

USER GUIDE

# MAXHUB PIVOT

# DEVICE MANAGEMENT SYSTEM

Update:2023 Apr

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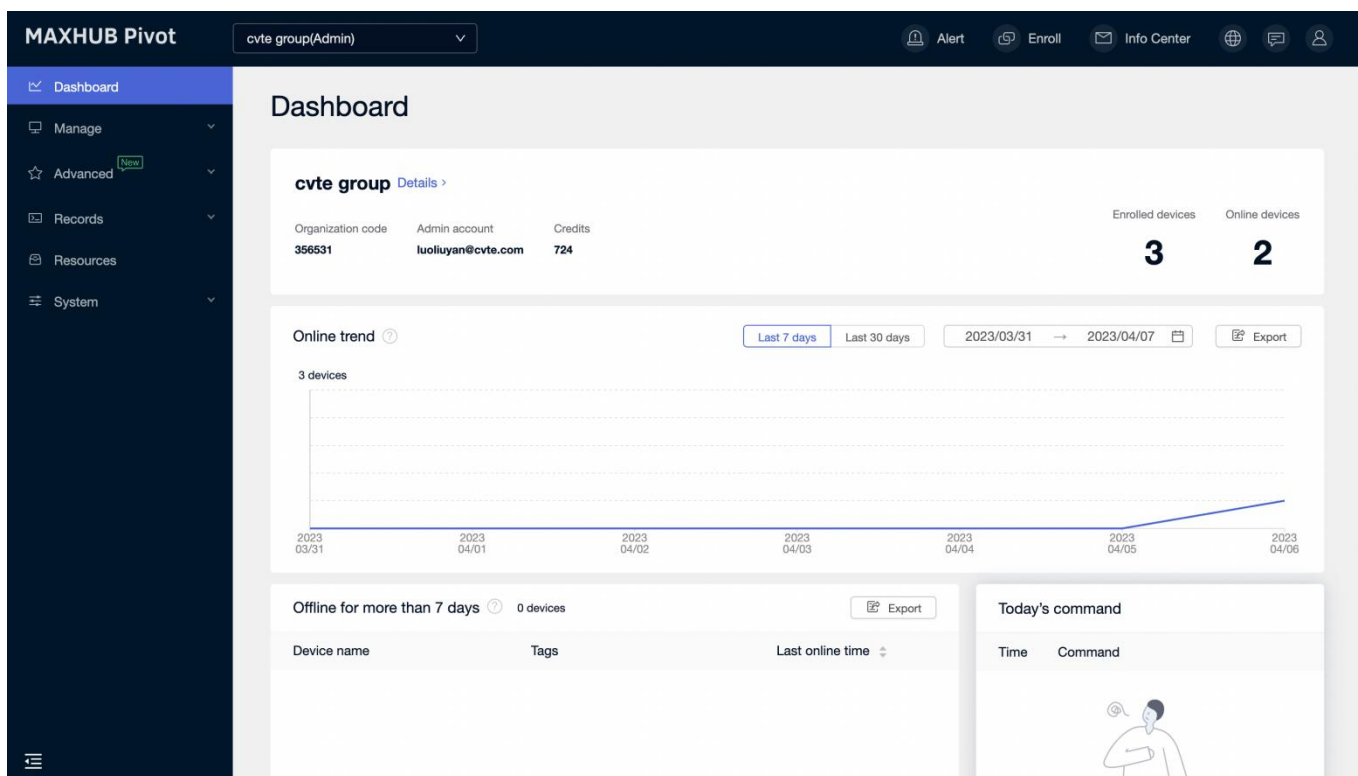
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# 1. INTRODUCTION

Maxhub Pivot is a web-based software that simplifies the management of your equipment.

With Maxhub Pivot, you can enjoy cluster management functionality for your interactive flat panels. Options include status monitoring, panel grouping, time and channel switching, volume control, and information bulletins. Everything you need is available in the same unified space.



# 1.1 ACCOUNT REGISTER & LOGIN

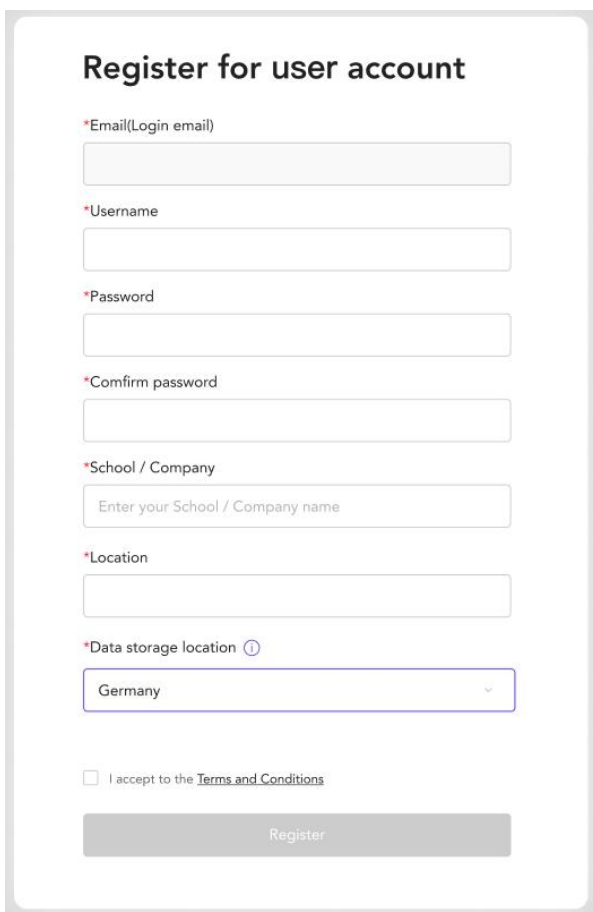
## 1.1.1 How to Sign up for an Pivot account?

Open a website [pivot.maxhub.com](https://pivot.maxhub.com) and click “Create Account” to go to the registration page. On the registration page, enter your Email, Username, Password, Confirm password, School/Company, Location and Data storage location, and click “Register”.

If the entered email already exists, the system will prompt that the email has been registered.

Then the system will send an verification email to the registered email address.

Users need to open the email and click “Verify My Email” to complete registration.



The image shows a registration form titled "Register for user account". It contains the following fields and elements:

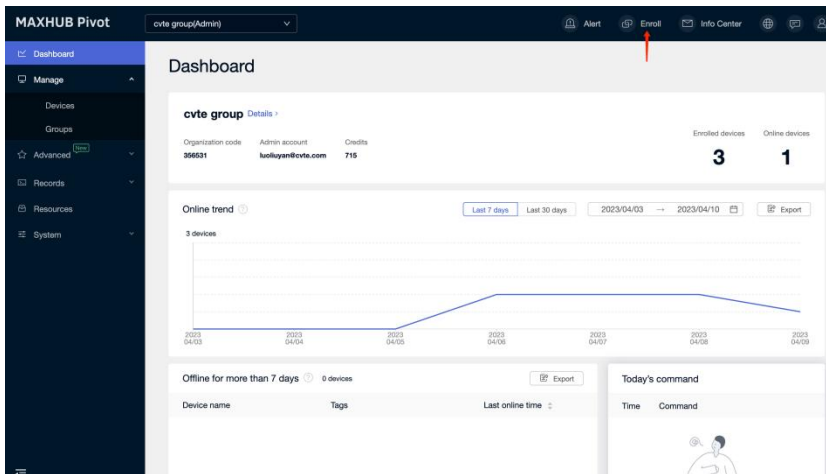
- \*Email(Login email): A text input field.
- \*Username: A text input field.
- \*Password: A text input field.
- \*Confirm password: A text input field.
- \*School / Company: A text input field with the placeholder text "Enter your School / Company name".
- \*Location: A text input field.
- \*Data storage location: A dropdown menu with "Germany" selected and a help icon (i).
- I accept to the [Terms and Conditions](#)
- Register: A grey button.

## 1.1.2 Login

After registering successfully, enter the correct Email and Password, and click “Log in” to get started.

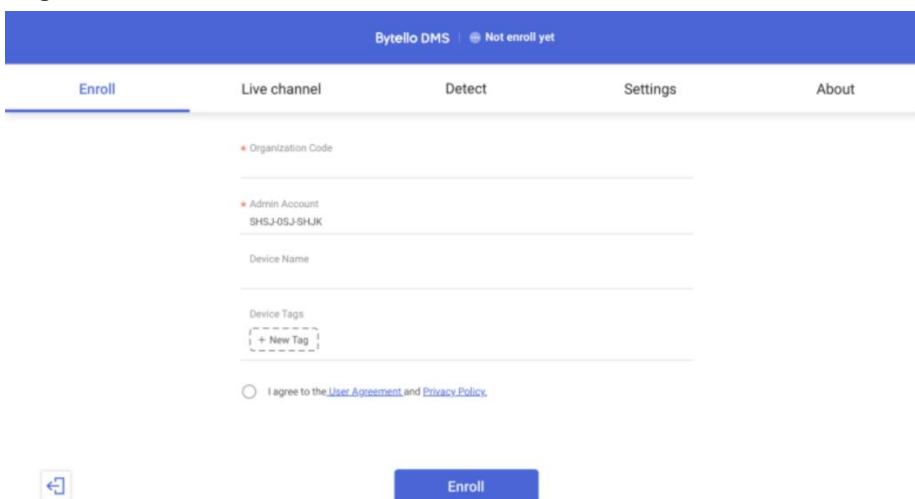
# 1.2 DEVICE ENROLL.

To manage devices, you should first enroll your devices in the Maxhub Pivot web console. Login to [pivot.maxhub.com](https://pivot.maxhub.com), click “Enroll” on the top bar to see enroll method.



## Method 1: Fill in the information on the client

Input “Organization code” and “Admin account” on the Client to enroll this device in the organization.



## Method 2: Plug USB onto a panel

Preset and download enroll file from the web console.

Put enroll file into a USB.

Plug the USB into a panel.

Confirm the information and enroll

# 2. DEVICES

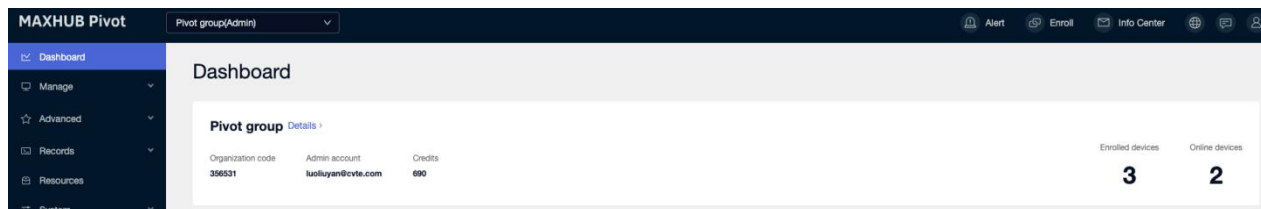
## 2.0 DASHBOARD

### ORGANIZATION INFO

Basic info includes **Organization name**, **Organization code**, and **admin account**.

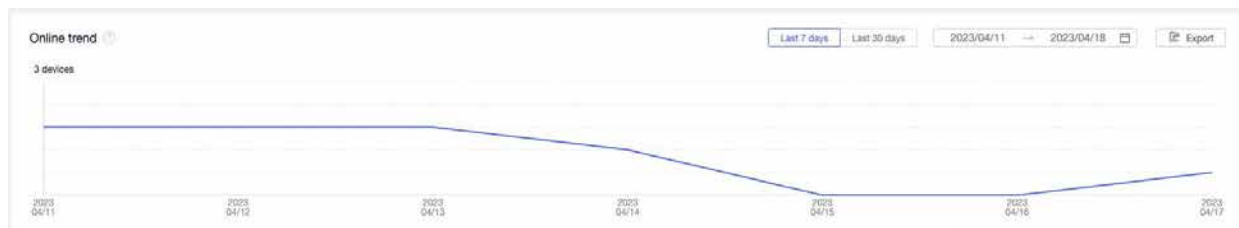
**Enrolled devices** are the number of enrolled devices;

**Online devices** are the number of devices currently online at the moment.



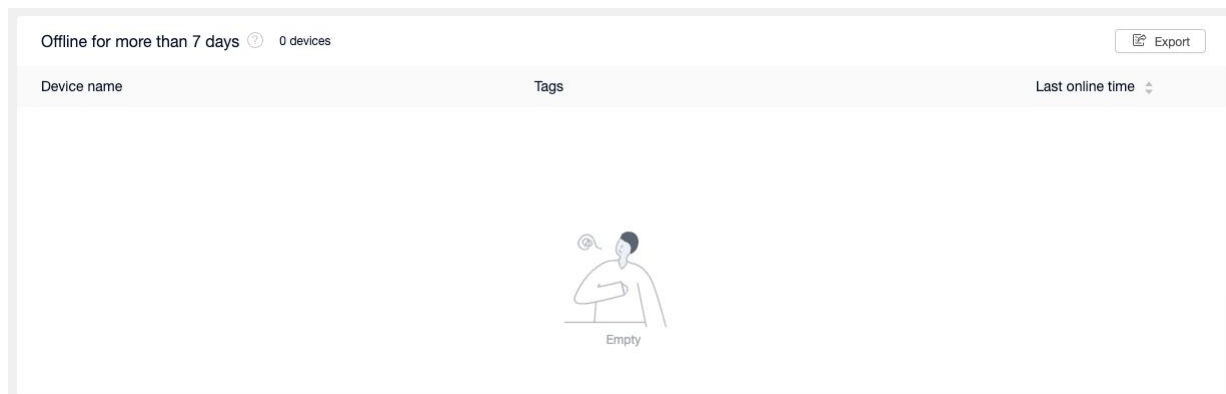
### ONLINE TREND

To check devices' online & offline status for the past 7 and 30 days.



### OFFLINE DEVICE

A list of devices that have been offline for the past seven days.





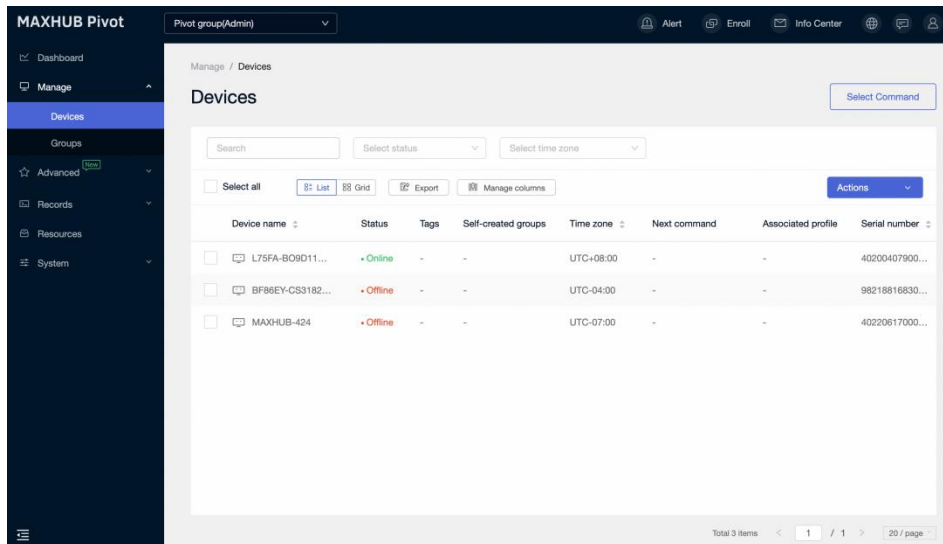
# 2.1 DEVICE MANAGE

## 2.1.1 LIST VIEW

All devices enrolled in Organization will be displayed in Manage -> All Devices.

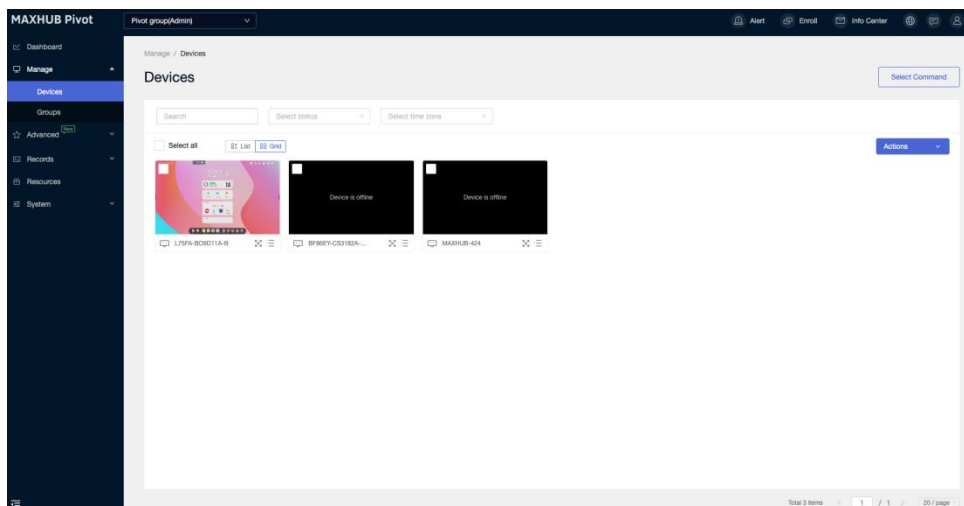
Status Online means the device is currently connected with Pivot.

Status Offline implies the device is not connected with Pivot.



## 2.1.2 GRID VIEW

Grid view showcases device screenshots.



## 2.1.3 TABLE MANAGE

The custom column allows the user to change the default information displayed in the table.

Users can export the device list.

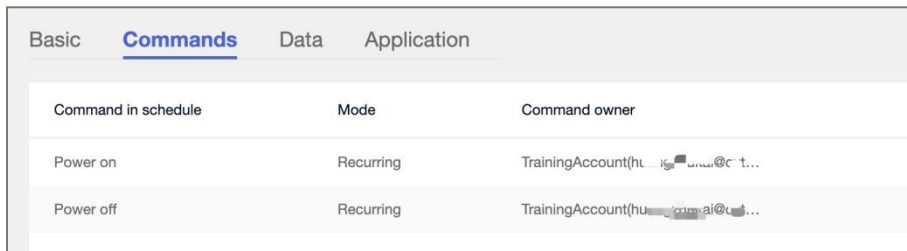
# 2.2 DEVICE DETAILS

## 2.2.1 BASIC

Check and change the device name and device tags; Set device notification display method; Display device information; View screen or start a screen control session; Change device output volume, screen brightness, lock remote and physical button; Lock input switch;

## 2.2.2 COMMANDS

Find out scheduled, unexecuted commands for this device.



Command in schedule	Mode	Command owner
Power on	Recurring	TrainingAccount(hu...@c t...
Power off	Recurring	TrainingAccount(hu...@c t...

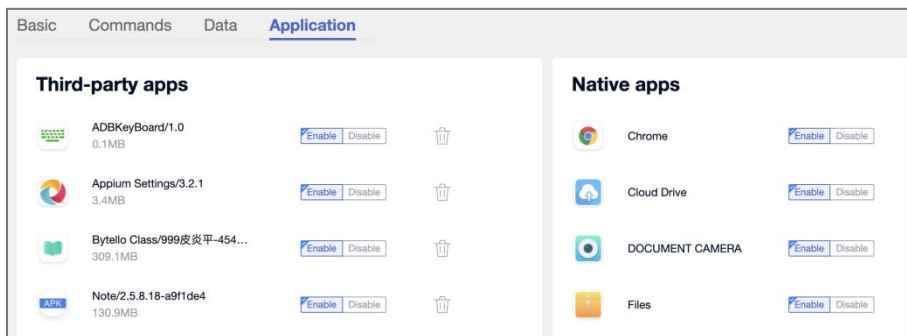
## 2.2.3 DATA

Find out device usage (used time, online times, and online duration) for today, yesterday, last seven days, and last 30 days.

## 2.2.4 APPLICATION

Find out applications installed on the device.

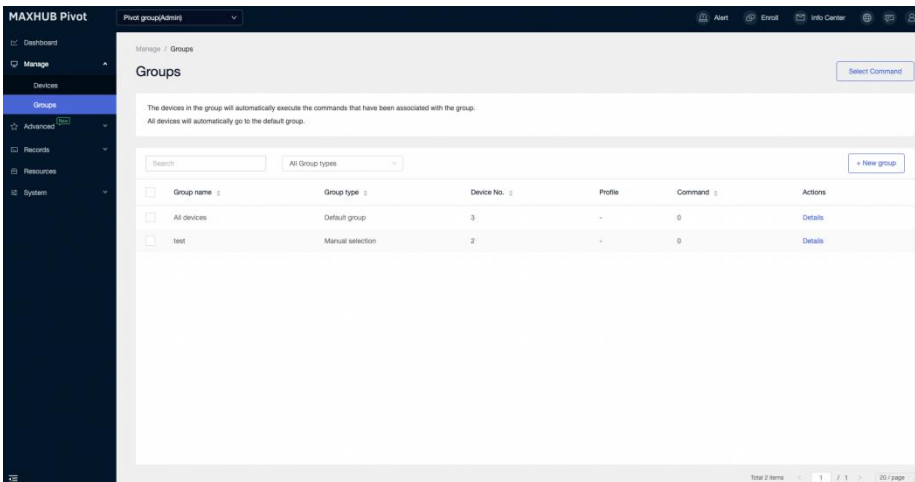
Enable, disable or uninstall applications.



Third-party apps		Native apps	
	ADBKeyboard/1.0 0.1MB		Chrome
	Appium Settings/3.2.1 3.4MB		Cloud Drive
	Bytello Class/999皮炎平-454... 309.1MB		DOCUMENT CAMERA
	Note/2.5.8.18-a9f1de4 130.9MB		Files

# 2.3 DEVICE GROUP

## 2.3.1 GROUP LIST

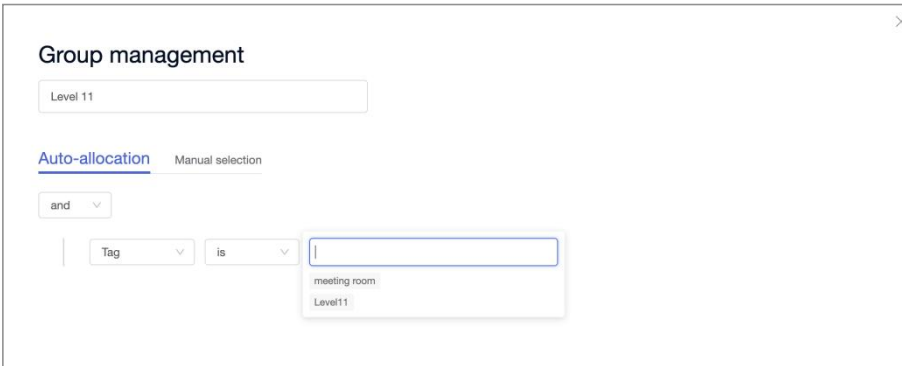


## 2.3.2 NEW GROUP: AUTO-ALLOCATION

Use “and” “or” conditions to select devices into groups.

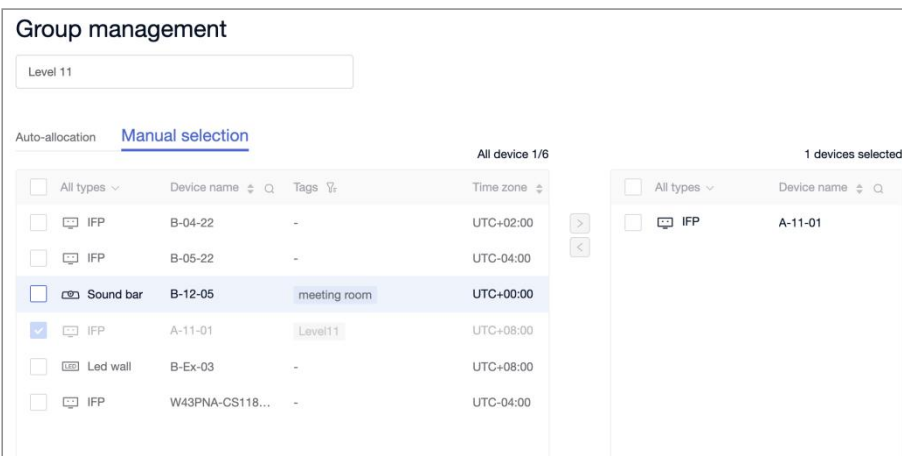
Devices that meet the conditions will automatically enter the group.

Devices that no longer meet the conditions will automatically be removed from the group.



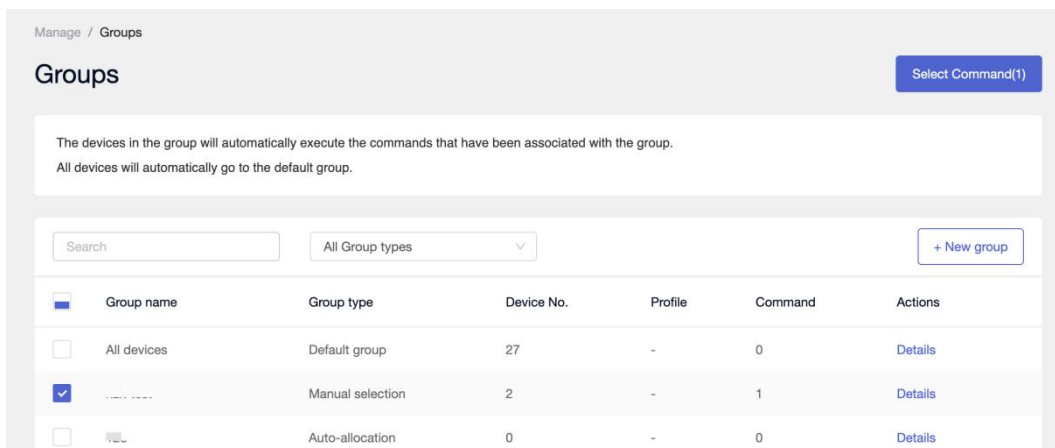
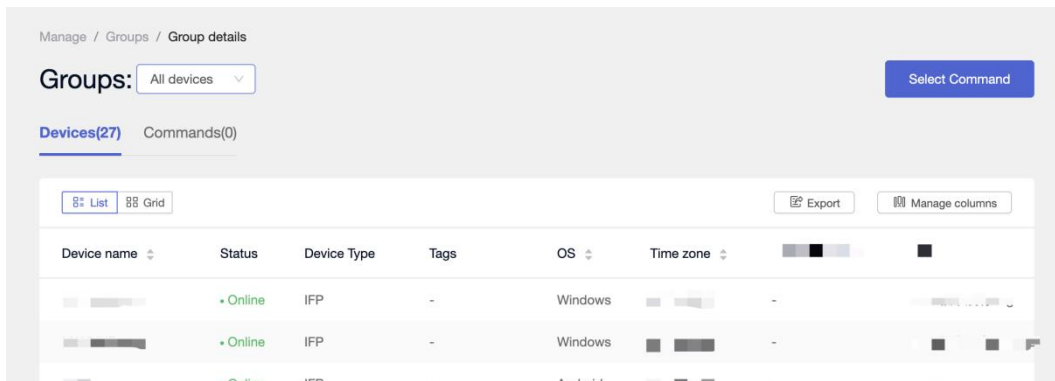
## 2.3.3 NEW GROUP: MANUAL SELECTION

Manually select devices and create a device group



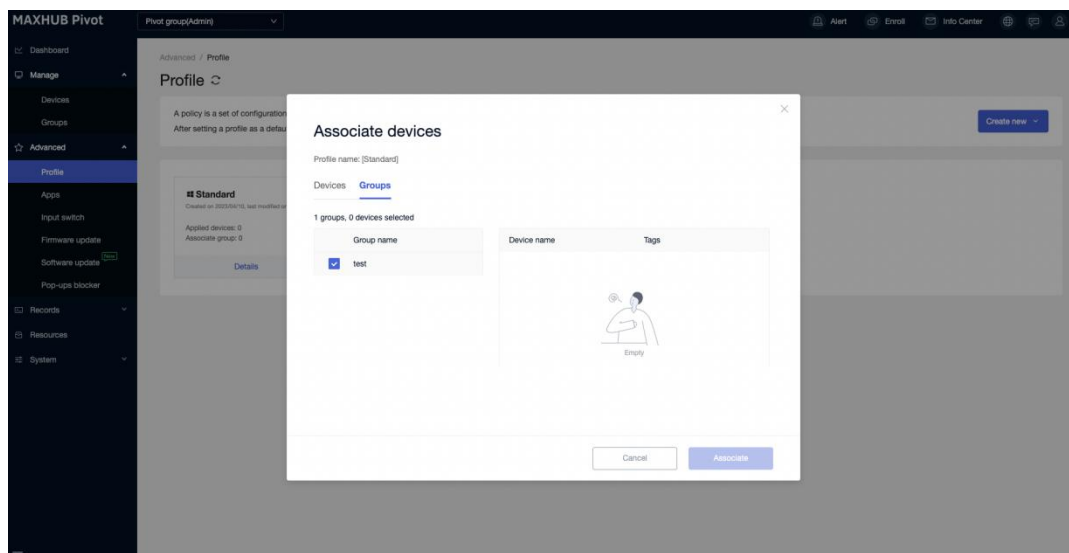
## 2.3.4 GROUP AND COMMAND

On the group list or group details page, a device group can be associated with a command. New devices that enter the group then automatically execute the command.



## 2.3.4 GROUP AND PROFILE

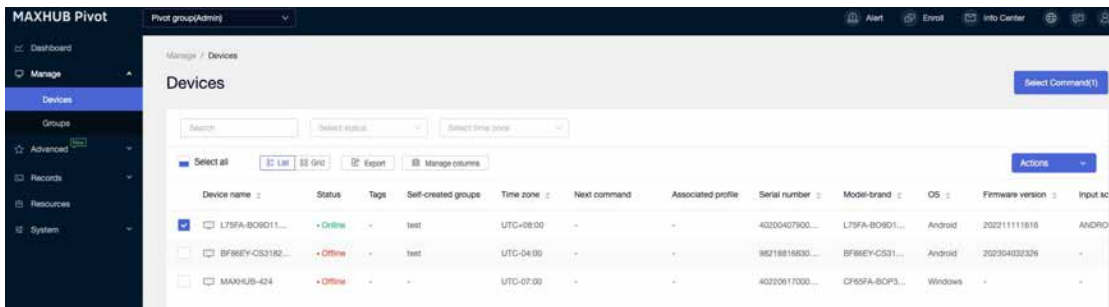
On the profile page, a device group can be associated with a profile. New devices that enter the group then automatically associate with the profile.



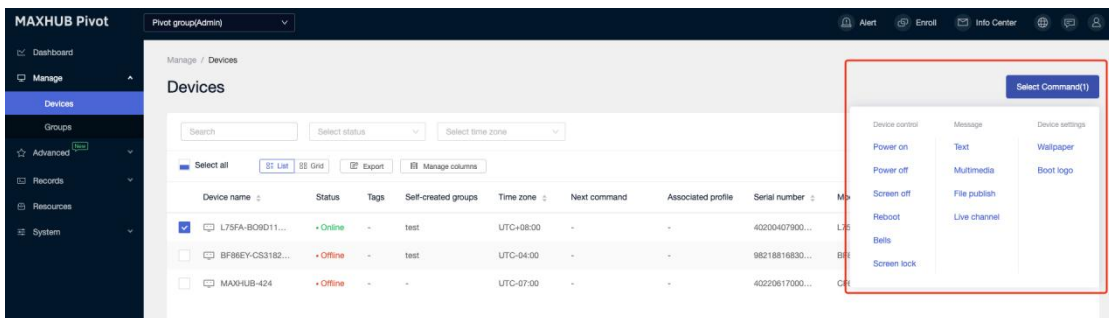
# 3. SEND A COMMAND

## 3.1 SELECT & SEND

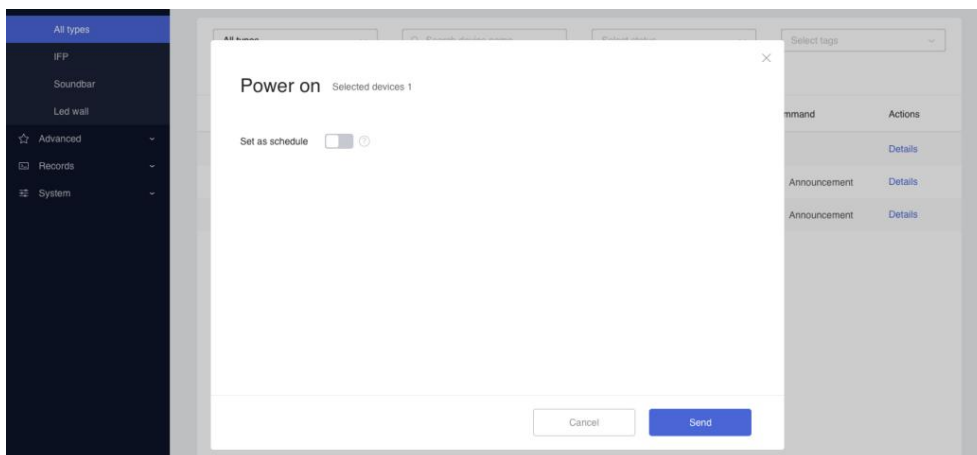
Step one: select the device



Step two: select a command



Step three: edit and send out command



Editing option: Set as schedule

Time alignment: according to the selected device, the device located in the time zone (UTC max) display

For example, three devices in different time zones are selected(UTC-4 UTC-6 UTC-8). The timezone will be displayed according to the time of UTC-4.

## 3.2 COMMAND TIME MODE

### 3.2.1 EXECUTE NOW

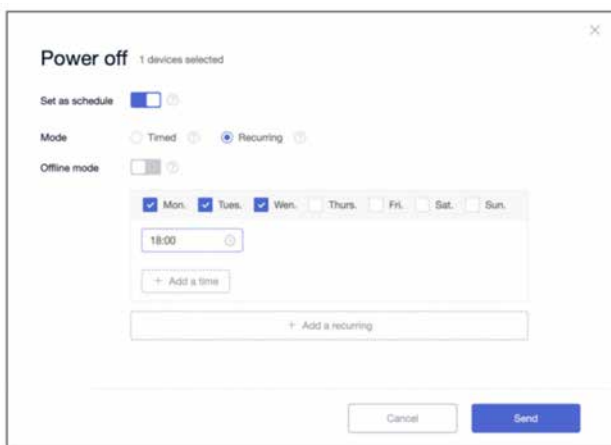
Click “Send” directly to execute the command immediately.

### 3.2.2 TIMED MODE

Open Set as schedule, Select (future) year-month-day-time to send a command.

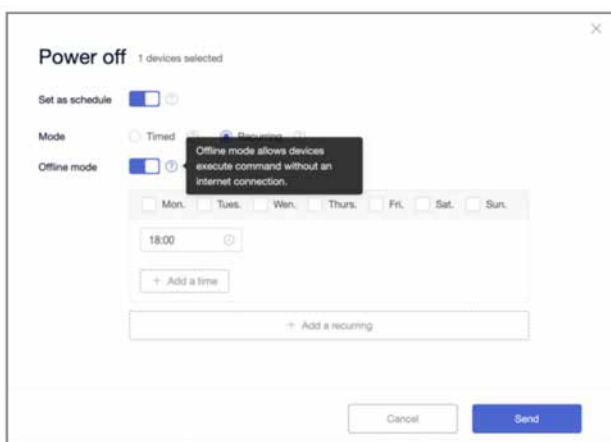
### 3.2.3 RECURRING MODE

Once Set as schedule opened, select Recurring.



## 3.3 OFFLINE MODE

### 3.3.1 OFFLINE MODE



Offline mode means the commands will be saved locally after the device receives them for the first time.

- Commands in Offline mode will continue to execute when the device is disconnected from the Pivot server.
- Commands in Offline mode will continue to execute when the device is unenrolled.

### 3.3.2 COMMANDS WITH OFFLINE MODE

#### Power off – Recurring

Once the offline mode is chosen from Power off, the device can still perform the power off successfully according to the set time even if the device is disconnected from the server.

#### Power on – Recurring

Once the offline mode is chosen from Power on, the device can still perform the power on successfully according to the set time even if the device is disconnected from the server.

#### Screen Lock – All-time mode

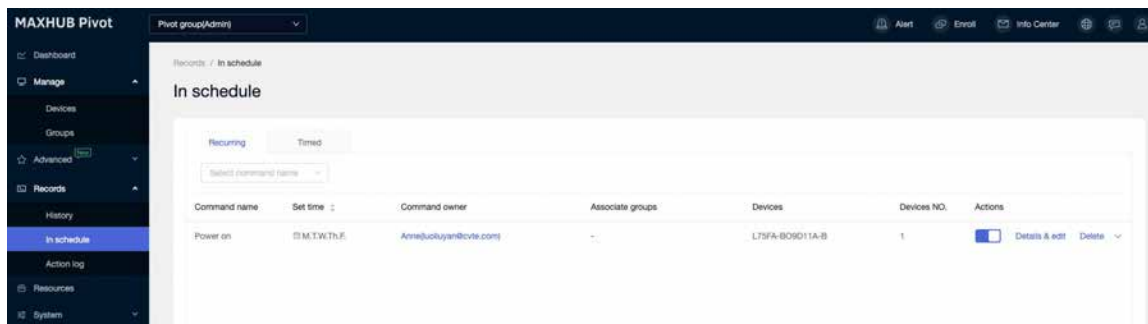
Offline mode is the default option for Screen Lock.

The device can still execute Screen Lock at the set time when it is not connected to the server.

### 3.3.3 CANCEL A RECURRING OFFLINE COMMAND

If you need to stop or delete a recurring offline command, edit in Records->In schedule.

The target device must connect to the server to receive the cancel command.



# 4. MANAGE

## 4.1 DEVICE CONTROL

### 4.1.1 POWER ON

There are two ways to wake up a device:

#### 4.1.1.1 Time mode: execute now, timed and recurring

Commands will be saved on the server, and the device will receive the command at the set time.

It relies on the build of the Wake On LAN function.

The device can wake up when connected to a Maxhub WOL service.

Click [here](#) for more information on Maxhub WOL Service.

#### 4.1.1.2 Time mode: recurring with offline mode

Commands will be saved locally after the device receives them for the first time.

Support for offline line mode.

Click [here](#) for more information on Offline mode.

### 4.1.2 POWER OFF

The device will display a pop-up window for confirmation when the power-off command is sent. The user in front of the device can reject the Power off command this time.

If there is no user action for the 60s, the Power off will be performed.

### 4.1.3 REBOOT

When the restart command is sent, the device will display a pop-up window for confirmation.

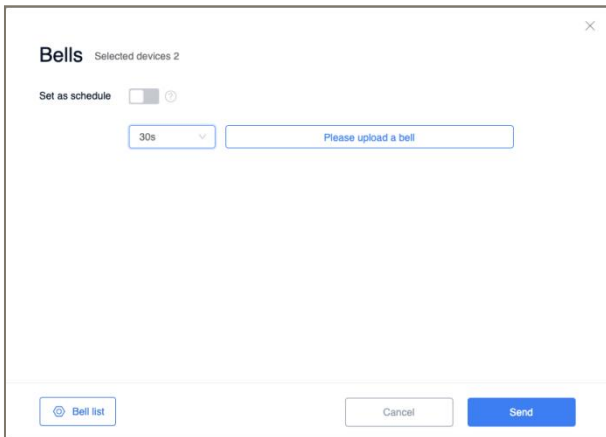
The user in front of the device can reject the Reboot command this time.

If there is no user action for the 60s, the Reboot will be performed.



## 4.1.4 BELLS

Upload local audio files and then set a play time.

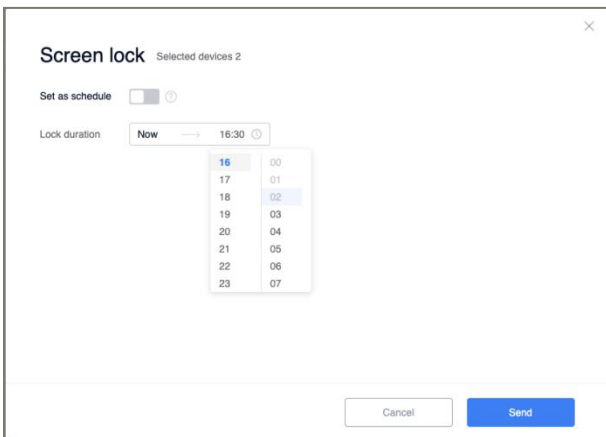


## 4.1.5 SCREEN LOCK

Screen lock can lock a specified device for a period of time.

When the screen lock command is sent, the locked device can not do any software-level operation and can not use the remote control.

For a single locking period for the device, lock to 23:59 of the day at the latest.



### Screen lock password settings

Find the screen lock on the > Password manage page and set a 6-digit password.

### Unlock Screen lock

1. The end time of the arrival screen lock is automatically unlocked
2. The device will be unlocked automatically when it reaches 23:59

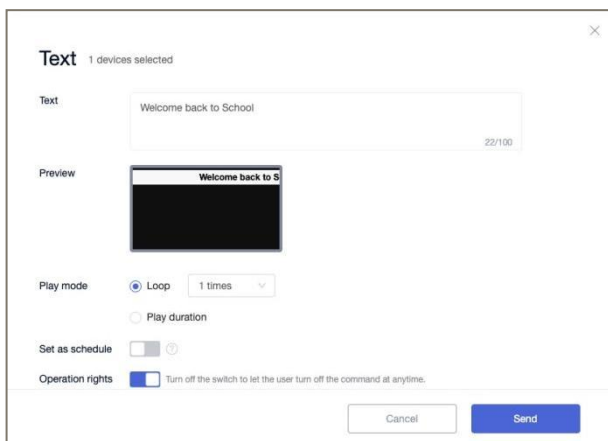
3. Entering a password on the target device during the locked period will work appropriately with the target device. If there is no action for 20 minutes after unlocking, the device will be locked again, and a password will be required to enter here. The password for the screen lock can be viewed on the setting page of admin/Sub-admin.
4. Unlock the target device for a single lock-screen command on the command records page by admin/sub-admin.

## 4.2 MESSAGE

### 4.2.1 TEXT

Enter text to display as text running light subtitles on the target device;

When Operation rights open, anyone in front of the device can turn off the text;



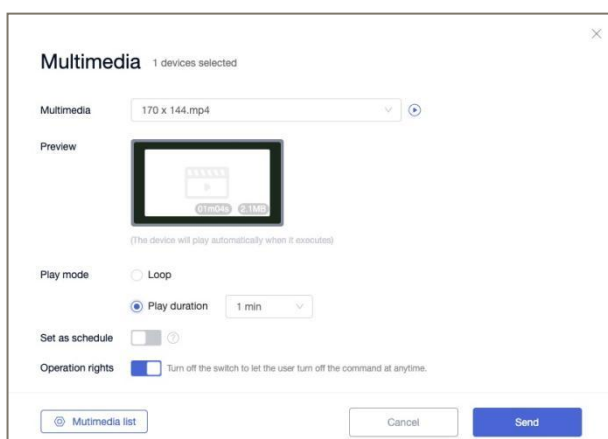
The screenshot shows a 'Text' configuration window with the following elements:

- Title:** Text 1 devices selected
- Text input:** A text box containing 'Welcome back to School' with a character count of 22/100.
- Preview:** A small window showing the text 'Welcome back to S' on a black background.
- Play mode:** Radio buttons for 'Loop' (selected) and 'Play duration'. A dropdown menu next to 'Loop' shows '1 times'.
- Set as schedule:** A toggle switch that is currently turned off.
- Operation rights:** A toggle switch that is currently turned on, with the text 'Turn off the switch to let the user turn off the command at anytime.'
- Buttons:** 'Cancel' and 'Send' buttons at the bottom.

### 4.2.2 MULTIMEDIA

Multimedia supports the release of information in image and video formats. A window appears on the target device with a close button.

When operation rights are on, anyone infant of the device can close the multimedia message.

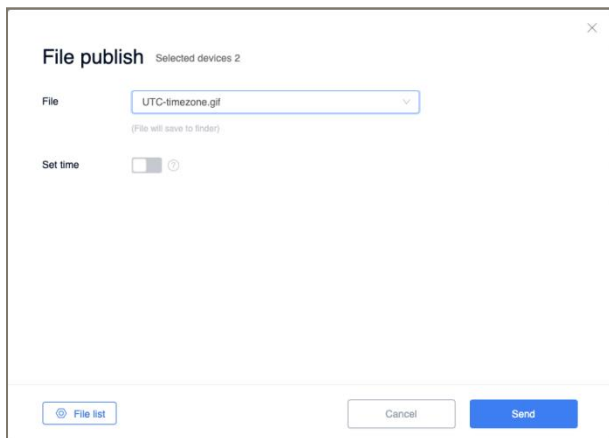


The screenshot shows a 'Multimedia' configuration window with the following elements:

- Title:** Multimedia 1 devices selected
- Multimedia input:** A dropdown menu showing '170 x 144.mp4'.
- Preview:** A small window showing a video player interface with a play button and a progress bar.
- Play mode:** Radio buttons for 'Loop' and 'Play duration' (selected). A dropdown menu next to 'Play duration' shows '1 min'.
- Set as schedule:** A toggle switch that is currently turned off.
- Operation rights:** A toggle switch that is currently turned on, with the text 'Turn off the switch to let the user turn off the command at anytime.'
- Buttons:** 'Cancel' and 'Send' buttons at the bottom.
- Additional UI:** A 'Multimedia list' button with a plus icon is located at the bottom left.

### 4.2.3 FILE PUBLISH

File transfer pushes and stores any type of file in a centralized temporary folder on the target device.



It supports uploading files locally and storing them in the File list.

After it has been successfully sent to a temporary folder on the target device, it is notified through the pop-up window

### 4.2.4 ALERT

#### Introduction

Alert will send immediately;

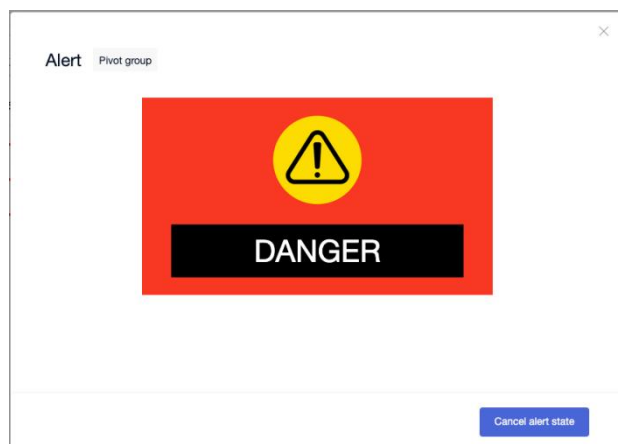
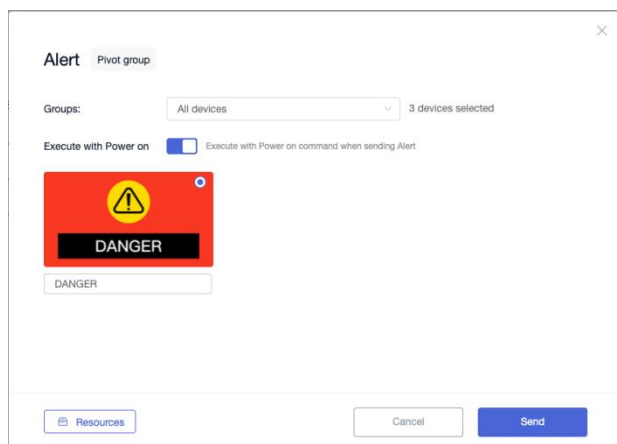
Alert has a preset warning template that can be sent directly after changing the text;

Supports local upload of images;

After the alert information is sent, it will be displayed as a full-screen information display on the target device, and the user can not turn it off on his own;

#### To recall an Alert

When an emergency message is sent, the top bar on the web displays a red light effect that represents the alert. Go back to the emergency page and click on the recall to cancel the release of the emergency.



## Device permissions for alert information

The Alert directive permission is different from other instruction permissions. If the sub-admin has the command permission to send the emergency, the default Alert instruction is valid for all devices in the school.

## 4.2.5 LIVE CHANNEL

To set up a live channel and broadcast it on the devices.

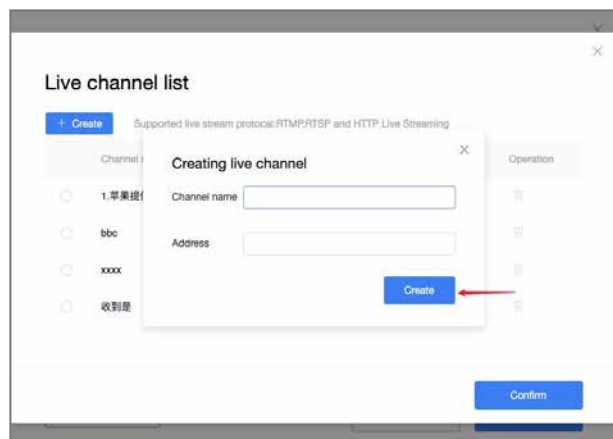
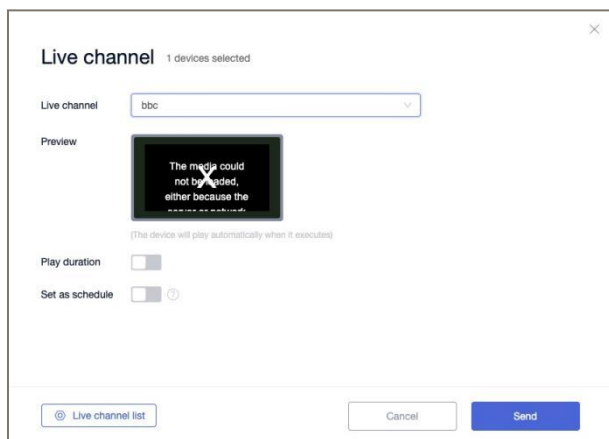
Support format:

### RTMP/RTSP

Ex: <rtmp://example.example/live/example>

### Apple HLS (HTTP Live Streaming)

Ex: <http://ivi.example.edu.example/hls/example.m3u8>

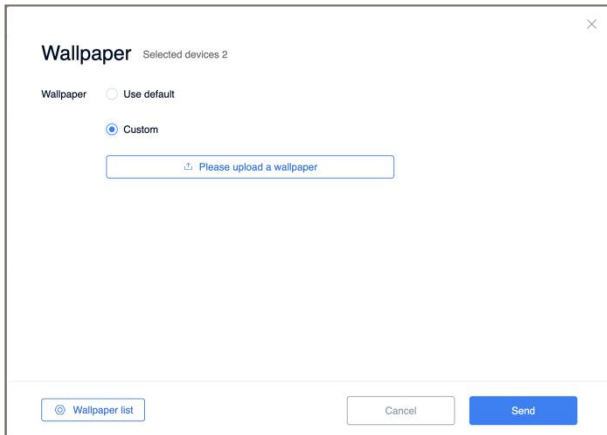


# 4.3 DEVICE SETTINGS

## Wallpaper

Supports the default wallpaper to be restored to the device;

When the device receives this instruction, it will automatically change the wallpaper immediately;



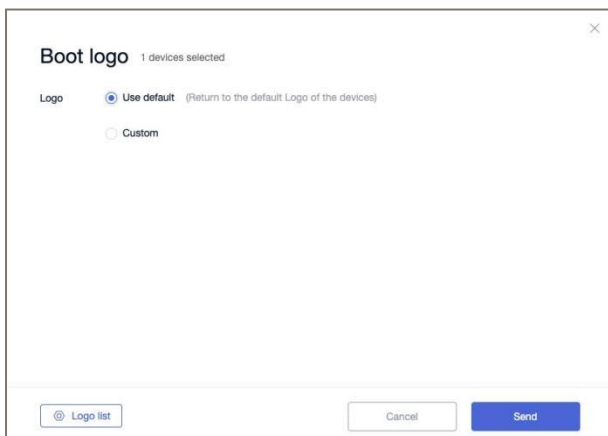
Instruction sending follows a downward asynchronously, and the device can receive instructions when powered on within 72h of the instruction being sent. If more than 72h has not yet been executed, this instruction is determined to be a failure to perform.

## Boot Logo

Power on logo settings; only support Execute Now;

Supports the default boot logo to be restored to the device;

Upon receipt of this instruction, the device will automatically replace the boot logo immediately and take effect in the next boot;



Instruction sending follows a downward asynchronously, and the device can receive instructions when powered on within 72h of the instruction being sent. If more than 72h has not yet been executed, this instruction is determined to be a failure to perform.

# 4.4 SCREEN CONTROL

## 4.4.1 REAL-TIME SCREEN

**Entry A:** device list → device details → Real-time screen

**Entry B:** device list → Grid view → Real-time screen

### Real-time screen mode

Once entered, the user can check the device screen and send instant commands.

The screenshot displays the 'Device details' page for 'MAXHUB-035'. The page is divided into several sections:

- Device:** Includes a 'Unenroll' button and the device name 'MAXHUB-035'.
- Hardware info:** Lists specifications such as Device Type (IFP), Device ID (803558046134359), Model (CF65FB-CS2372A-B), CPU (Intel(R) Core(TM) i5-10400 C...), Touch Frame (MV65B2-C-B1-F-20F.4704-23FF), Serial No. (20220920001), and WOL server (Disconnected).
- Software info:** Shows Operating System (Windows), OS Version (Windows 10 IoTEnterpriseS 21H2-10.0.19044.0-X64), and MAXHUB Pivot version (1.23.0.2907).
- Screen control:** Features a 'Remote control' section with an 'Enter screen control' button.
- Realtime screen:** A central section with a red border containing:
  - Two toggle switches: 'Allow Web console to get screen view' (checked) and 'Allow notifications on client during realtime screen' (checked).
  - A 'View realtime screen' button with a red arrow pointing to it.
  - A live video feed of the device's screen, showing a Windows 10 desktop with a clock displaying 03:36 and various application icons.
- Camera and speaker:** Lists 'Microphone (Built-in Audio)' with a 'Manage' link.

## 4.4.2 SCREEN CONTROL

**Entry A:** device list → device details → Screen control

**Entry B:** device list → device details → Real-time screen → Screen control

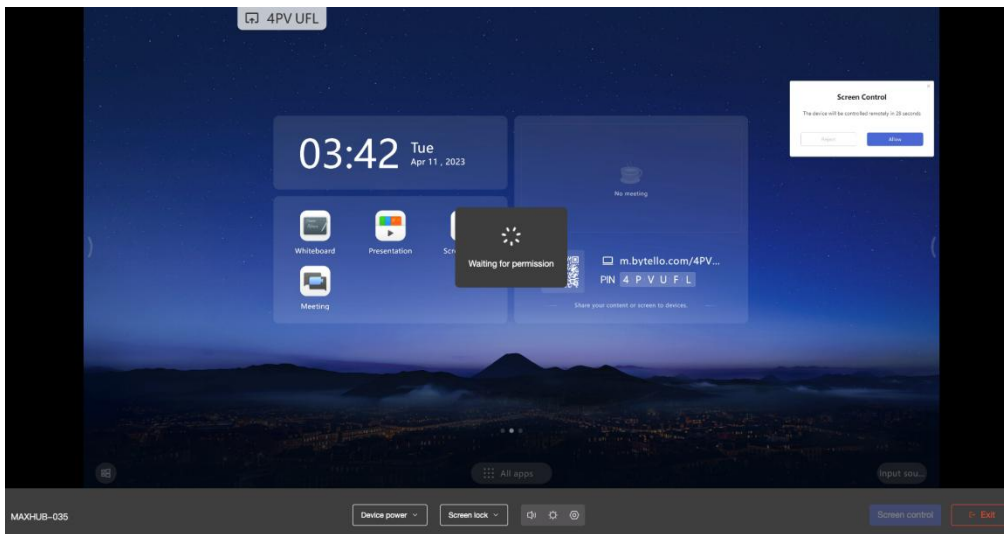
### Screen control mode

Enter Screen control session requires device permission.

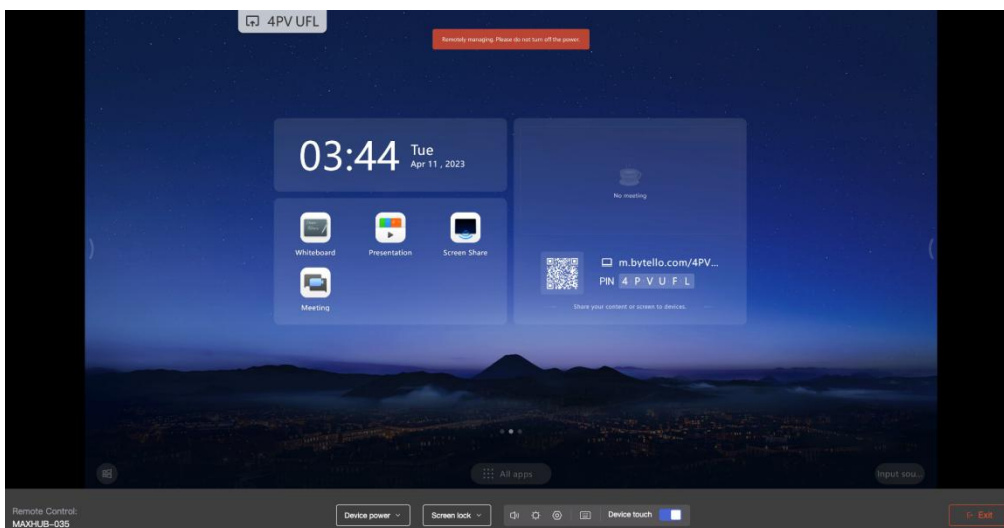
IT admin will not be able to take control If a user [Reject] this session;

IT admin will take control If a user [Allow] this session or there is no response in the 30s;

### Waiting for permission



### Remote screen control session entered

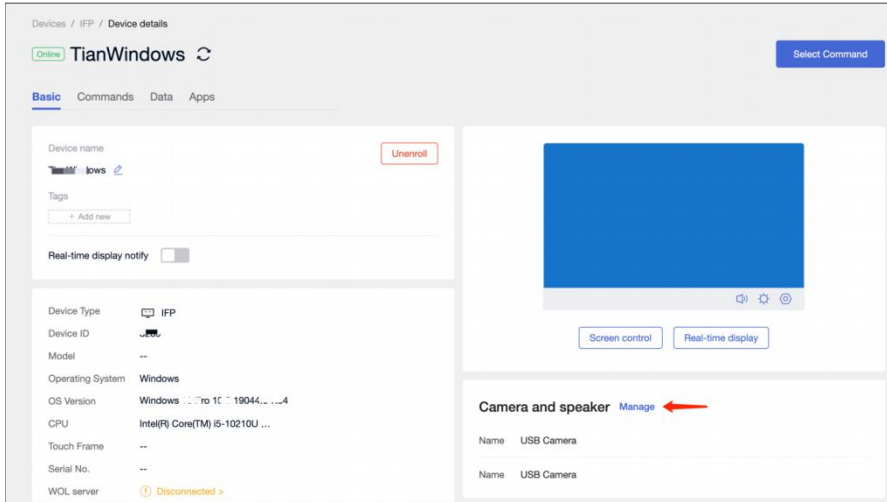




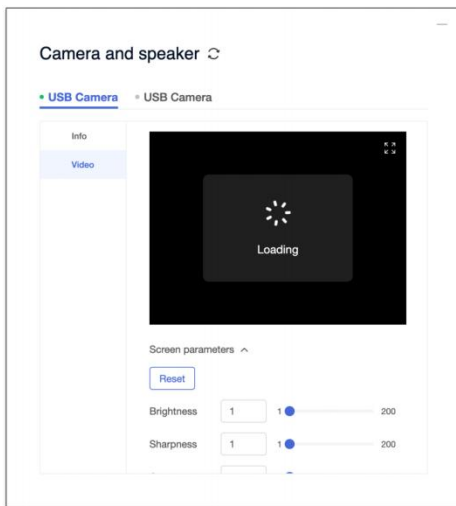
# 4.5 CAMERAS & SPEAKERS

Admin can check the external camera and speaker connected to the enrolled device.

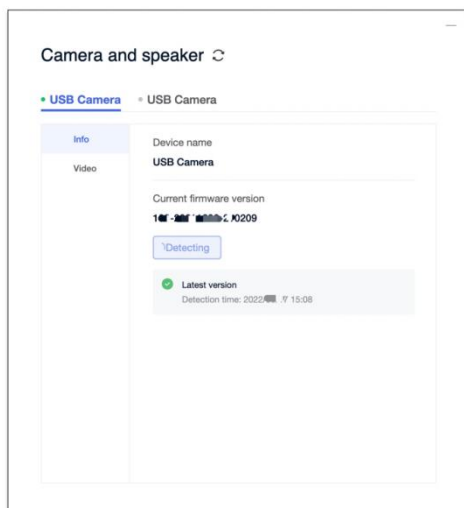
Entry: Device list -> Device details -> Camera and Speaker



Admin can set parameters, check camera positioning, and check the audio output.



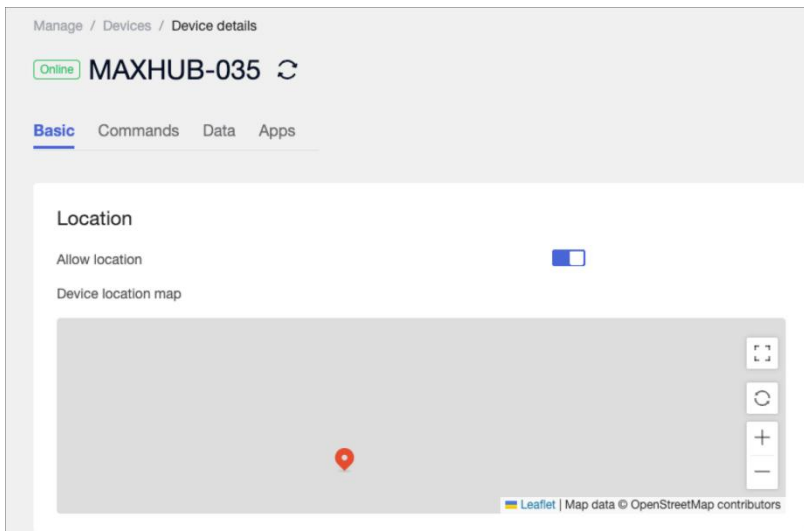
Admin can check the latest firmware and upgrade.



## 4.6 DEVICE LOCATION

The device location permissions can be edited on Client > Settings and Web console > Device details.

When device location permission is enabled, the administrator can view the device's current location on the map from the web console.



# 5. ADVANCED MANAGE

## 5.1 APPLICATIONS

### 5.1.1 APP INSTALL

All uploaded apps will display in the list. Select one app, then select send it to the targeted device.

Apps will silently download and install automatically. For some apps that do not support silent download and installation, users can choose to push the app file to the device.

The screenshot shows the 'Apps' management interface. On the left, there is a table of installed applications. On the right, a modal window titled 'Install application' is open, showing a list of devices to which the application can be pushed.

Apps name	Platforms	Version	Size	Install
Vendor	Android	1.11.0.2*143ec7c9	2.67MB	Install
	Android	12.8.0	35.01MB	Install
	Android	1.0.3.2	16.62MB	Install
demo	Android	1.0	1.99MB	Install
	Android	7.3.0	31.31MB	Install
LauncherApplication	Android	4.9.20	22.48MB	Install
	Android	6.2.2	27.08MB	Install
	Android	1.7.0	20.87MB	Install
375	Android	2.4.4	11.63MB	Install
Antutu Benchmark	Android	7.1.8	51.70MB	Install

The 'Install application' modal window shows the following details:

- Application: Tasks 2.6.0 (5.1MB)
- Selected device: L66CC-CS2386B-G
- Available devices for selection: MS10B - Test 0706, LM110N08, pppL75EE-LGM311..., S66CB-BOP111A-S, EX75
- Buttons: Cancel, Install

### 5.1.2 APP MANAGE

Users can disable, enable and uninstall existing apps on devices.

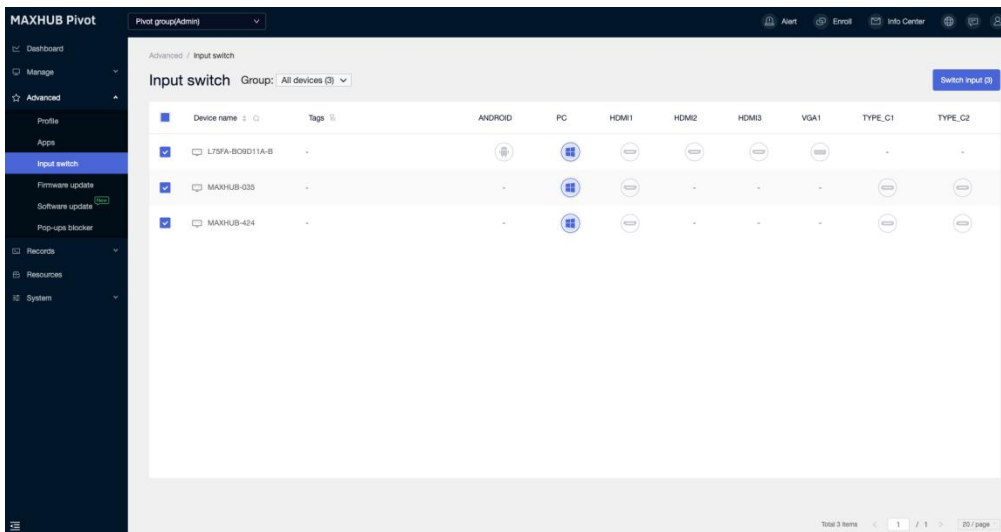
Apps that do not support specific actions will not display an action button.

The screenshot shows the 'App management' interface. It displays a table of installed applications with columns for App name, Platforms, Type, Version, and Actions.

Apps name	Platforms	Type	Version	Actions
Mq	Android	Third-party apps	1.0	Disable Enable Uninstall
	Android	Third-party apps	4.2.0	Disable Enable Uninstall
	Android	Third-party apps	2.8.4	Disable Enable Uninstall
Turtle accelerator	Android	Third-party apps	4.0.8	Disable Enable Uninstall
	Android	Third-party apps	2.1.1	Disable Enable Uninstall
Browser	Android	Native apps	em-develop-b5040d5	Disable Enable
WPS Office	Android	Native apps	10.1.2	Disable Enable
Miracast	Android	Native apps	develop*365651c*general	Disable Enable
Settings	Android	Native apps	em-stable*a2252825-1...	Disable Enable
Note	Android	Native apps	1.0.1.192-514848b	Disable Enable

# 5.2 ANDROID ONLY - INPUT SWITCH

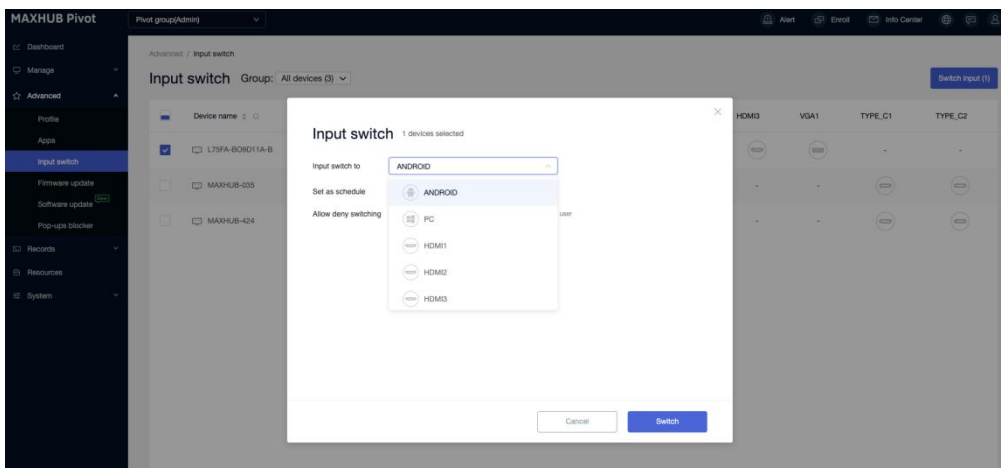
The ability to switch in bulk for inputs under Android;



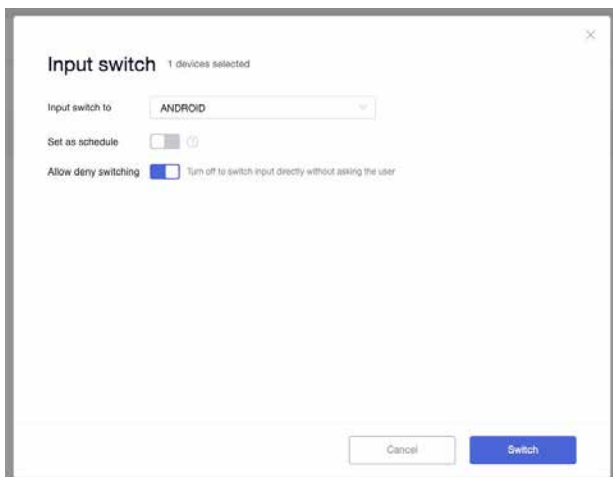
First, select the target device; then choose which input to switch to;

\*If the device does not have the target input, the command is determined to fail;

if the device is offline, the command is determined to fail;



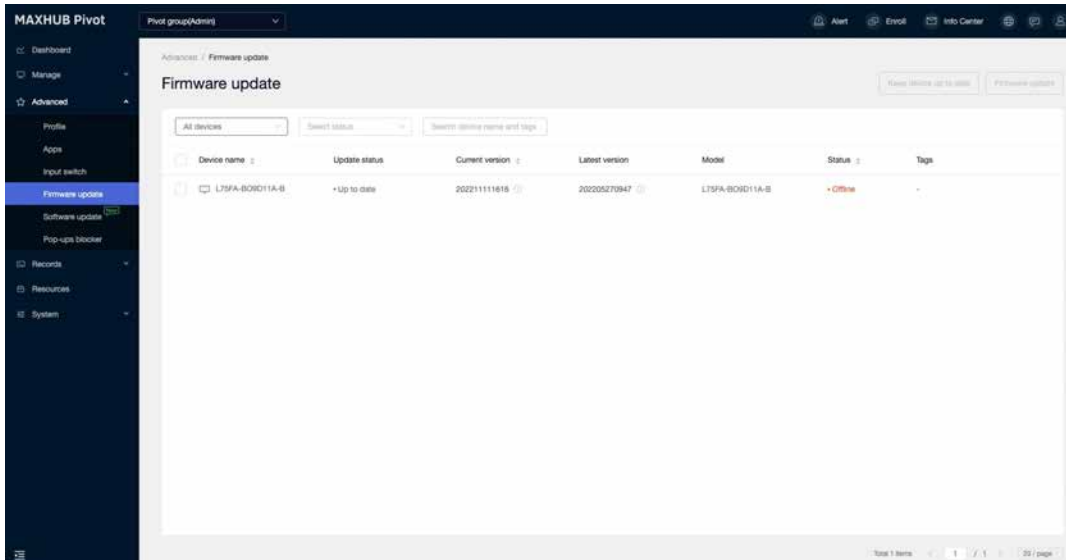
When [Allow user to reject] is selected, users in front of the device will not be able to reject this command.



## 5.3 FIRMWARE UPDATE

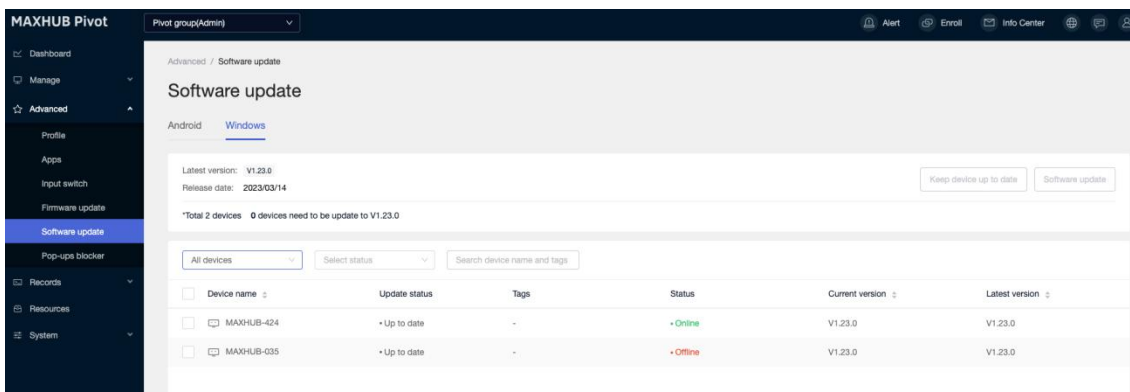
Once a new firmware is released and detected by the device. The notification will show in Pivot – Firmware update.

Click [Update all] to send out the command. The command will not expire.



## 5.4 PIVOT CLIENT UPDATE

Android device Pivot client management features, issued by its administrator Pivot client latest version, keep the new version of Pivot to support the latest features.



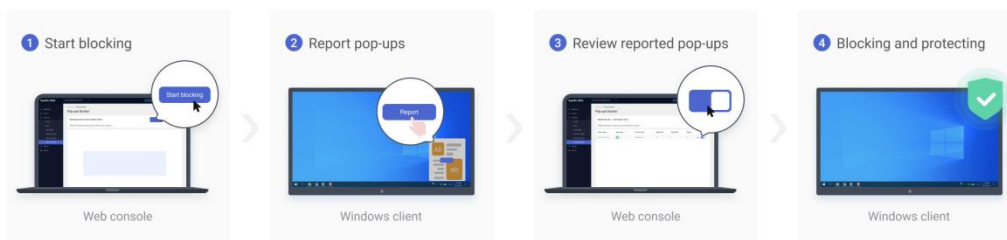
# 5.5 WINDOW ONLY: POPUPS BLOCK

After the Admin turn on the Web console's Popups block switch, users can report pop-ups from Windows Client.

Admin will check user-reported pop-ups and decide which pop-ups to block. If a popup is blocked, It will be displayed again on the device.

Windows only. Discover more pop-ups to block by client reporting [?](#)

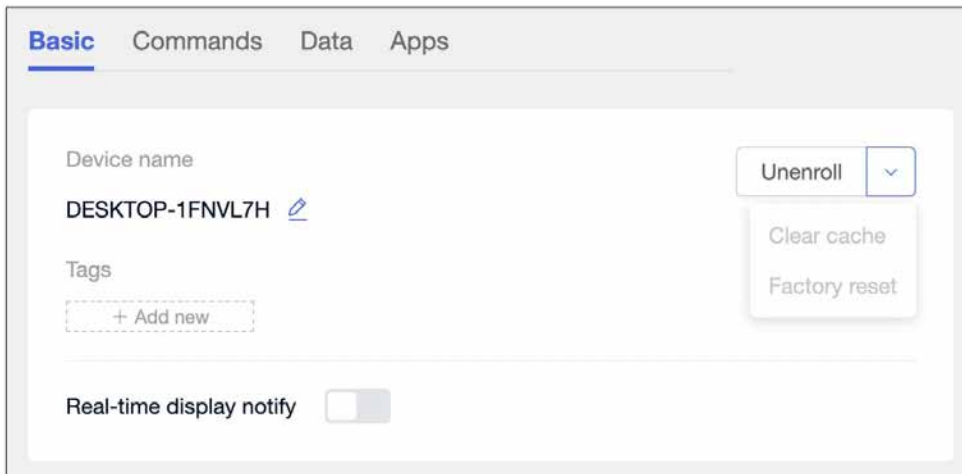
## Instruction



## 5.6 CLEAR CACHE

Choose a single device and clear its cache.

Device details > Basic > Clear cache



## 5.6 FACTORY RESET

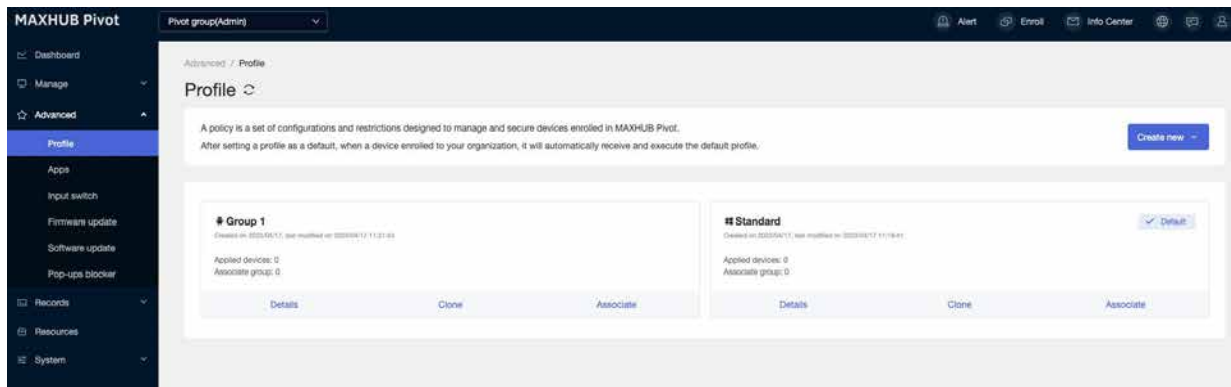
Choose a single device and restore it to factory settings.

Device details > Basic > Factory reset

# 6. PROFILE

Use the profile to set a batch of settings.

If one profile is set as “default”, the new device enrolled will auto-link with the profile.



## 6.1 SECTIONS IN PROFILE

### 6.1.1 TIME

**Date & time format**, Choose auto, and the device will check the internet to set the date and time.

**Timezone**, Choose the device timezone.

**Time format**, Define how the date and time are displayed on the device. Choose from a 12-hour clock and a 24-hour clock.

### 6.1.2 POWER SAVING

#### Saving mode

After a period of inactivity, the device auto Power off or Screen or Screen lock.

#### No single shutdown

Automatic shutdown is when a device is detected to be inoperable for some time.



### 6.1.3 APP MANAGE

Create a list of apps inside the profile, and associated devices will auto-install the apps.

### 6.1.4 DEVICE LOCK

#### Settings lock

Once open, the settings can be locked.

Users who have the lock password can access settings.

Check password on web console – System – Password.

#### Factory menu lock

Once open, the factory menu can be locked.

Users who have the admin password can access the factory menu.

Check password on web console – System – Password.

### 6.1.5 WI-FI

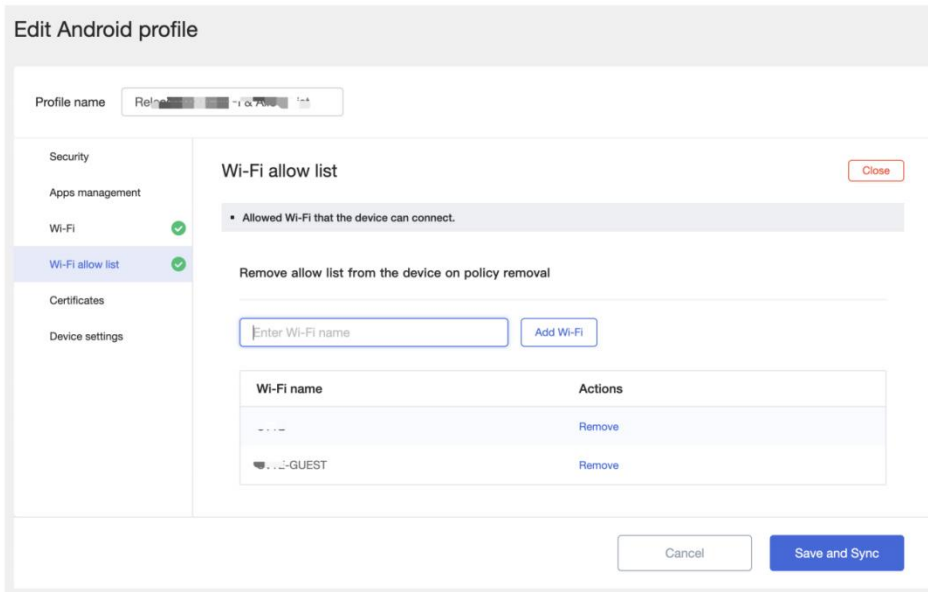
Set up wifi and send it to the associated devices. Choose different security types and required information.

Devices that receive the WIFI information can access the WIFI.

The screenshot shows the 'Edit Android profile' interface. At the top, the profile name is 'Rr' with a sub-label '-WIFI & Allow List'. A sidebar on the left contains navigation options: Security, Apps management, Wi-Fi (selected with a green checkmark), Wi-Fi allow list (with a green checkmark), Certificates, and Device settings. The main content area is titled 'Wi-Fi' and includes a 'Close' button. Under the 'Configuration' section, there are three fields: 'SSID(Wi-Fi name) \*' with the value 'Test WIFI', 'Security type' with a dropdown menu currently showing 'Open' and a list of options (Open, WEP, WPA/WPA2 Personal, WPA/WPA2 Enterprise), and 'Auto connect' with a help icon. At the bottom of the form are 'Cancel' and 'Save and Sync' buttons.

## 6.1.6 WI-FI ALLOW LIST

Set a Wi-Fi Allow list. Associated devices can only use WiFi configured in WiFi-Allow List.



## 6.1.7 DISPLAY & SOUND

### Android channel

The device has Android channels to use applications such as finder, media player, browser, note, etc.

The target device does not have an Android channel when the switch is off.

### Image mode – Android only

Image mode refers to the device's screen display settings, which only support Execute Now. No feedback on the device. Check advanced settings to check the current location.

### Sound mode – Android only

Sound mode, which refers to the sound mode of the device, supports only Execute Now—no feedback on the device. Check advanced settings to check the current setting.

## 6.1.8 URL RESTRICTION

Able to set Web block list and Allow list.

The blocklist prevents users from browsing specific URLs; the Allow list lets users only browse particular URLs.

## 6.1.9 CERTIFICATE

Set a list of certificates and send it to associated devices.

Choose from Resource–Certificates or upload from local.

## 6.1.10 DEVICE SETTINGS

### Enable Wake on LAN

When this is On, the device will be able to receive the Power On command from Pivot.

### Power outage setting – Android only

There are three scenarios where a device experiences an unexpected power outage and is plugged in again.

Option one – Off: Power off and then power on. The device remains off

Option two – On: Power off and then power on, the device will automatically power on

Option three– Last: Power off and then connect the device back to the state before the power goes out

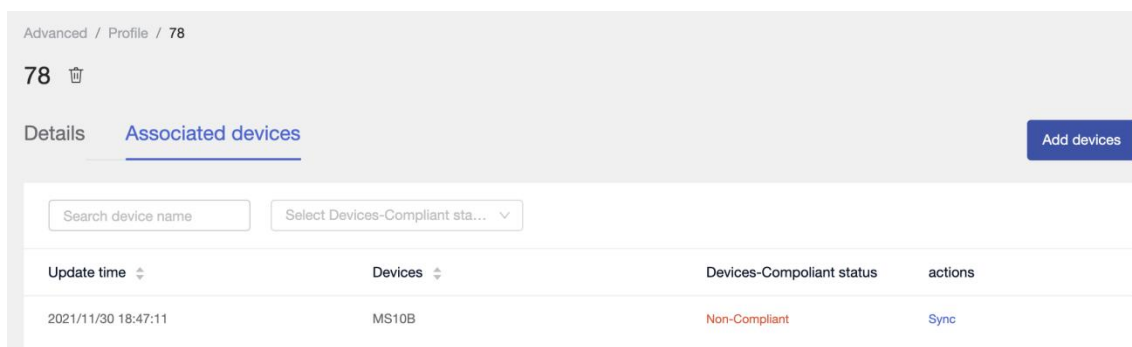
After the command is sent, the device can receive the command within 24h of the instruction being sent. If more than 24h has yet to be executed, this instruction is determined to be a failure to perform.

# 6.2 ASSOCIATE DEVICES


## Associate device

Associate device to a Profile means the device will get all settings instantly.

Associated devices will check each setting current status and sync the Profile to the device again.





Advanced / Profile / 78

78 

Details Associated devices [Add devices](#)

Search device name  Select Devices-Compliant sta...

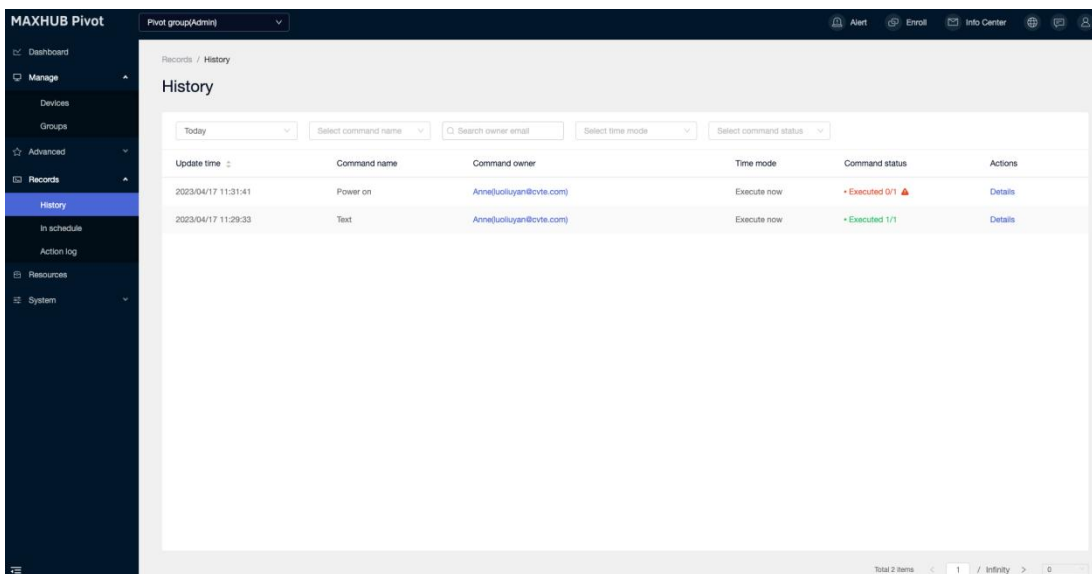
Update time 	Devices 	Devices-Compliant status	actions
2021/11/30 18:47:11	MS10B	Non-Compliant	<a href="#">Sync</a>

# 7. RECORDS

## 7.1 COMMAND HISTORY

Executed commands are sent and then entered into the Execution history list.

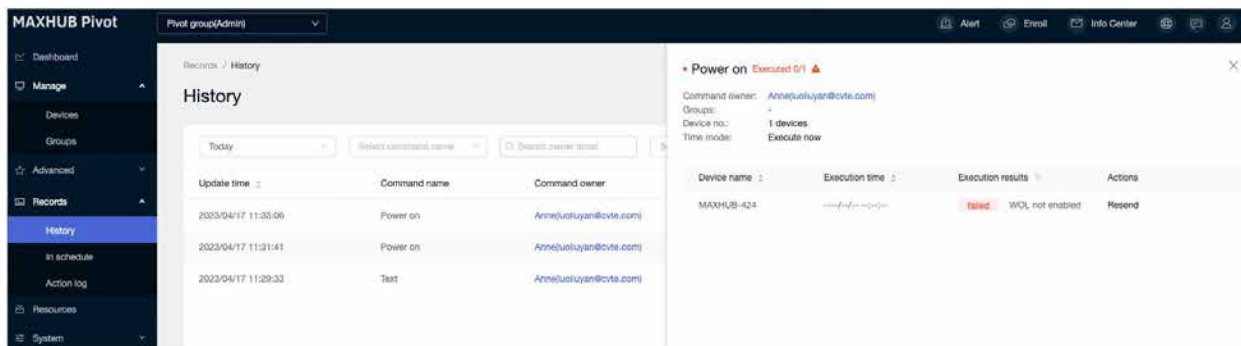
Timed and recurring commands enter the Execution history list when the set time is reached.

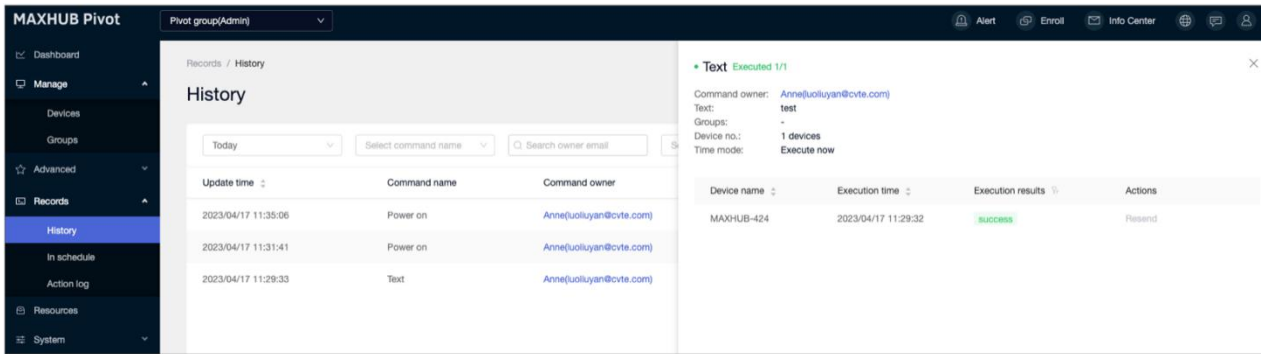


## 7.2 HISTORY DETAILS

Users can check the specific execution result of each device under the instruction.

Records > History > Actions > Details





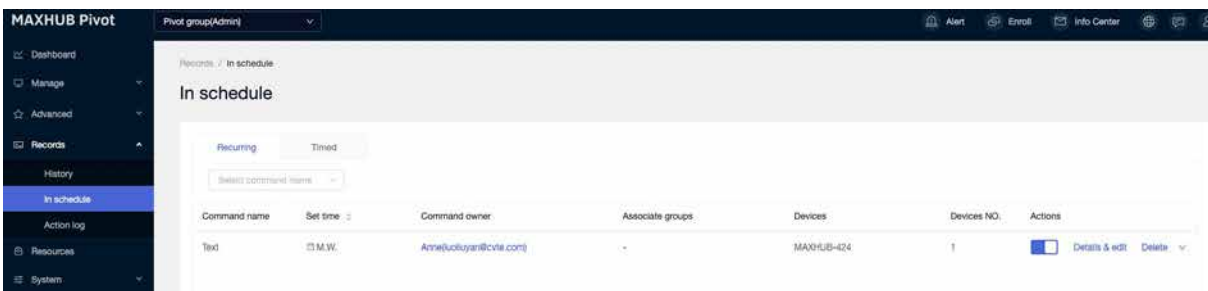
Success: this device has successfully executed this instruction.

Failed: this device was unable to execute; User can resend;

## 7.3 COMMAND IN SCHEDULE

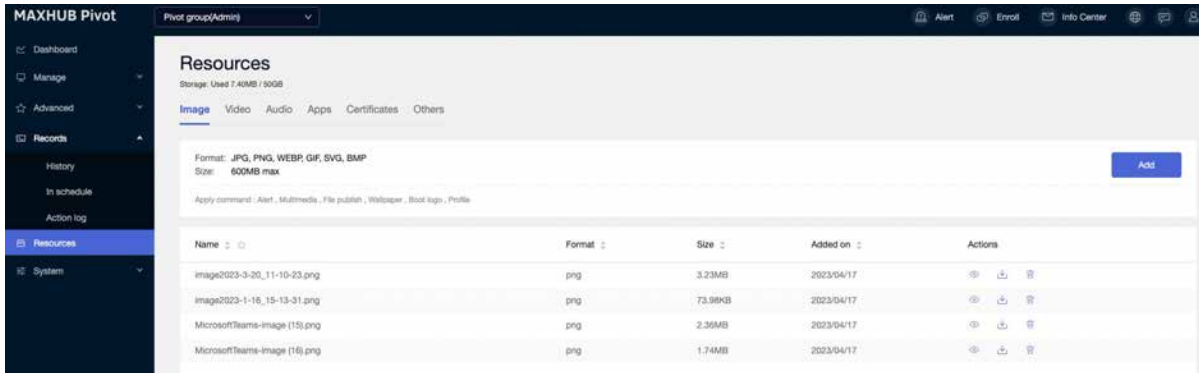
Timed and the recurring command are entered in the schedule list when the set time is not reached. The status is Unexecuted.

In the timed and recurring command, the user can close, edit and delete.



# 8. RESOURCES

Upload and manage all organization resources in one place.



## 8.1 IMAGES

Upload images to your organization's resources. Choose these images when sending a command like Alert, Multimedia, Wallpaper, Boot logo, and file publish.

## 8.2 VIDEOS

All videos here can be selected from command–Multimedia and File publish.

## 8.3 AUDIOS

All audios and music can be selected from command Bells.

## 8.4 APPS

Upload and manage all apps.

## 8.5 CERTIFICATES

Upload and manage all certificates used for Apps, Wifi, and VPN.

## 8.6 OTHERS

Any other files can be uploaded to organization resources and sent as File publish.

# 9. USERS

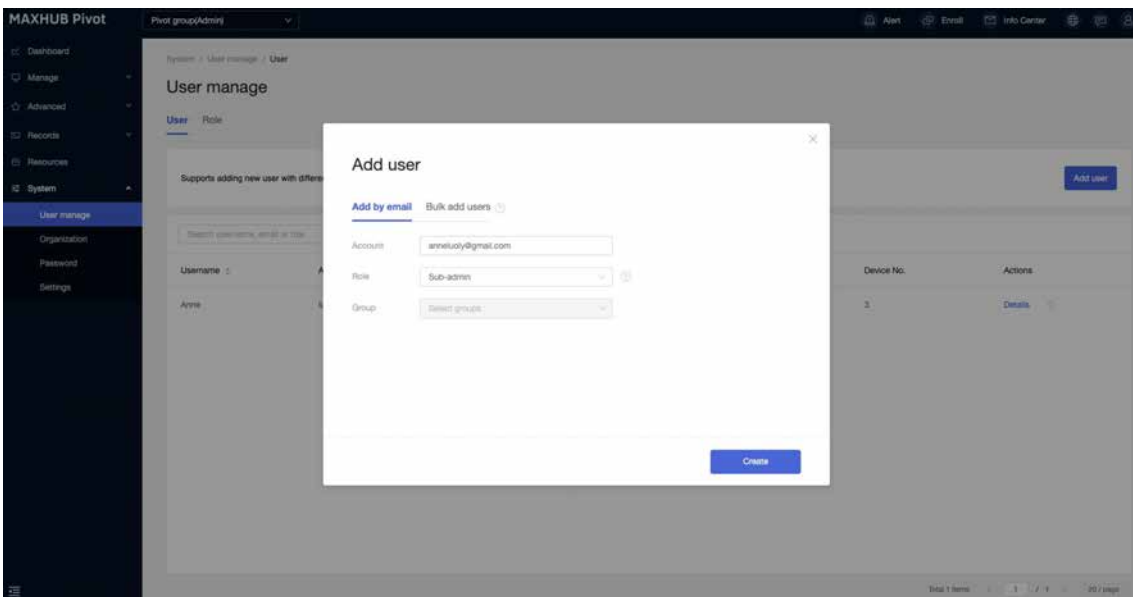
## 9.1 ADD A USER

### 9.1.1 INPUT EMAIL ADDRESS

Enter an email address and verify if it already exists in the Maxhub system;

If this account does not exist in the Maxhub system, you need to set a password;

If this account already exists in the Maxhub system, this user already has a password;



### 9.1.2 CHOOSE ROLE & DEVICE GROUPS

Choose a pre-defined role, Operator, or Viewer. With all devices' permission.

Choose a custom role, then choose device groups.

# 9.2 CUSTOM ROLE

Create a role and set permissions.

## Maxhub Pivot Admin password:

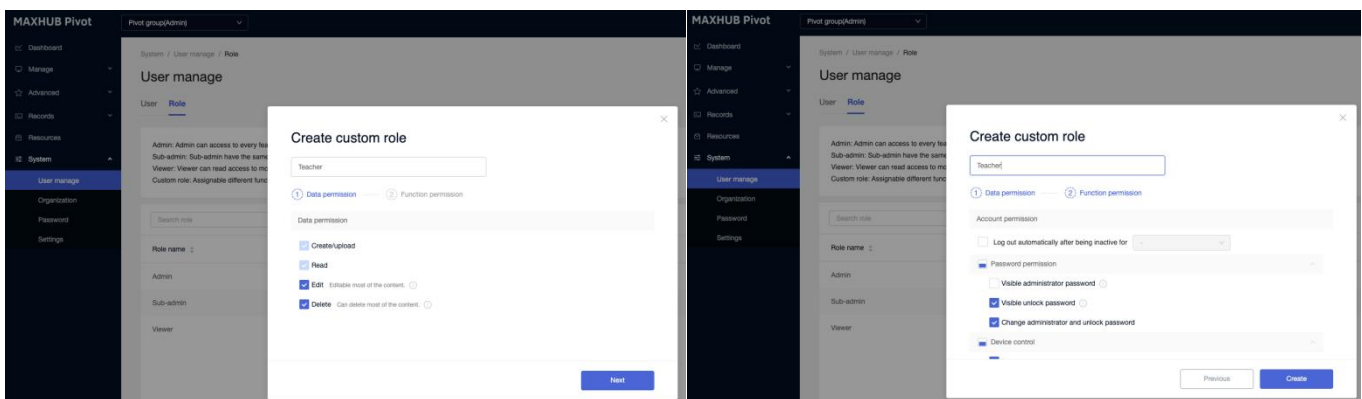
This password is used to unenroll a device from a Pivot client. If the switch is on, a user with this role can check the password on System -> Password.

## Screen Lock password:

This password is used to unlock a device during screen lock time. If this switch is turned on, a user with this role can check the screen lock password on System -> Password;

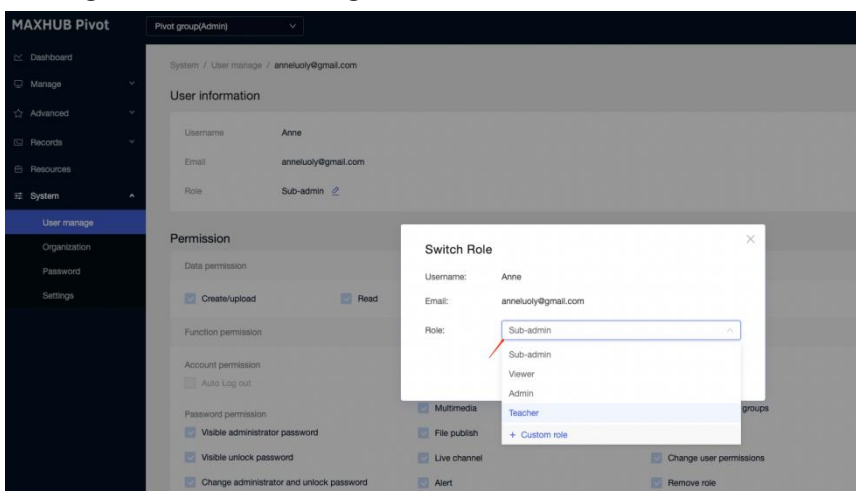
## Command permissions

Select what command this role will have.



# 9.3 CHANGE ROLE

Change role for existing users.





# 10. SYSTEM

## 10.1 ORGANIZATION

### 10.1.1 BASIC INFORMATION

#### Organization name

**Location**, the area where the organization is located;

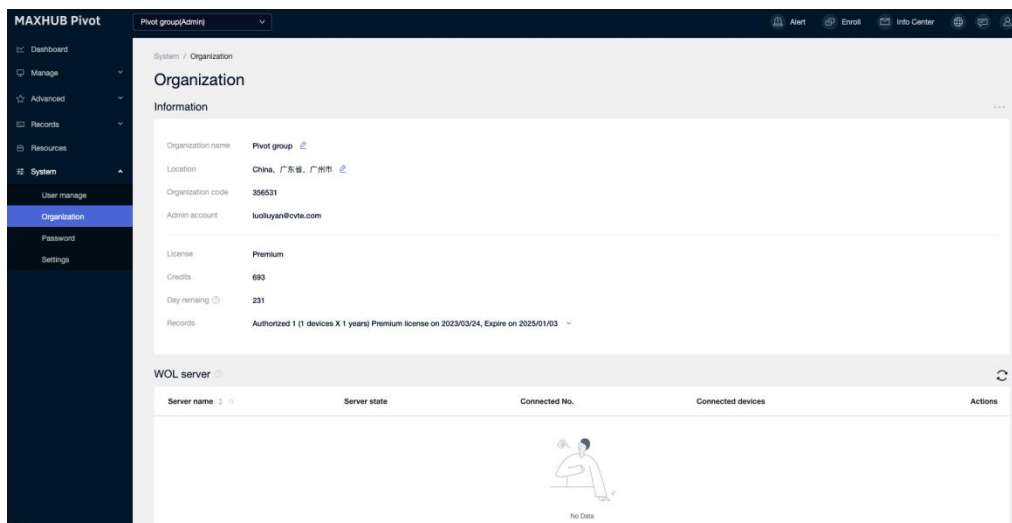
**Admin account** administers email address;

**Organization code**, which is self-generated by the system upon completion of the organization registration and is non-changeable;

### 10.1.2 LICENSE INFORMATION

License information includes license type, credits left, days remaining, and license records.

This part is only available in the paid version.



The screenshot displays the MAXHUB Pivot web interface. The top navigation bar includes 'MAXHUB Pivot', a user profile dropdown for 'Pivot group\Admin', and utility icons for 'Alert', 'Email', 'Info Center', and user management. The left sidebar contains a menu with 'Dashboard', 'Manage', 'Advanced', 'Records', 'Resources', 'System', 'User manage', 'Organization' (highlighted), 'Password', and 'Settings'. The main content area is titled 'System / Organization' and 'Organization'. Under the 'Information' section, the following details are shown:

- Organization name: Pivot group
- Location: China, 广东省, 广州市
- Organization code: 356831
- Admin account: luoltian@ovto.com
- License: Premium
- Credits: 693
- Day remaining: 231
- Records: Authorized 1 (1 devices X 1 years) Premium license on 2023/03/24, Expire on 2025/01/03

Below the information section is a 'WOL server' section with a table header: 'Server name', 'Server state', 'Connected No.', 'Connected devices', and 'Actions'. The table content is currently empty, displaying a 'No Data' message with a person icon.

# 10.2 PASSWORD

## MAXHUB PIVOT ADMIN LOCK

The default is 000000;

The admin can set a 6–digit password;

When unenrolling a device from the client, the user needs to enter the correct Admin password to operate;

**Administrator password**  
Enter the password to unenroll the device.

Password

## SCREEN LOCK

The default is 000000; The admin can set a 6–digit password;

Users can unlock a device by entering the correct screen lock password.

**Unlock password**  
Used to unlock device operations, including Screen lock, Settings lock and Factory menu lock

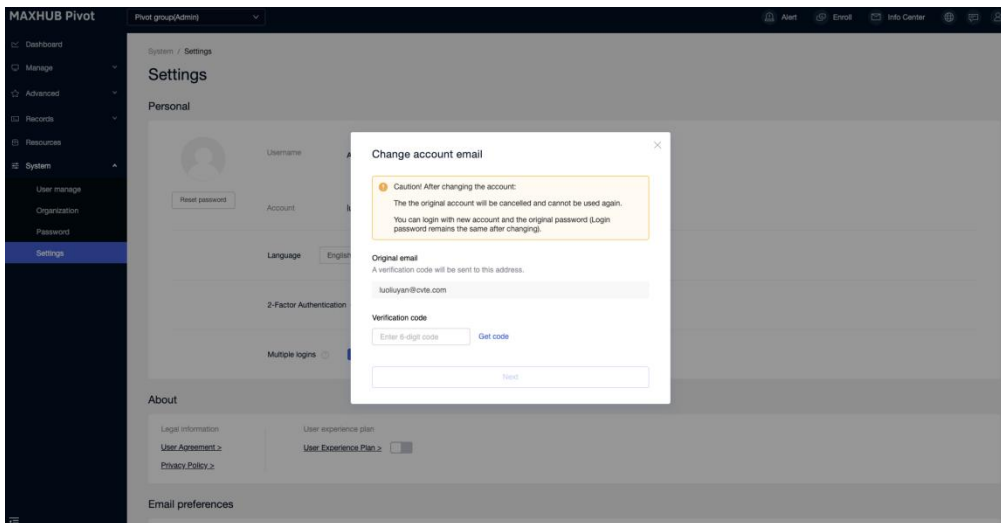
Password

# 10.2 PERSONAL SETTINGS

## CHANGE ADMIN EMAIL

Go through verification to change the admin’s login email address.

\*This is an ADMIN–ONLY function.



# 11. WOL SERVICE

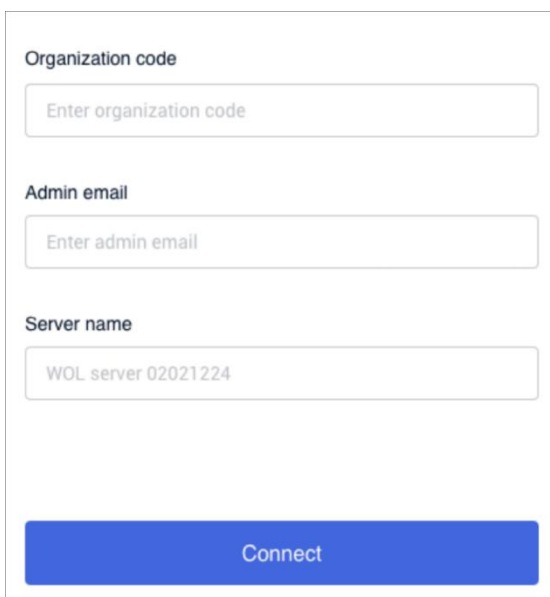
## 11.1 SETUP MAXHUB WOL SERVICE

The Power-on command will work when the device is connected to a Maxhub WOL Service.

### Step One:

Download and install Maxhub WOL Service on a PC system; **ensure this computer is under the same network as the controlled device.**

Download Maxhub WOL Service here: <http://www.Maxhub.com/Pivot>

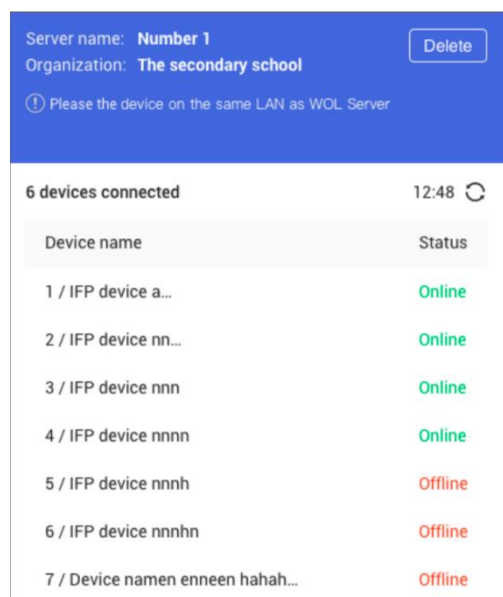


Organization code

Admin email

Server name

Connect



Server name: Number 1 Delete

Organization: The secondary school

ⓘ Please the device on the same LAN as WOL Server

6 devices connected 12:48 ↻

Device name	Status
1 / IFP device a...	Online
2 / IFP device nn...	Online
3 / IFP device nnn	Online
4 / IFP device nnnn	Online
5 / IFP device nnnh	Offline
6 / IFP device nnnhn	Offline
7 / Device namen enneen hahah...	Offline

### Step Two:

Fill in the Organization code and Admin email to connect **this** WOL server to your organization;

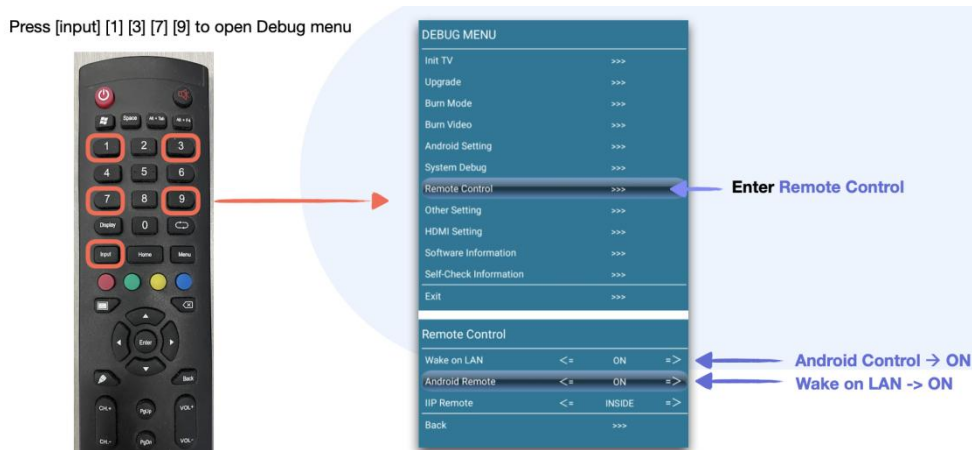
### Step Three:

Input Server name to distinguish various WOL servers within one organization.

## Step Four:

Once the WOL server is connected to the organization, it will start to search devices around it and present a WOL-connected-device-list, both on the Maxhub WOL service client and one organization can have various WOL servers.

For Maxhub-certified devices, please make sure Wake on LAN is open.



## 11.2 WOL SERVER ON WEB

**ONLY ADMIN CAN SEE [WOL Server] on page System -> Organization.**

**Devices without a WOL server connection will fail Power on command;**

Organization code  
778235

WOL server 8 devices not connected to any server

Server name	Server state	Connected No.	Connected devices	Actions
Lour-A	Unavailable	0		
hzkawsl	Unavailable	0		
new ja	Unavailable	0		
123455	Unavailable	0		
hzk234	Unavailable	0		
WOL server 06250935	Unavailable	0		

**Server state**, server connection state;

**Connected devices**, the number of devices connected to this server;

**Actions** that support the removal of this wake-up server;