it from their Zmodo account. In order to remove a device from your account, go to your device and open the **Device Settings**. Open the menu on the upper right corner and press the **Delete Device** option. Note: Deleting a device will erase all alerts from that device on the account.

If your device is new, obtain your invoice and contact Zmodo Support. We will help you unbind it from the previous account. Note: You will need to provide information from your invoice to verify that the device belongs to you.

**Q:** I don't see the “ZMD\_SAP” network on my WiFi list.

**A:** Follow the steps below to troubleshoot your issue:

1. Try disabling and re-enabling the WiFi setting on your smartphone to refresh the list of networks.
2. Move closer to your Zmodo device.
3. Power your Zmodo device off and power it on again. Wait for the Status Ring to blink green.

**Q:** How do I set up the door and window sensors?

**A:** Once you have successfully added the Pivot to your Zmodo account, you can pair the included door / window sensors with the Pivot using the Zmodo app. Before you add the sensors, make sure that your smartphone is connected to the same WiFi network as your Pivot, and follow the steps below:

1. Open the Zmodo app, scroll to your Pivot under your Home Screen, and access the **Device Settings**.

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2. Open the **Accessories** menu and press the (+) icon. Press the button on the larger portion of your door / window sensor when prompted by the app.
3. Pivot has the ability to automatically turn towards a preset location whenever a sensor is triggered. You can set this by selecting the **Preset Setting** option under the **Device Settings** for your Pivot. Press the (+) icon, and choose the sensor that you would like to set a preset for. Then use the video preview to set where you would like the Pivot to turn when that sensor is triggered. Once you are finished, press save and repeat for other sensors.

**Q:** Can you mount the Pivot?

**A:** Pivot was designed to be placed easily without permanent installation on any countertop or flat surface, and cannot be mounted at this time.

**Q:** Where should I place my Pivot?

**A:** In order to make the most of your Pivot's 360° rotation and coverage, 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. Placing Pivot in a location where entryways and doors are visible will allow you to cover your entryways with the door and window sensors. Please make sure that you have a strong WiFi signal at this location.

## General Use

**Q:** I am having trouble viewing my Pivot from my iPad.

**A:** Currently, our app is compatible with and optimized for smartphone devices (iPhone® and Android™ smartphones). We do not have an app that is optimized for tablets, however we have heard much feedback and we are working on optimizing our app for the iPad. We sincerely apologize for any inconvenience.

**Q:** Pivot will not turn on.

**A:** Try the following troubleshooting steps:

1. Try using another 5V/1A DC power adapter with a micro USB connector to make sure that the power adapter is not defective.
2. If your Pivot still does not power on, then you will need to contact Zmodo Support for a replacement unit.

**Q:** The recordings and snapshots in my **Events / Gallery** have all disappeared.

**A:** The recorded clips, snapshots, and saved alerts under the **Events / Gallery** are all stored under the cache memory in your smartphone. If you clear the cache, then these files will be erased. In order to avoid losing files permanently,

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we recommend that you press the download option in the Zmodo app to download files that you want to keep to your phone.

**Q:** The temperature and humidity reading on my Pivot is wrong.

**A:** The temperature and humidity sensor is located on the bottom of your Pivot. If your Pivot is on a colder surface (i.e. marble or granite), then your temperature readings may be slightly lower than normal. If this is the case, try finding a location with a different type of surface.

In rare cases, your Pivot may be displaying an inaccurate temperature and humidity reading. In order to recalibrate the sensors, you will need to power off your Pivot for three hours, then power it back on.

If neither of these solutions solves the issue, please contact Zmodo Support for a replacement unit.

**Q:** How do I adjust the volume on my Pivot?

**A:** Currently, you can only adjust the volume through the Bluetooth speaker or from the microphone by adjusting your phone's volume.

We have received valuable input on this issue, and we are planning to add a new feature in the app to adjust the volume of the speaker. Once this firmware is released, you will be prompted to update your device in the app. If you have any further questions or suggestions, our team would love to speak with you.

**Q:** I can hear audio from my Pivot but I cannot see the video feed.

**A:** Try the following troubleshooting steps:

1. Make sure that your Pivot is up-to-date. Access the **Device Settings** for your Pivot and open the menu on the upper right corner. The message under **Device Version** will notify you if your device needs to be updated.
2. Reconfigure your Pivot to your WiFi network (you do not need to remove your Pivot from your Zmodo account). Touch and hold the touch pad on top of your Pivot for 10 seconds, until your Pivot powers off and back on. When the Status Ring is blinking green, you can run the setup again to connect your Pivot to your WiFi network.
3. If you are still experiencing issues, please contact Zmodo Support for a replacement unit.

**Q:** There is no sound when viewing the live video.

**A:** Try the following troubleshooting steps:

1. Check and make sure that your smartphone's sound settings are on, or that your phone is not in silent mode. Try increasing the volume.
2. Make sure that the speaker is enabled in the **Live** view. You will need to access the **Live** video and enable the audio.

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3. Check to see if the Zmodo app has been granted permission to access your phone's speakers. You may be able to change this setting by accessing your phone's settings.
4. Try uninstalling and reinstalling the app on your smartphone.
5. If the problem still persists, please contact Zmodo Support for a replacement unit.

**Q:** My Pivot is making a loud noise when rotating.

**A:** Try the following troubleshooting steps:

1. Check to see if the Pivot is rotating correctly by rotating the Pivot from the Zmodo app. Your Pivot may make a slight sound as it rotates.
2. If the Pivot is getting caught, try to gently turn the Pivot by hand, and rotate again.
3. If the problem persists and your Pivot is having trouble rotating, please contact Zmodo Support for a replacement unit.

**Q:** My time zone settings changed after rebooting the Pivot.

**A:** Follow the steps below to change the time zone settings:

1. Access the **Device Settings** for your Pivot.
2. Open the menu on the upper right corner (three dots).
3. Select the **Device Time Zone** option and adjust the time zone accordingly.

**Q:** Can I manually turn off the night-vision IR lights?

**A:** Yes, you can turn off the IR lights by accessing the **Device Settings** for your Pivot and opening the **Night Vision** settings menu. In order to turn off the IR lights, select the "Always Off" option. You can also decrease the sensitivity of the automatic night-vision.

**Q:** Can I use the Pivot to look outside of my window?

**A:** Yes, you can place the Pivot beside a window to look outside of your home. However, if you enable the night-vision, the IR light will reflect off of the window and blur your camera's video feed. You will need to turn off the night-vision for your Pivot. You may need to install a separate IR light outside of your home in order to make the area visible at night.

## Motion Detection and Alerts

**Q:** What is the 360° Detection option and what does it do?

**A:** The Pivot has built-in microwave motion sensors around its body that allow it to detect motion, even when the motion occurs outside of the camera's field-of-view. When motion is detected, the Pivot will rotate 360° and capture footage of the entire room.

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Please note that the microwave motion sensors can detect motion as far as 6m away and can penetrate walls. Due to false alarms associated with microwave sensors, a motion alert will only be triggered if no motion was detected for more than 2 minutes.

**Q:** Can Pivot follow movement?

**A:** Pivot does not currently track motion.

**Q:** What is the motion detection range?

**A:** The Pivot can detect motion up to 30 feet away.

**Q:** Does the Pivot send an alert when there is a loud sound?

**A:** Currently, the Pivot only offers alerts triggered by motion and/or when a connected sensor is triggered.

**Q:** How do the alerts work?

**A:** Pivot uses the built-in PIR motion sensor and algorithms to determine when motion is detected. When motion is detected, you will receive a push notification on your smartphone. You can access the push notification and view a recorded alert clip (you will be able to store clips for the last 36-hours for free). If you have cloud-service enabled, the alert clip will direct you to cloud recorded footage when the motion was detected.

You can also set motion-detection zones from the Zmodo app. Open the **Device Settings** for your Pivot and select the **Detection Area** option. You can adjust the zones in your device's field-of-view that will trigger alerts.

**Q:** What are the Away, Home, and Sleep options located on the upper left corner of the app?

**A:** The Zmodo app uses quick notification modes to allow you to quickly toggle notification settings for all of your devices. When you are home, you can select the "Home" mode to toggle notifications for all of your devices, switch to "Away" when you are at work, or switch to "Sleep" before you go to bed. The default behaviors are described below, however you will be able to customize behaviors for all of your devices under each mode. For example, you can choose to disable sharing permissions of your Pivot to friends when you are at home, and you can turn off the camera when you are sleeping. In order to customize modes, create automated schedules for your modes, or create new modes, press the "Away / Home / Sleep" icon and select the gear icon.

**Away:** All of your devices will activate push notifications and alert you if anything happens.

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**Home:** Your devices will not push notifications to your phone, but alerts will be saved to your alerts logs for later review.

**Sleep:** Notifications for all devices in bedrooms will be turned off, but alerts will still be saved to your alerts log for later review.

**Q:** How do I stop the app from sending notifications to my phone?

**A:** The new **Modes** feature allows you to toggle your alerts settings quickly and easily for all of your Zmodo devices. By default, the three available modes are “Away,” “Home,” and “Sleep,” however you can create custom modes as you please. In order to adjust the settings for each mode, tap the mode icon on the upper left corner and select the gear icon for the settings. Select the mode that you would like to edit, and look for your Pivot under your list of devices. You will be able to define whether the camera is turned on or off, whether to send alerts, and whether to share your Pivot or not when under this mode.

For example, if you want to turn all notifications off, you can create a new mode and name it “Off” or “Silent,” and turn the alerts, camera, and sharing off for this mode. Whenever you would like to disable alerts, you can select the “Off” mode and your alerts will be disabled.

**Q:** Can I adjust the duration of the motion alert clips?

**A:** You cannot adjust the duration of the motion alert clips. Your Zmodo devices will record a short video clip when motion is detected. These clips are backed up on the cloud, and can be reviewed in the Zmodo app under the **Events** tab in the home screen, or the **Motion** tile under your Pivot’s device page. While you cannot adjust the duration of the alert clips, you can review the Pivot’s 24/7 recorded footage for footage before and after the clip by selecting the date and time of the clip. Pivot records continuous footage onto the built-in 16GB of internal storage, or onto the cloud (coming soon, cloud-subscription required).

## Door / Window Sensors

**Q:** What devices can I pair the Zmodo door and window sensors with?

**A:** The Zmodo door and window sensors are compatible with Zmodo devices with smart hub features. Currently, only the Beam and Pivot have smart hub capabilities.

**Q:** How far away can the door / window sensors be installed from the Pivot?

**A:** The maximum distance between the door / window sensor and the Pivot is about 320 feet (100m) without any obstacles in between.

**Q:** How long does the door / window sensor battery last?

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**A:** The door / window sensor battery should last more than a year when triggered on an average of 10 times per day. The door / window sensors use a universal CR2032 3V Lithium Cell Battery and can be replaced. In order to replace the battery, remove the cover from the larger portion of the door / window sensor, and push the golden tab to release the battery.

**Q:** How do I set up the door and window sensors?

**A:** Once you have successfully added the Pivot to your Zmodo account, you can pair the included door / window sensors with the Pivot using the Zmodo app. Before you add the sensors, make sure that your smartphone is connected to the same WiFi network as your Pivot, and follow the steps below:

1. Open the Zmodo app, scroll to your Pivot under your Home Screen, and access the **Device Settings**.
2. Open the **Accessories** menu and press the (+) icon. Press the button on the larger portion of your door / window sensor when prompted by the app.
3. Pivot has the ability to automatically turn towards a preset location whenever a sensor is triggered. You can set this by selecting the **Preset Setting** option under the **Device Settings** for your Pivot. Press the (+) icon, and choose the sensor that you would like to set a preset for. Then use the video preview to set where you would like the Pivot to turn when that sensor is triggered. Once you are finished, press save and repeat for other sensors.

**Q:** I can't connect the door / window sensors.

**A:** Try the following troubleshooting steps:

4. Make sure that your smartphone is connected to the same WiFi network as your smart hub and accessory, and try setting it up again.
5. Make sure that your Pivot is up-to-date. Access the **Device Settings** for your Pivot and open the menu on the upper right corner. The message under **Device Version** will notify you if your device needs to be updated.
6. If possible, try connecting the sensor from a different phone by logging into your Zmodo account and following the setup instructions.
7. If the problem persists, please contact Zmodo Support and provide your phone model and operating system, and your Zmodo app version. You can find your Zmodo app version by opening the menu on the upper left corner of the Home Screen and selecting **System Settings**. The app version is listed beside **Check Update**.

**Q:** The preset setting failed in the app.

**A:** Try the following troubleshooting steps:

1. Make sure that your smartphone is connected to the same WiFi network as your smart hub and your accessory, and try to set a preset location again.

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2. Try creating a preset from a different phone by logging into your Zmodo account and following the setup instructions.
3. If the problem persists, please contact Zmodo Support and provide your phone model, operating system, and Zmodo app version. You can find your Zmodo app version by opening the menu on the upper left corner of the Home Screen and selecting **System Settings**. The app version is listed beside **Check Update**.

**Q:** How do I remove a sensor from the app after adding it?

**A:** If you would like to configure your sensor to a different Zmodo smart hub device, you can remove the sensor from the app and reconfigure it. In order to delete a sensor, open the **Device Settings** for your Pivot and select **Accessories**. Select the sensor that you would like to delete, and press **Delete Accessory**.

## Local Recording and Cloud Recording

**Q:** Can I insert a microSD card to increase the internal storage?

**A:** Pivot's 16GB of internal storage is built-in and cannot be expanded or changed.

**Q:** I signed up for a free cloud trial, how do I access the cloud recording?

**A:** If you signed up for a free cloud trial during the trial period, your trial service will still be active for the remainder of your trial period. When viewing the **Live** video, press the monitor icon on the upper right corner and select the cloud icon to view the cloud playback footage.

The video playback ribbon will be marked "yellow" or "orange" when motion is detected, so that you can easily identify important footage during playback.

**Q:** Can I customize when the Pivot records footage?

**A:** Currently, the Pivot will record continuously, 24/7, as long as it is powered on. Along with continuous recording to the built-in 16GB storage, and cloud recording (coming soon, subscription required), the Pivot will also record 30-second video clips that can be reviewed in the app.

We take all of our customers' suggestions into consideration, and we are exploring options to allow users to manually set recording periods for the Pivot. Please stay tuned for future updates to the Pivot and Zmodo app.

**Q:** How can I playback the footage recorded on my Pivot?

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**A:** Open the **Live** video for your device, and select the monitor icon on the upper right corner. You will have an option to view playback footage or cloud footage (subscription required).

The video playback ribbon will be marked “yellow” or “orange” when motion is detected, so that you can easily identify important footage during playback.

**Q:** Can you view video stored on the internal storage remotely?

**A:** Yes, you will be able to playback footage stored on the Pivot’s internal storage from any location by logging into your Zmodo user account on a smartphone with the Zmodo app, or by logging into the web app (user.zmodo.com) on any web browser.

**Q:** What is the maximum recording length?

**A:** In order to maximize storage space, Pivot records at fewer frames per second when no motion is detected, and maximum frames per second when motion is detected. Storage may vary, but Pivot is estimated to store a few days worth of footage on the local storage at a time. When the storage space is full, the Pivot will automatically overwrite the oldest recorded footage.

**Q:** Is Pivot compatible with an NVR or DVR?

**A:** No. Pivot was designed as an all-in-one monitoring solution with built-in storage for footage. If you need more storage, you will be able to subscribe to the upcoming cloud-recording services. It cannot record directly to an NVR, DVR or computer.

**Q:** What do the **Logs** and **Gallery** pages under the **Events** tab do?

**A: Logs:** Stores alerts from all of the devices that are bound to your account in one place.

**Gallery:** Stores snapshots and video clips that you manually record during live view or playback. In order to take a snapshot or record a video clip, access the **Live** view or playback, and select the start time for your recording (if you are viewing playback). Press the record button to begin recording, and press it again to end the recording, or take the snapshot button to take a snapshot.

**Q:** Where can I find my clips after I download them from the alerts?

**A:** You can download alert clips, along with clips and snapshots from your **Gallery** (under the **Events** tab) directly to your phone. The download option can be found when viewing the alert, clip, or snapshot from within the Zmodo app. The clips and snapshots will be downloaded onto your phone’s storage and will be accessible in your phone’s gallery.

**Q:** Can I transfer video files to my computer?

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**A:** We currently do not support mass-transfer of video footage from the app to your computer. In order to transfer recordings to your computer, you will need to first download the footage onto your phone's local storage.

You can download alert clips to your phone's local storage by selecting the download option when viewing the alert.

If you want to transfer a specific recorded time frame, you will need to first save the recording to the **Gallery** in the Zmodo app. Access the **Live** video for your device and select the Playback option on the upper right corner. Select the start time for the footage that you want to save, and press the video record button to start recording the footage. Press the record button again to stop the recording. The clip will appear in your **Gallery** (under the **Events** tab). You can download clips from your **Gallery** directly to your phone's local storage by selecting the download option when viewing the clip.

When clips are downloaded to your phone's storage, they will be saved under an .mp4 format and can be transferred to your computer.

**Q:** How do I format the internal storage on the Pivot?

**A:** You can erase all internal storage by accessing the **Device Settings** for your Pivot and selecting the **Storage Management**. Select the brush icon to format and erase all footage. **Caution:** Once you format the footage from your internal storage, you will never be able to recover it.

By default, Pivot will automatically overwrite the oldest recorded footage when the internal storage reaches its capacity.