



Installation/Setup Guide

ZVD2300 Wireless All-in-One



Optional Protective Cage



Two Li-ion batteries & charger included

ZVD2200 Wired



Optional Protective Cage

Included Installation Hardware

- Stainless Steel Mounting Plate
- Screwdriver, Wall Anchors & Installation Screws
- T10 Security Bit for battery/access door
- Phillips Bit for installation screws
- Reed-Sensor Magnet (enables configuring mode)
- Spare mounting plate screws



Installation Videos

Video explanations for unboxing, configuring, and installing devices.



Tech Support Resources

Expert support available if you need additional information during setup and installation.



Support Website: support.zeptive.com

Email support: support@zeptive.com

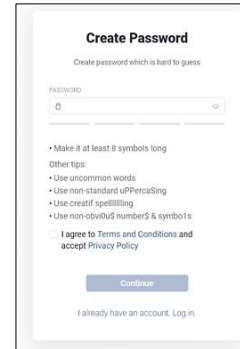
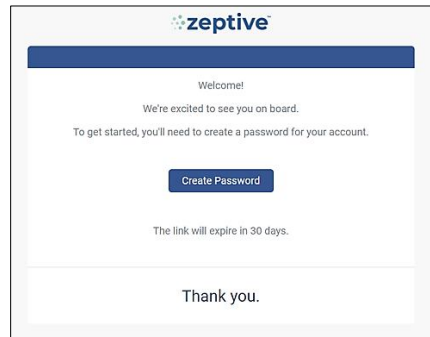
Zeptive Web Console: console.zeptive.com

Phone: [1.617.468.1500](tel:1.617.468.1500)

Step 1: Configure Users and Notifications

A. Access the Web Console

Your organization's admin will receive an email invitation from Zeptive to set up a Zeptive Web Console account and invite other users. If the email is not received, please notify your point of contact or Zeptive.

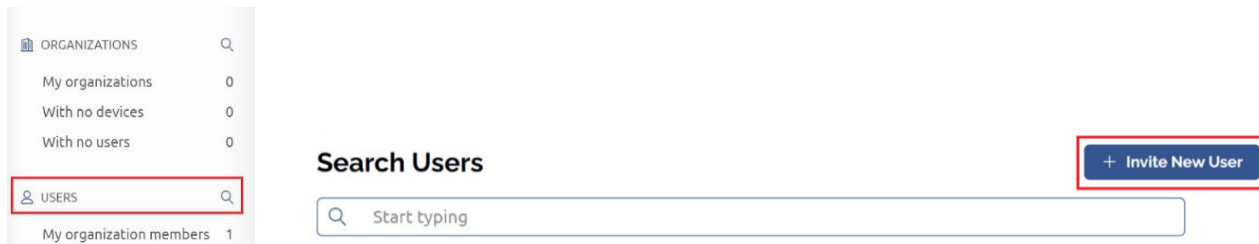


After setting up your account, access the Zeptive Web Console: console.zeptive.com

Note: Your Web Console login and password are the same credentials to access the Zeptive phone app.

B. Invite New Users

From **My Devices** screen in the Zeptive Web Console, go to lower left and click on **Users** → **Invite New User**.



Enter user info and select their role. A cell phone number is only required if they want to receive text notifications. Click **Invite** to send an email to the invitees so they can create a password to join and access the system.

Invite Users

1 User

	Email (required)	Name	Phone	Role
1	Email Field is required	Name	+1	User



TIP: To add more than one user at a time visit support.zeptive.com and read the article Adding New Users.

C. Setup Notifications to Receive Alerts

In the Zeptive Web Console on the left sidebar, click **Devices**.

1. Select device(s) to update
2. Click three dots (...)
3. Click on **Notifications Settings**
4. Click any alert type (i.e. **Vape Alert**)
5. Enable notifications
6. Add Recipients to the selected notification types

The screenshots illustrate the process of setting up notifications in the Zeptive web console. The first screenshot shows the 'Devices' menu in the sidebar. The second shows a list of devices with a dropdown menu where 'Notifications Settings' is selected. The third shows the 'Notifications & Events' window with 'Notifications Settings' highlighted. The fourth shows the 'Vape Alert Notification Settings' window with the 'Vape Alert' status set to 'Active' and the 'Apply' button highlighted.



TIP: Check this box to apply these settings to all alerts from the Alert Notification Settings window.



☒ Apply these settings to **all** alerts of this device

When checked, the settings above will be applied to all other alerts of this device. This will overwrite any previous settings.



TIP: Visit support.zeptive.com for detailed instructions on setting notifications for multiple devices in the article Bulk Notification Settings.

Optional: Setting a Notification Schedule

The notifications schedule dialog allows users to set when notifications are delivered. By default, notifications are delivered daily throughout the day. To set a schedule for device notifications, return to the **Notifications Settings** page.

1. Verify **Enable Schedule** is toggled on.
2. Select (change to white) days of the week that you **do not** want to receive notifications.
3. Set the time period when notification deliveries will be active. The default is all day. Delivery times set will apply to active (blue) days above.
4. To change the hours, click on the AM time or PM time. This will open the time set dialog where hours and minutes can be selected.
5. The time zone can be selected, or the organization time zone can be used by default.
6. When complete, verify the settings shown at the bottom match what you want.

× Notifications Settings

Search event

Event Name	Status	Schedule	Channels
Vape Alert	Active	☒	
Tamper Alert	Active	☐	
Change Battery Now (...)	Active	☐	
Suspected THC Vape A...	Active	☐	
Noise Alert	Active	☐	
Proximity Warning	Active	☐	
Blocked Sensor	Active	☐	
Masking Alert	Active	☐	
IAQ Alert	Active	☐	

Notifications schedule

☒ Enable schedule
Choose days of week and time window to deliver notifications.

Days of week
M T W T F S S

Active hours
☐ All day
☒ 07:00 AM → 04:00 PM

Timezone
☒ Use device Organization timezone
☐ New York (America/New_York)

Settings
☒ Apply schedule to all events
☒ Apply schedule to all devices in organization

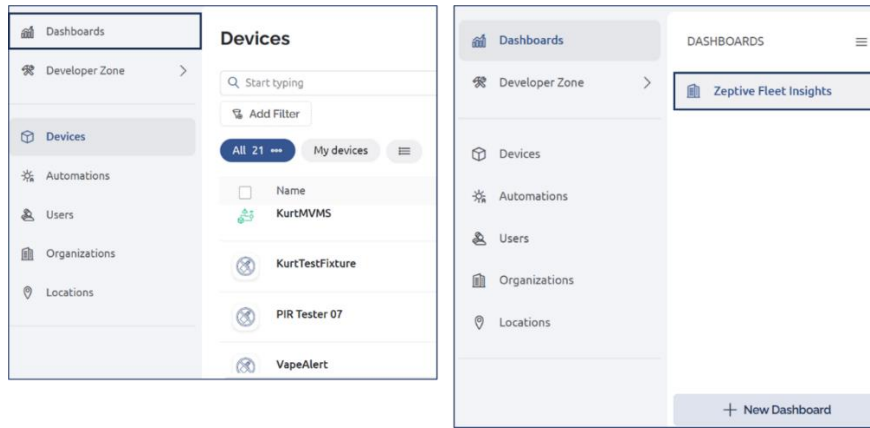
Notifications will be active on Mon, Tue, Wed, Thu, Fri from 07:00 AM to 04:00 PM, in device(s) organization timezone.

05 00 PM
06 01
07 02
08 03
09 04
10 05
11 06
07
OK
06:00 AM → 05:00 PM

D. Zeptive Fleet Insights

The **Zeptive Fleet Insights** dashboard is available and included for all customers with dashboard access. **Zeptive Fleet Insights** provides a high-level overview of the performance of all your sensors in one convenient view.

To access the **Zeptive Fleet Insights** dashboard select **Dashboard** then select **Zeptive Fleet Insights**.



A new window will open that shows the status of the fleet of devices. Below is a description of the data available in the **Zeptive Fleet Insights** dashboard.



1. The time frame for view event graphs and totals.
2. The latest events for all devices in the selected organization for the time frame specified.
3. Graphical displays of events by device, organization, and date over the selected time frame.
4. Count of critical events and warning events over the selected time frame.
5. Filter that can be applied to the data.
6. Settings that can be applied to the view.



TIP: Visit support.zeptive.com and search Zeptive Fleet Insights for more information.

Step 2: Configure Device for Installation

A. Network Requirements Checklist

- ☐ Check with your IT department to see if MAC address filtering, SSL packet inspections, content filtering are being used
- ☐ Requires ability to utilize dynamic IP addresses (no static IP)
- ☐ These ports are required to be open: TCP 443, 9443
- ☐ Verify this domain is accessible: <https://console.zeptive.com>

B. Wi-Fi Requirements Checklist

- ☐ 2.4 GHz band Wi-Fi signal is consistent and strong
- ☐ SSID must be broadcast (not hidden)
- ☐ Must be on a network that does not utilize a captive portal
- ☐ Requires WPA/WPA2-PSK encryption or an open network. (Devices will not work with WPA/WPA2/WPA3 Enterprise)

C. Add Wi-Fi Credentials for Wireless Devices (ZVD2300)

Devices should be reconfigured one at a time to simplify pairing. Skip this step if you are installing Wired Devices (ZVD2200).

Add Wi-Fi Credentials via the Zeptive Phone App

1.  Download Zeptive Phone App



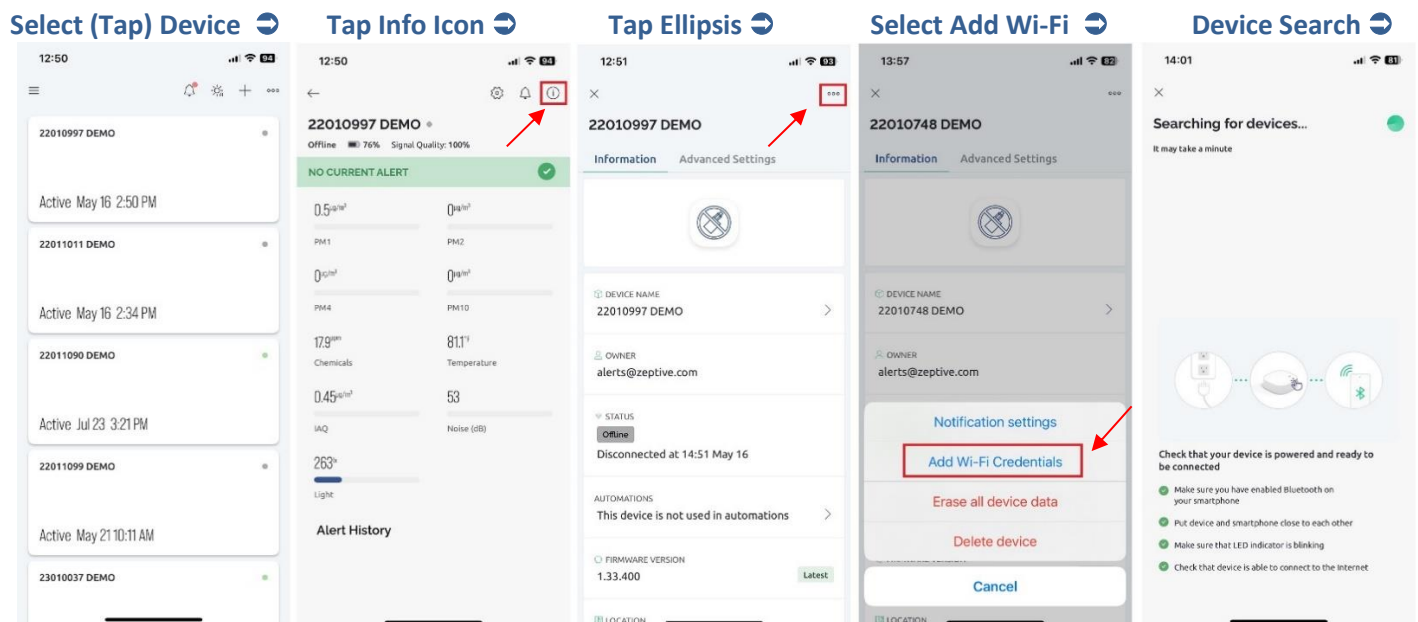
2.  Power on device
3.  Enable Bluetooth on your phone
4.  Open Zeptive app
5.  Place magnet on silver sticker for 5 seconds or until the blue/white LED is illuminated. **NOTE:** Some devices may have a triangle indicator instead of a label.
6. Remove magnet once LED illuminates.



NOTE: Device will stay in reconfigure mode for 5 minutes. LED color will alternate between Blue & White. Process can be repeated with the magnet if it doesn't connect in time.

7. Perform the following steps on the phone app to add the device credentials.

NOTE: The phone app display graphics may differ slightly based on the type of phone you are using, however, the steps and functionality will be the same.

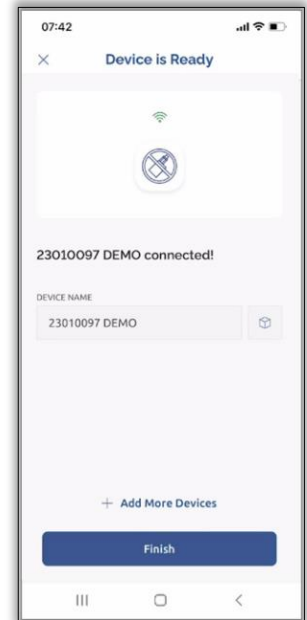
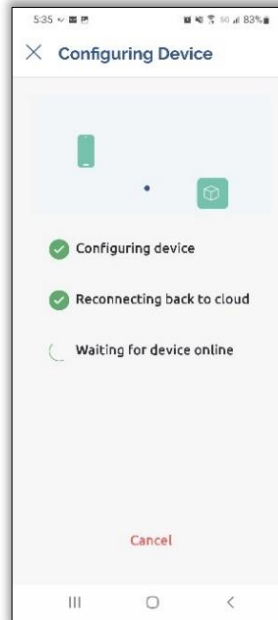
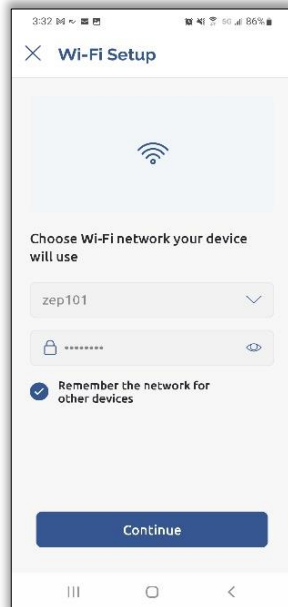
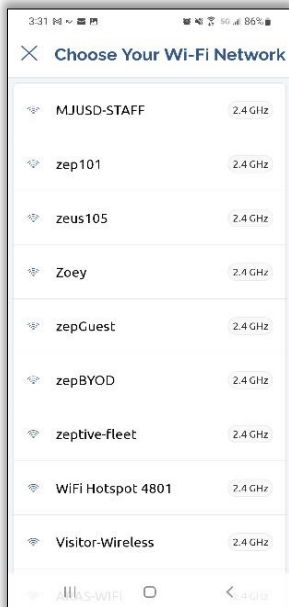


Tap Desired Network ➡

Add Password & Tap Continue ➡

Wait For Connection ➡

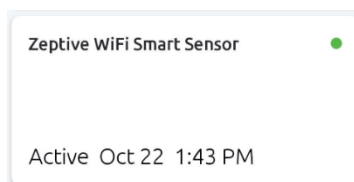
Tap Finish



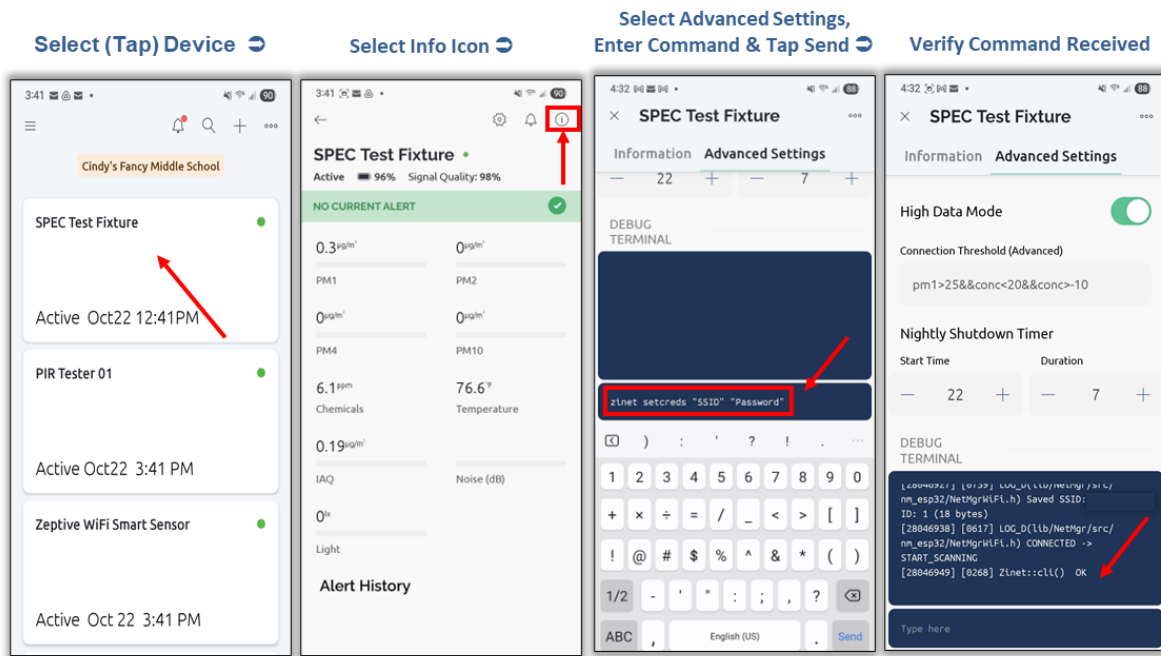
Add Wi-Fi Credentials via PoE

Wi-Fi credentials can be added to ZVD2300 Wireless 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 credentials can be sent via a command line through the phone app debug terminal as outlined below

1. Connect the device to your network using a PoE enabled ethernet port and cable and make sure the main power switch is on. 
2. Verify the device is connected by checking in the device list of the phone app. The device will show **Active** with a date/time stamp and a solid green dot will be visible.



3. Tap to select the device you want to configure.
4. Select the **Information icon** to open a new menu and tap **Advanced Settings** and scroll down to the Debug Terminal to enter your Wi-Fi SSID and password. The syntax for the command is **zinet setcreds "SSID" "Password"**, where SSID is your Wi-Fi network SSID and Password is the Wi-Fi password. Quotes and the space between the SSID and password are required. **Note:** zinet and setcreds commands are lower case.



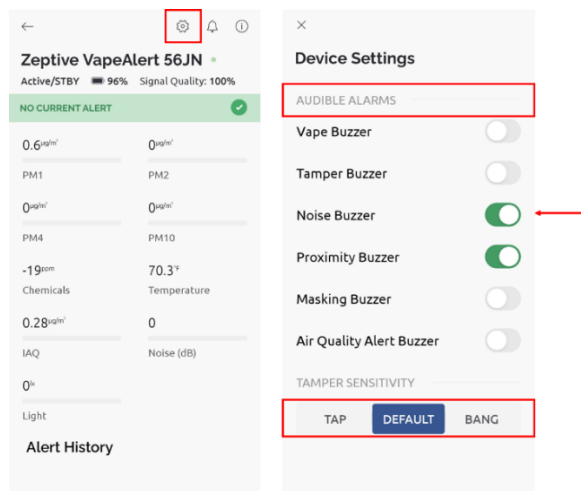
5. When complete, you should see a response in the terminal window that includes **Zinet::cli() OK**
6. Turn the device off via the power switch.
7. Disconnect the ethernet cable. 
8. Turn the device back on at the power switch and the device should automatically connect to the Wi-Fi network.

NOTE: If the device does not connect to Wi-Fi, then power cycle again. If it still does not connect, check to see if there are firewall restrictions or policies that may be blocking access.

Step 3: Zeptive Phone App

A. Configure Audible Alarms

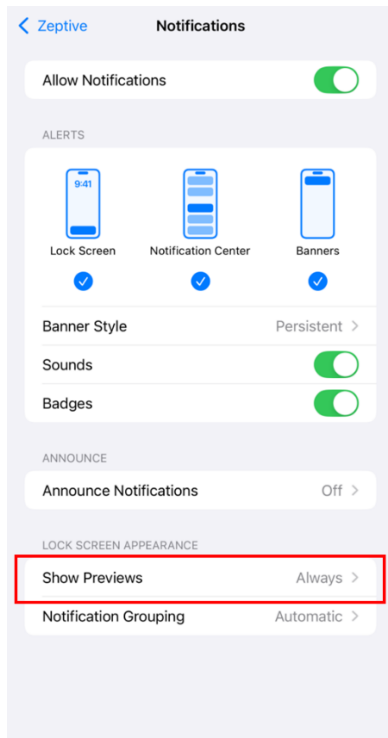
Audible alarms for alerts are available in the **Settings Page** of the phone app and can be enabled or disabled for each alert type as desired. The sensitivity of the tamper sensor can also be changed from this page as well.



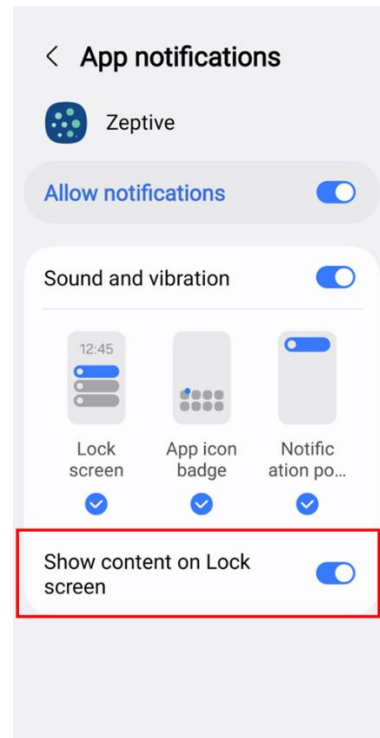
B. Verify Zeptive Phone App settings

Verify that notification settings on the **phone** are set up for the Zeptive application to allow notifications. Sound and vibration notifications can also be set for the Zeptive phone app from the settings page on the **phone**.

For Apple devices go to **Settings>Notifications>Zeptive** and change **Show Previews** to “**Always**”



For Android devices go to **Settings>Apps>Zeptive>Notifications** and enable **Show content on Lock screen**



Step 4: Install Devices

A. Device Checklist

- ☐ Charge main batteries (Wireless devices)
- ☐ Open access door, remove battery tab & slide power switch ON
- ☐ Allow 24 hrs for device to adjust to your environment prior to testing vape/smoke
- ☐ **Verify network connectivity is established prior to installing**
- ☐ Verify a strong Wi-Fi signal is present in the installation location (required for ZVD2300 Wireless Device)

B. Room Assessment Checklist

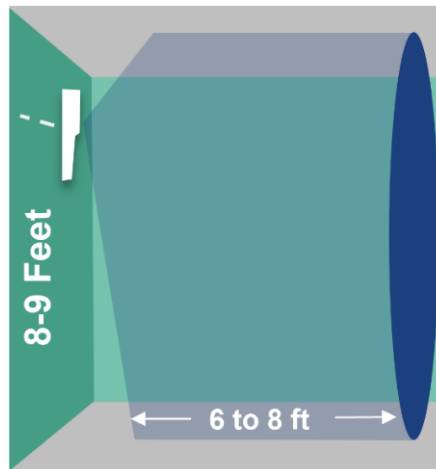
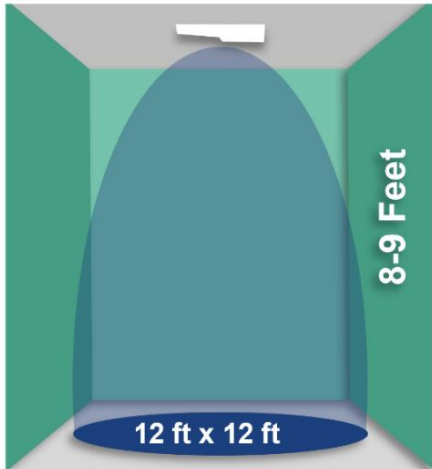
- ☐ Do not mount on ceilings higher than 9 ft (3m). Otherwise, mount on the wall.
- ☐ Do not install near open windows or doors.

- ❑ Keep at least 3ft (1m) away from HVAC vents, fans, and showers.
- ❑ For bathroom installation, mount directly over stalls for best results.
- ❑ Verify motion sensor will be activated by movement.
- ❑ Document installation location including device serial number and provide it to your organization's Zeptive Admin to rename the device.

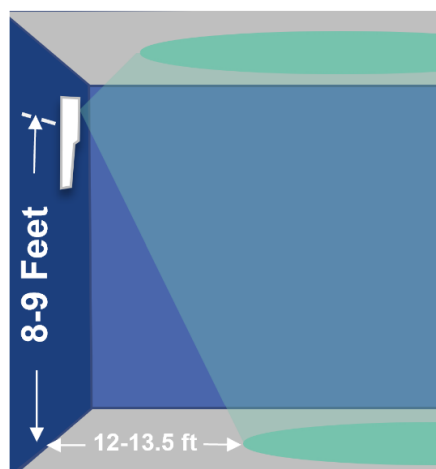
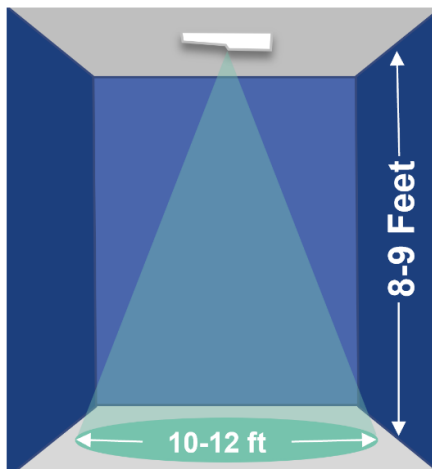
C. Decide on Location

Determine the best placement of your devices based on the configuration of the space.

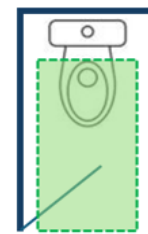
Vape Detector Range (Ceiling or Wall Placement)



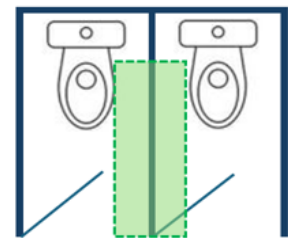
Motion Sensor Range (Ceiling or Wall Placement)



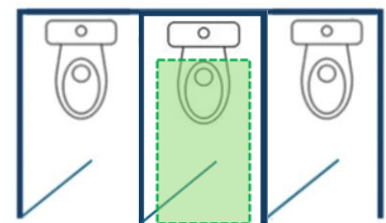
Ideal **DEVICE** placement in bathroom stalls



Single Stall



Double Stall



Triple Stall

Restroom Placement Examples

Placement is one of the most important factors in accurate and reliable vape detection. Detection will be most successful when the sensor can be placed close to the location where vaping is most common.

For example, in restrooms a common location for vaping is in the stalls. The farther the sensor is placed from the source of vaping the longer it will take to alert. To maximize sampling area ceiling placement is preferred. However, the ceilings must be less than 9ft

(3m) otherwise wall placement is recommended. Sensors installed on a wall must not be placed to exceed 9ft (3m) in height. Regardless of wall or ceiling placement, sensors cannot be placed within 3 feet of any HVAC vents or shower facilities. One sensor on a wall or ceiling can provide detection for up to 3 stalls as shown in the examples.

Ceiling Placement



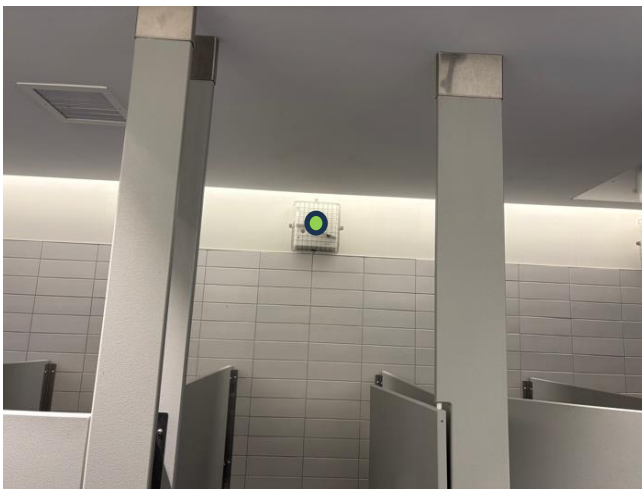
1 Sensor centered over 3 stalls



2 Sensors protecting 4 stalls

Wall Placement

When installing, ensure sampling vents are oriented downward as shown to the right. Mounting plate displays UP arrow for wall installation orientation.



1 Sensor centered over 3 stalls



1 Sensor over 2 stalls

● = Recommended Sensor Install Location

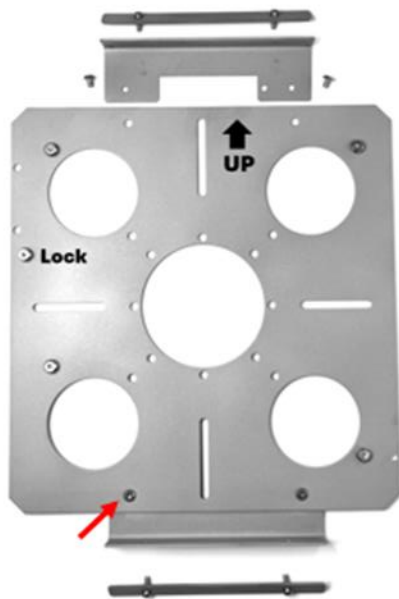
D. Install Devices in Chosen Locations

Follow the Mounting Plate Installation Guide provided to complete installation.

ZVD2300 Wireless Installation Guide (Standard Wall/Ceiling Mount)

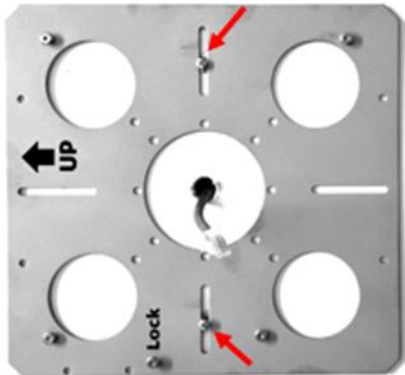
1

If installing the optional protective wire cage, fasten both brackets with 4 screws using a T10 Torx security bit.



2

Fasten baseplate to the wall, ceiling, or electrical box. Note "Up" orientation on wall installation.



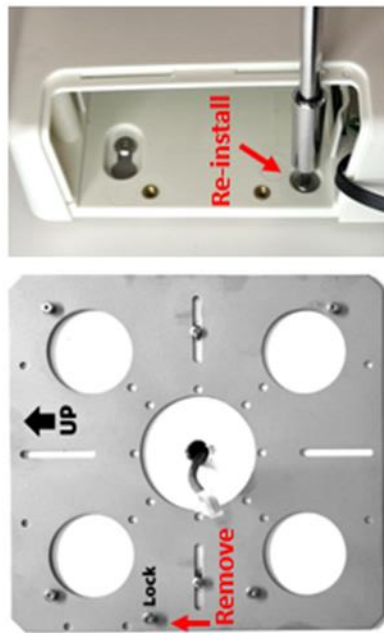
3

If you are NOT using the main battery as a power source, plug in PoE (power over ethernet) cable or 5VDC USB power.



4

Remove locking screw and battery door. Slide device onto baseplate mounts and re-install locking screw.



5

Install optional wire cage and both locking plates using a T10 Torx security bit.



Do not overtighten screws or plates may bend.



6

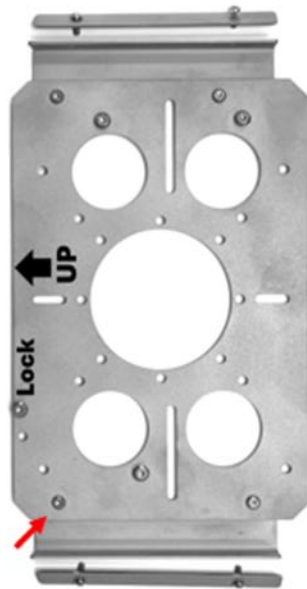
Remove battery tab (if installed). Install a fully charged battery, plug in the USB cable, **TURN DEVICE ON** and install battery door.



ZVD2200 Wired Installation Guide (Standard Wall/Ceiling Mount)

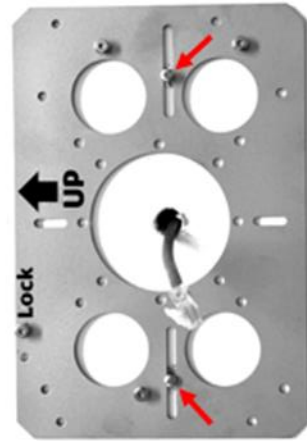
1

If installing the optional protective wire cage, fasten both brackets with 4 screws using a T10 Torx security bit.



2

Fasten baseplate to the wall, ceiling, or electrical box. Note "Up" orientation on wall installation.



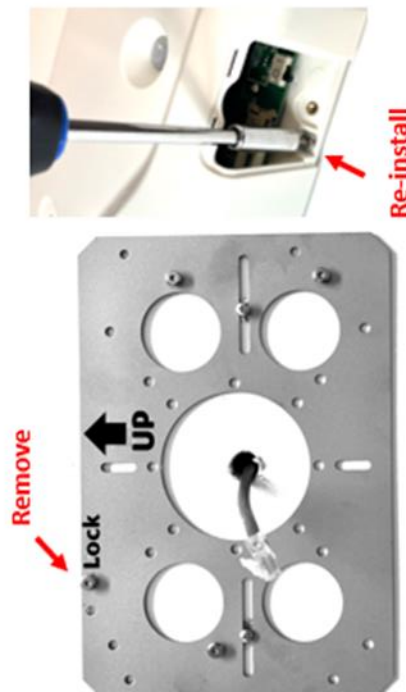
3

Plug in a PoE (power over ethernet) cable or 5VDC USB power.



4

Remove locking screw and access door. Slide device onto baseplate mounts and re-install locking screw.

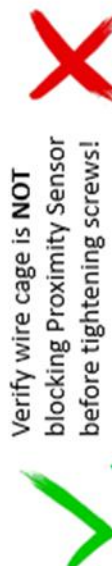


5

Install optional wire cage and both locking plates using a T10 Torx security bit.



Do not overtighten screws or plates may bend.

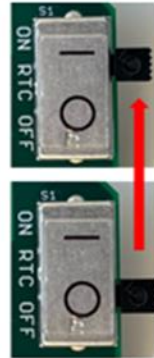
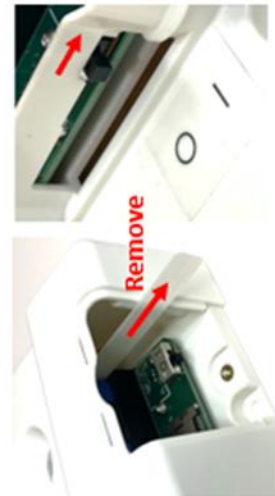


Verify wire cage is NOT blocking Proximity Sensor before tightening screws!



6

Remove battery tab (if installed). **TURN DEVICE ON** and re-install access door.



Sign in to our Tech Support Website support.zeptive.com for additional documentation

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Helpful search terms:

[installation](#)[users](#)[notifications](#)

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- Phone App Overview
- Creating Organizations
- Adding Users
- Setting up Notifications
- Bulk Notification Settings
- Renaming a Device
- Adding Wi-Fi credentials
- Fleet Insights

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