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Pivotell Smart



CONNECTING TO WI-FI

How to connect Pivotell Smart dispenser to home Wi-Fi and set it up using the online Administration Centre

Important:

Read the dispenser programming instructions in full to understand functionality first.



Step 1:

Before you start

To use the Admin Centre, the dispenser must be **pre-registered**. Contact Pivotell if not already registered ***charges apply**



Have these ready:

1. Smartphone
2. Wi-Fi password
3. Check Wi-Fi is on
4. Keep the dispenser near the router
5. Ensure the dispenser has batteries in and buttons are accessible

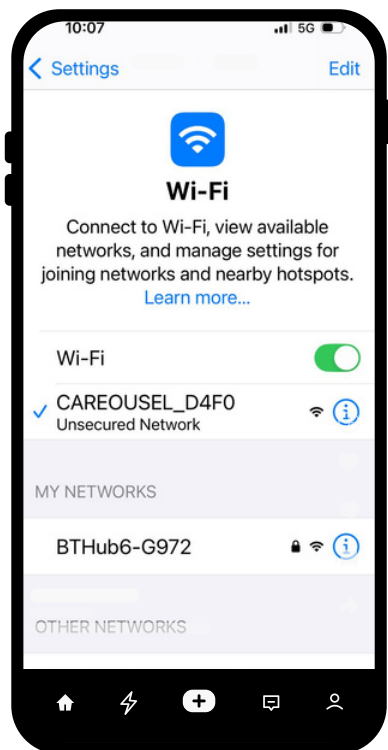
Steps 1–4 must be performed on a **smartphone**.

Steps 5–7 can be done on either a **smartphone or PC**.



Step 2:

HTTP mode and Wi-Fi Connection



Step 1: On the Pill Dispenser

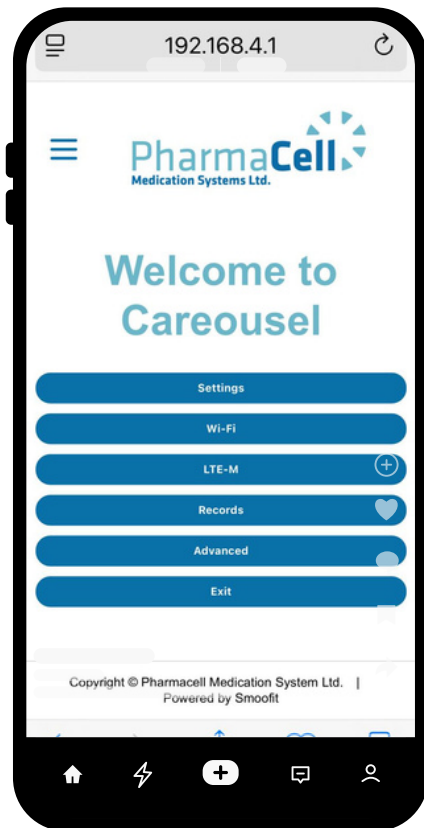
Press and hold buttons 1 and 3 together.
HTTP will display on LCD screen.

Step 2: Connect Smartphone to Dispenser Wi-Fi

- Open Wi-Fi settings on your smartphone
- Select CAREOUSEL_XXYY
- If not visible, turn Wi-Fi off and on, then try again

Step 3:

Connecting to Wi-Fi



On the Smartphone

1. Scan the QR code below (with smartphone camera) / or click the link to open the **Wi-Fi Set-Up page**.



Open Settings



Or visit **192.168.4.1** in your phone's web browser

Step 4:

Wi-Fi



On the Smartphone

1. Choose **Cloud Connections** from the list
2. Select **Wi-Fi**, **ignore other options.**
2. Open **Wi-Fi Setup**
3. Choose **Network**, enter **Wi-Fi Password**.
4. Click **Apply**
5. Press **Close** and dispenser comes out of HTTP and is **connected** to your home Wi-Fi Network.

Note: You'll see "Successfully Connected!" if successful; otherwise an error such as "Invalid password" or "Other reason" will display.'

Step 5:

The Admin Centre



The Wi-Fi connected dispenser is programmed online using the **Pivotell Administration Centre (AC)**.

If you are reading this on your smartphone, tap here to open the AC:



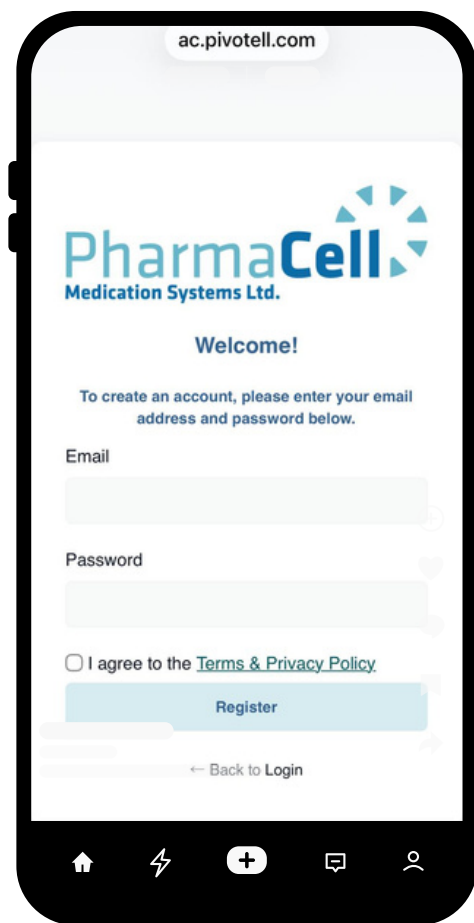
If you are reading this on another device or a printed copy, use your smartphone to scan the QR code:



Or on a PC or Smartphone visit:
<https://ac.pivotell.com>

Step 6:

The Admin Centre



1. **Register account.** To create an account, enter email and create password.
- * Dispenser must be pre-registered, **charges apply**
2. **Verify** email (check for an email from noreply@pivotell.com).
3. Log in
4. **+ Add New Device** following instructions on the Admin Centre.
5. Video guides for using the Admin Centre can be viewed in the Menu.
6. Ensure both Settings and Notifications are complete in the Admin Centre, press **SAVE**.

Step 8:

On the Dispenser



Download settings to the dispenser:

1. Position the filled tray so the first scheduled dose to be taken is **to the right** of the lid opening.
2. Press **Button 2** until TRAY Z shows on the LCD, the tray rotates one half section to lock the shutter when lid closed.
3. The dispenser Wi-Fi will activate, contact the Admin Centre and download the dispenser settings. Dispenser will reboot.
4. Close and lock the lid.

Note: This reset should be done every time the tray is refilled to reset the 'DOSES LEFT' counter.



DEMO or TEST



To **DEMO** or send a **TEST** message:
Press & hold **all 3 buttons**. TEST displays.

- Short press button 3; **whole alarm sequence**. Tip to cancel alarm.
- Long press button 3; **TEST message is sent**.

Note: ensure tray is replaced in correct position for the User's first dose after the TEST function is used.

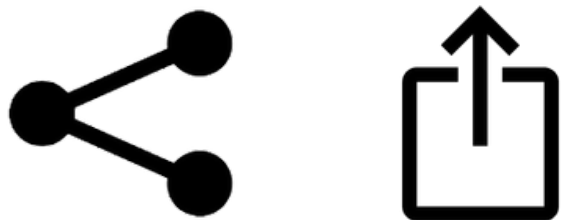
Troubleshooting

Problem	Cause	Solution
Home Wi-Fi is 5 GHz only.	Pivotell Smart requires 2.4 GHz Wi-Fi.	Check router settings and ensure 2.4 GHz is enabled.
Wi-Fi network not appearing in list.	Wi-Fi name (SSID) is hidden.	Enable “Broadcast SSID / Show Wi-Fi Name” in router settings. Restart setup and select the network. You can hide it again afterwards.
Wi-Fi password incorrect.	Typo or wrong password used.	Re-enter password carefully. Remember it is case-sensitive.
Smartphone switches back to home Wi-Fi during setup.	Phone thinks the Pivotell network has “no internet”.	Put dispenser back into HTTP mode and retry connection.
Device too far from router.	Weak Wi-Fi signal Wifi signal ranges from EXCELL to V. POOR/UNUSABLE.	Move dispenser closer to the router during setup.
Issue	Try This	
Wi-Fi not showing.	Turn Wi-Fi off/on on the phone; enable SSID broadcast; move closer to router.	
Cannot connect.	Check password; ensure 2.4 GHz is enabled; retry from HTTP mode.	
Disconnects during setup.	Keep phone connected to CAREOUSEL_XXXX and disable “Auto-switch to better network” if the phone has it. Disable mobile data during setup to avoid auto-switch.	



Tip: Share this instruction pdf and the weblinks to your phone Home Screen as it will make it much easier to return to it later.

Share icons look like this:



**Don't hesitate
to contact us for support**



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www.pivotell.co.uk



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