Pivot
Zink Troubleshooting Guide.

Troubleshooting Zink

Phone does not progress past the SSID and Password screen.

This means the phone has not completed the setup. Typically this is caused by the phone receiving internet from another network. Try the steps below to resolve the issue.

- Go back to the WiFi settings, verify you are still connected to the ZMD_SAP network.

- In the phone's settings, temporarily turn off mobile data until the setup is complete.

- Reboot the phone.

Light Keeps Blinking Green throughout the Zink process.

Below are some settings that you will want to verify in order to ensure a smooth Zink setup

- We recommend that the device you are setting up be within 10ft of the router during the Zink process in order to ensure success.

- An SSID is your WiFi network name. **When entering SSID during the Zink setup, it is case sensitive, and you must enter any special characters it uses.** You can find your exact SSID by looking in your phone’s WiFi settings. It should be the network your phone connects to when at the location.

- Zink may fail if there is a space in your SSID.

- Your network SSID or network name can NOT be hidden.

- You cannot use a guest network.

- If your router is a dual band router, meaning it supports both 5.0Ghz and 2.4Ghz networks, be sure to only use the 2.4 Ghz network for Zink setup.

- The WiFi password MUST be WPA or WPA2. WEP is not secure and will not be recognized.

- Passwords and SSID names should be a minimum of 6 characters, WiFi networks with no password (open network) are not considered secure. Zink setup will not work with an open network.

- Must be connected to router or modem. Cannot guarantee success with extenders, boosters, hot spots, etc.

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- Some mobile devices may require you to disable mobile data during the setup process. If the setup doesn't go past the screen where you enter the SSID, try disabling the mobile data on the phone.

- The “Smart Network Switch” feature available on many phones will need to be turned off during the Zink process.

Light has gone solid blue, phone no longer sees ZMD_SAP as an available network.

Sometimes, Zink connection was successful, however the connection process took so long; the mobile app does not know that Zink connection was successful. We call this issue the "Timeout Error."

To resolve this, first verify that the light on the camera is solid blue, which indicates it is connected to WiFi.

Next tap the plus sign and select the “Wireless device, and Smart kit” option, then select “Wireless Device”.

This will search your router for any devices that are already connected to your network. It should then show a list of any available cameras.

If it requests the number of cameras at this point, then that indicates it did not find any on your network. Check the WiFi you are connected to, make sure the light is blue, and try again.

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