



Helping the World Sense to Safety[®]

QUICK START GUIDE

Wireless & Wired Vape Detectors

Wireless All-in-One ZVD2300



Wired ZVD2200



Tech Support Resources

Zeptive's knowledge base provides access to product information such as our installation guide, product specifications and product training. The knowledge base can be found at the Zeptive support site here:

www.support.zeptive.com

Email support: support@zeptive.com

Phone: 617-468-1500

Zeptive Web Console: <https://console.zeptive.com>

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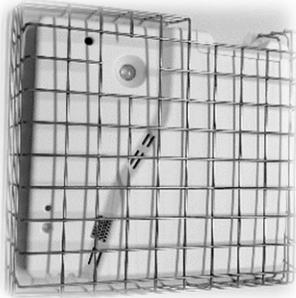
Available Documentation

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What's in the Box?

Box Contents for your Zeptive Vape Detector:



Wire Guard (optional)

Wire Guard mounting screws & anchors

Included installation Hardware for each Unit:

5x Plastic Anchors (Installation Screws) 

5x Tamper Resistant Fasteners (Installation Screws) 

1x Screwdriver 

2x Tamper Drill Bit T10 (For battery screws) 

2x Tamper Drill Bit T15 (For installation screws) 

1x Reed-Sensor Magnet (enables maintenance activation) 

Two Li-ion batteries & charger for Wireless All-in-One model



IMPORTANT: Charge main battery overnight prior to installing!

Zeptive provides complimentary video & Zoom training and support for mounting/installation of each vape detector unit. Included is an installation template and the typical hardware required to easily install detector units on a wall or ceiling. Zeptive will work directly with customers to support the installation phase of the program.

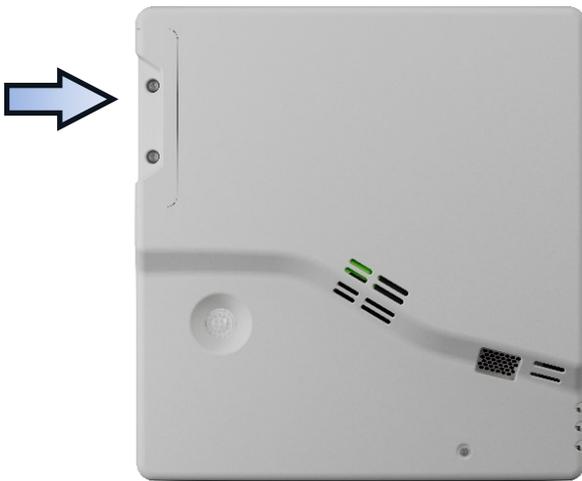
First Steps

Wireless ZVD2300 Model

The **ZVD2300** model can operate as either WiFi or PoE, with battery, PoE or mains power. It is good practice to test connectivity with one or more devices before mounting to the ceiling or wall in their final operating area.

IMPORTANT: Charge main battery overnight prior to installing.

- 1 Remove 2 screws to access power switch, primary battery bay and backup battery pull tab

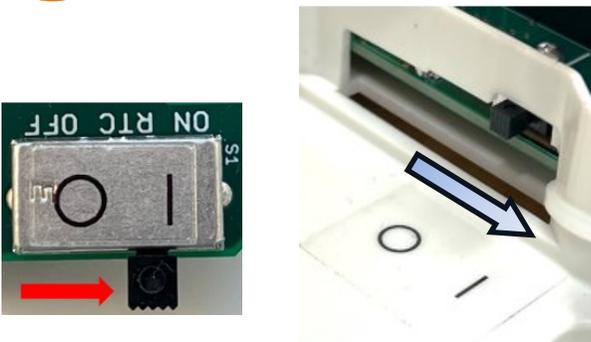


- 2 Insert **fully charged** battery into battery compartment and plug in USB cable

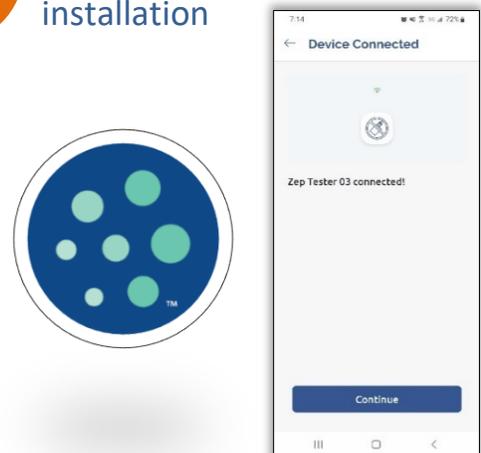


IMPORTANT: Allow 24 hours for the device to acclimate to its environment prior to testing vape/smoke

- 3 Slide internal power switch to the ON position



- 4 Sign in to the Zeptive App and test unit's WiFi connection **before** installation



Wired ZVD2200 Model

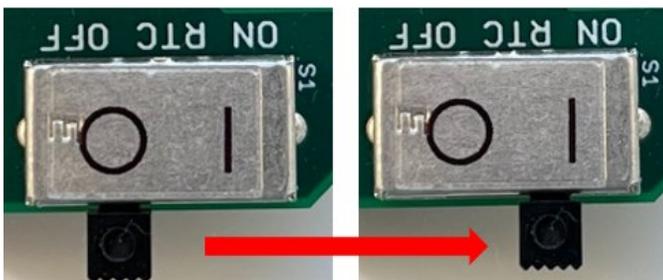
The **ZVD2200** operates either WiFi or Ethernet, with PoE or mains power. It is good practice to test connectivity with one or more devices before mounting to the ceiling or wall in their final operating area.

IMPORTANT: Allow 24 hours for the device to acclimate to its environment prior to testing vape/smoke

- 1 Remove screw to access power switch and backup battery pull tab



- 3 Slide internal power switch to the ON position

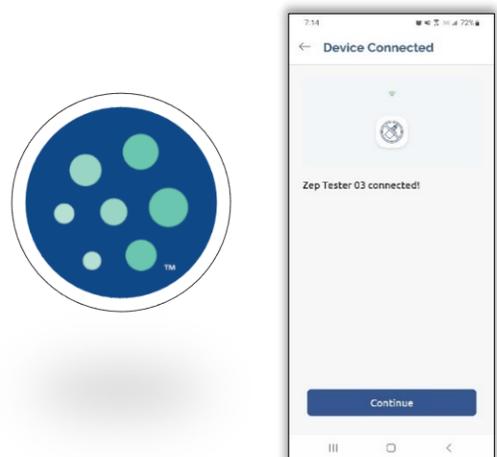


IMPORTANT: Allow 24 hours for the device to acclimate to its environment prior to testing vape/smoke

- 2 Access the DC power jack and/or the Ethernet RJ45 jack on the underside of the case to power the unit



- 4 Sign in to the Zeptive App and test the unit's WiFi or PoE connection **before** installation



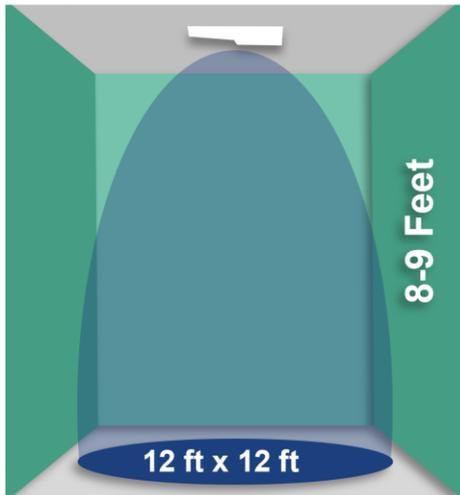
Placement & Connectivity

We do not recommend ceiling placement if the ceiling is higher than 9 feet. Consider a wall installation if the ceiling height exceeds 9 feet. We recommend placement above the center of two to three stalls. If the area is larger, we recommend multiple devices.

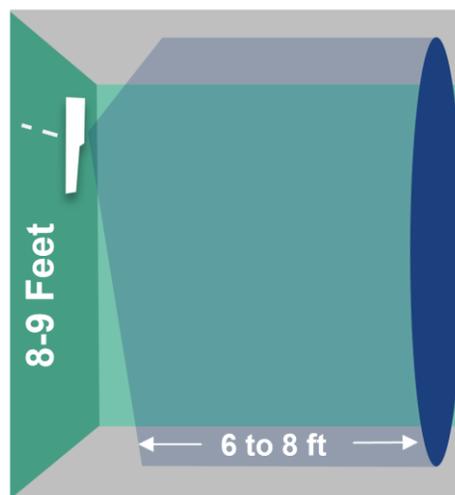
- Will the motion sensor be activated? (See below, Motion Sensor Range)
- Is the area a vaping/smoking hotspot?
- Will the vape cloud be detected?
- Does your device have good Wi-Fi signal?
- Allow 24 hours for the device to acclimate to its environment prior to testing vape/smoke
- Visit www.support.zeptive.com
- Sign in with your login credentials and visit Installation and Setup for more detailed information.

Vape Detector Range

Ceiling Placement



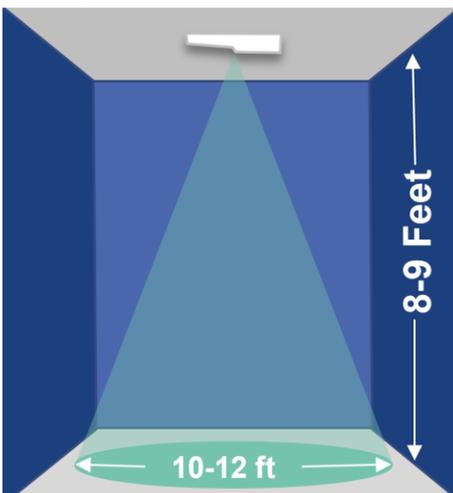
Wall Placement



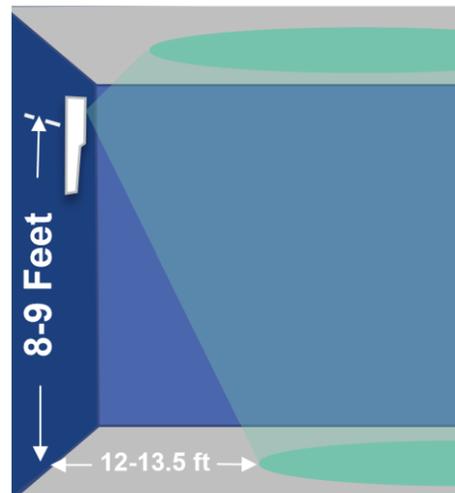
Closer to the vape source, the smaller the cloud, and the higher the concentration of chemicals

Motion Sensor Range

Ceiling Placement



Wall Placement



Farther from the vape source, the bigger the cloud, and the lower the concentration of chemicals

Network Requirements

Please note the following requirements for WiFi connection of your Zeptive devices:

- Connects to 2.4 Ghz band
- Requires consistent and strong WiFi
- SSID must be broadcast (not hidden)
- Must be on a network that does not utilize a captive portal
- Requires ability to utilize dynamic IP addresses (no static IP)
- Requires WPA/WPA2-PSK encryption or an open network. Devices will not work with WPA2 Enterprise.
- Check with your IT department to see if MAC address filtering, SSL packet inspections, content filtering are being used. Let Zeptive support know if you need your device MAC addresses.
- These ports are required to be open: **TCP 443, 9443**
- Is this domain accessible: <https://console.zeptive.com>

Online vs Offline Status (Wireless Device Only)

For Wi-Fi devices, the **My Devices** view of the web console is intended to show all of the organization's devices, the owner and their current status. In that view, the status is shown as Online or Offline. For Wi-Fi devices, Offline generally refers to the device being in a standby state.

Wi-Fi devices switch to a standby (STBY) state when there is no motion detected in the room. This is a battery conserving measure. In the dashboard view, the status is displayed as STBY.

My Devices view may show Offline, however the device may not be offline in the sense that it is disconnected from the network. It may be in an idle state, waiting for the motion sensor to activate.

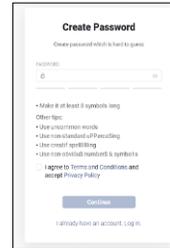
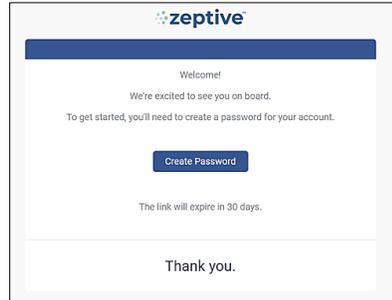
	Boys Science Wing	Offline	10:49 AM Jul 13, 2023
	Boys Tech Wing	Online	2:58 PM Today

To check whether a device is truly offline (disconnected) from the network, open the dashboard for that device and look at the date/time stamp in the status. If the device is actively working, it will show Ready – **RDY** – and the current date/time in the status. If it shows Standby – **STBY** – it will display the last date/time before it switched to standby mode.

If that date/time is recent, you can assume the device is connected, but just not active. If the date and time are not recent or do not coincide with recent activity, you can assume the device is truly offline and disconnected from the network. You can also activate the motion sensor on the device and see if it switches to the RDY state. If it does not, it has lost its connection.

Access the Web Console

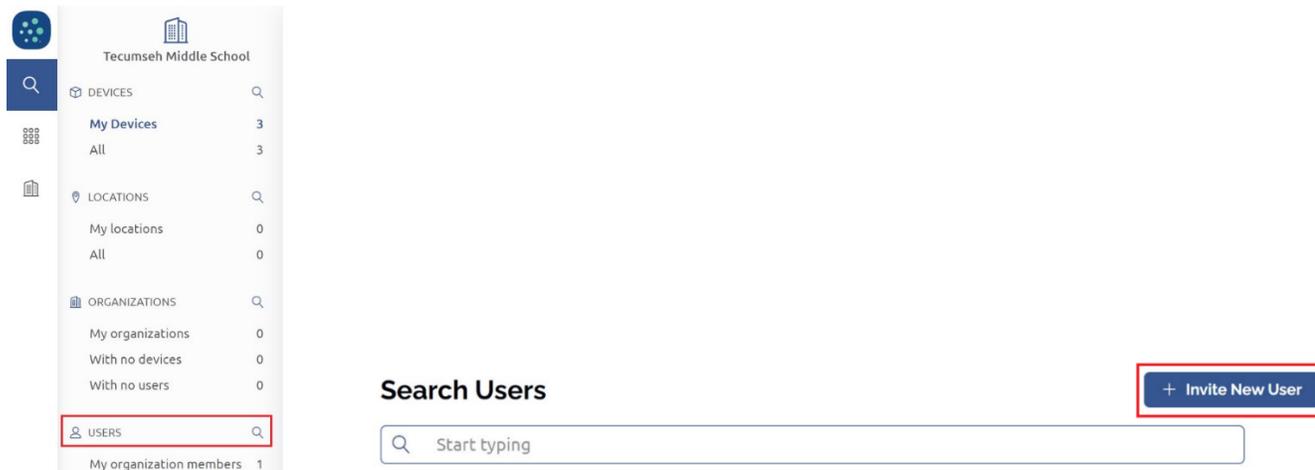
Prior to delivery, the initial customer contact will receive an email invitation to join the Zeptive Web Console. The customer will then set up a password which will be used on both the web console and the Zeptive phone app. That initial customer can then invite others to join and use the system. Please let your point of contact or Zeptive know if you did not receive an email invitation.



After setting up your account, you can access the Zeptive Web Console. Use the following link to make the connection: www.zeptive.com/console

Invite New User

From My Devices screen, go to lower left and click on **Users** then click on **Invite New User**.



Enter new user info and click **Invite**. Note that if the user wishes to receive text notifications, the phone number field will need to be completed, otherwise, it can be left as is. The invitee will receive an email and will need to create a password to join. Once done, they will have access to the system.

Invite Users

1 User

	Email (required)	Name	Phone	Role
1	<input type="text" value="Email"/> <small>Field is required</small>	<input type="text" value="Name"/>	<input type="text" value="+1"/>	<input type="text" value="User"/>

+ Add

Visit the **“Notifications Settings”** to enable alerts and configure how each user wishes to receive their vape, tamper and low battery alerts.

Wi-Fi Credentials

Add Credentials via the Zeptive Phone App

Configure or reconfigure a device:

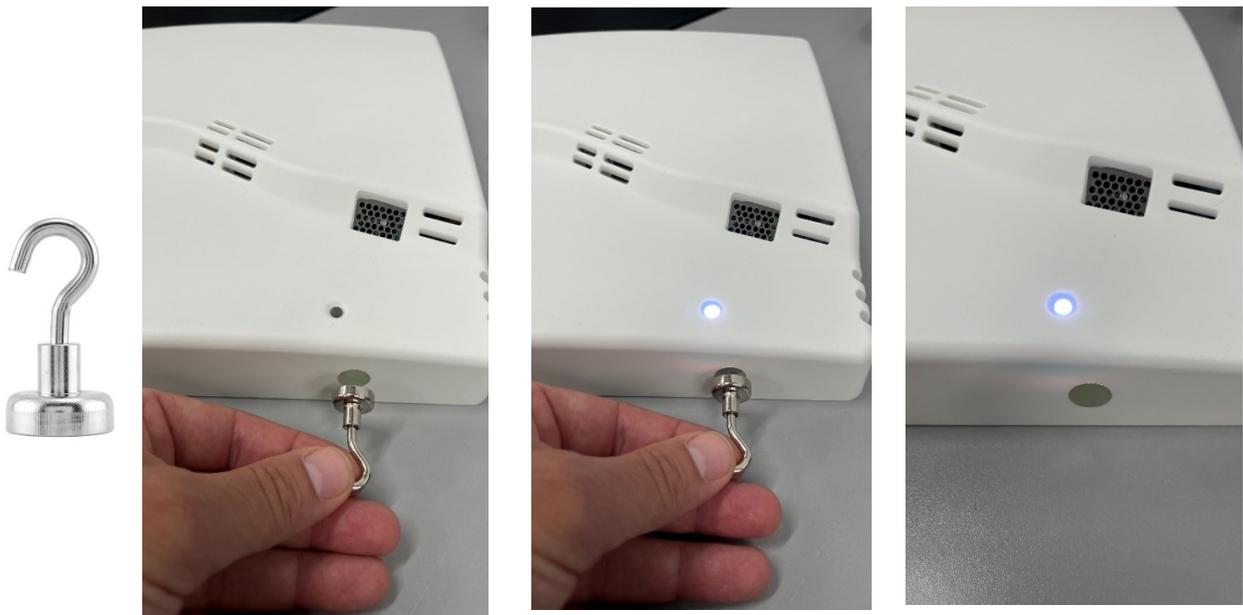
The phone app can be downloaded from the Apple Store (IOS) or from Google Play (Android)

<https://apps.apple.com/us/app/zeptive/id1495817590>

https://play.google.com/store/apps/details?id=cc.blynk.appexport.zeptosense&hl=en_US&gl=US

Follow the steps below to reconfigure a device's credentials. Devices should be reconfigured one at a time to simplify pairing.

1. Enable Bluetooth on your phone
2. Power on the device
3. Open the Zeptive app on your phone
4. Place the magnet on the holographic sticker located on the side of the device and watch for the alternating blue and white LED just above the sticker. This will put the device in the reconfigure mode for 10 minutes to allow time to set the credentials. If the 10 minutes expires before the reconfigure is complete, the process can be started again with the magnet.

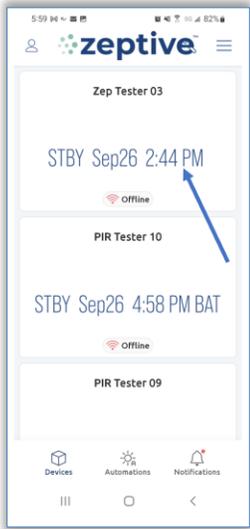


5. From the phone app; select the device to reconfigure, tap the ellipsis in the upper right, tap the ellipsis again, select reconfigure, tap star.

6. Find & select your network; add network password; and tap FINISH when connected. Steps to follow:

Please note your phone app displays may differ visually, to a slight degree, based on whether you're accessing the app via an Android or iOS device, however the steps and functionality will be virtually the same.

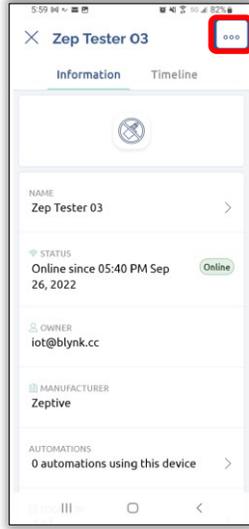
Select (Tap) Device ➔



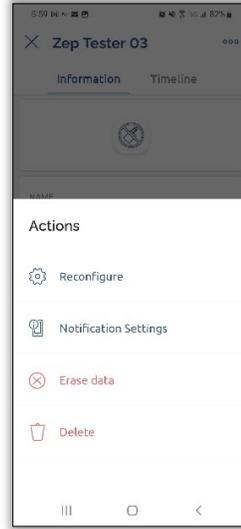
Tap Elipsis ➔



Tap Elipsis Again ➔



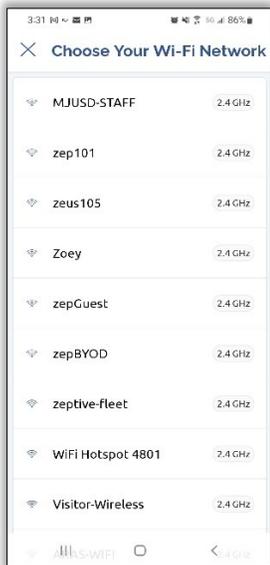
Select Reconfigure ➔



Select YES ➔



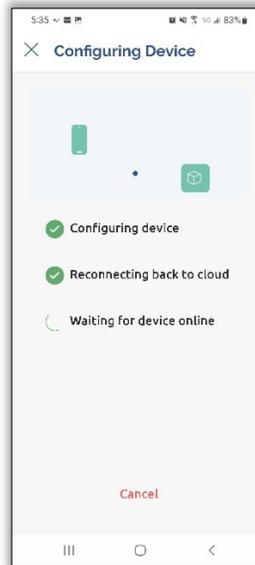
Tap Desired Network ➔



Add Password & Tap Continue ➔



Wait For Connection ➔



Tap Continue



7. When complete, power-cycle the device using the slider switch in the access door.



Add Credentials via PoE

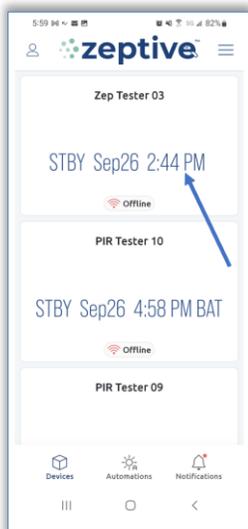
Wifi credentials can be added to devices while connected to a PoE (power-over-ethernet) cable. The device will need to have a successful ethernet connection to the Zeptive servers (web console and phone app). Once connected, the wifi credentials can be sent via command line through the phone app debug terminal. Follow the steps below to add the credentials in this manner

1. Connect the device to your network using a PoE enabled ethernet port and cable
2. Verify the device is connected by checking the device status in the web console or phone app. In the My Devices list of the web console, the device will show **Online**, in the dashboard view of the web console and the device list of the phone app, the device will show **RDY** with an accurate date/time stamp.

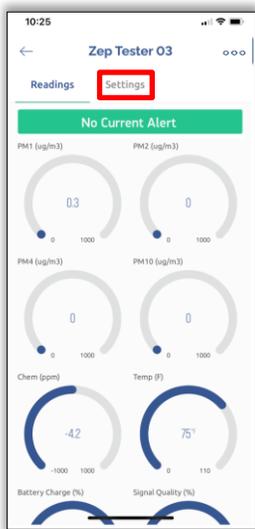
RDY Jul 28 3:04 PM

3. Once connected, open the phone app and select the device you wish to add the credentials to.
4. Navigate to the Settings page in the device and scroll to the Debug Terminal at the bottom. In the field where it shows Type here, enter your wifi SSID and password. The syntax for the command is **zinet addcreds "SSID" "Password"**, where SSID is your wifi network SSID and Password is the wifi network password. Quotes and the space between the SSID and password are required. The words zinet and addcreds are lower case.

Select (Tap) Device



Select Settings



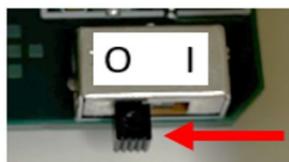
Enter Command & Tap Send



Verify Command Received



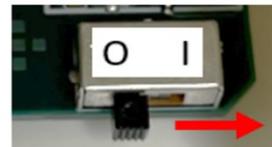
5. When complete, You should see a response in the terminal window that includes **Zinet ::cli() OK**



6. Power device off



7. Disconnect ethernet cable



8. Power device on

The device should connect to the Wi-Fi network. If it does not, check to see that there are no firewall restrictions or policies that may be blocking access.

Available Documentation

Quick Start Guide

[Wireless Quick Start Guide](#)

[Wired Quick Start Guide](#)

[Motion Sensor Range Quick Start Guide](#)

[Vape Detection Range Quick Start Guide](#)

Wireless/Wired Installation

[Introduction to the Physical Installation](#)

[Prior to the Actual Physical Installation](#)

[Physical Installation](#)

Wired (PoE) Installation

[Introduction to the Physical Installation](#)

[Prior to the Actual Physical Installation](#)

[Physical Installation](#)

Using the System

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[Web Console](#)

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[Creating an Organization Structure](#)

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<https://support.zeptive.com>

Sign in with your login credentials



Overview & Information



Getting Started with a New Device



Submit a Support Request

Categories

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Tech Specs

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