Pivothead Live Mod FAQ and Quick Tips

Frequently Asked Questions

What is the difference between Local (AP Mode) and Internet (Client Mode) streaming?

WiFi networks are typically used to connect devices such as a cell phones, laptops, game systems, digital cameras, and other electronics to the Internet. The device uses the WiFi protocol to connect to a wireless router or access point which then connects that device to the Internet or another network. This is how Internet streaming works with the Live Mod. The Live Mod uses WiFi to connect to a nearby access point or router, allowing it to stream live video from the camera to Pivothead TV. This is what we refer to as Internet streaming; the Live Mod is the client device, and it connects to an access point.

Local streaming (also called AP mode) reverses this process. Instead of being a client, the Live Mod becomes an access point that other devices, such as a computer or smartphone, can connect to. These other devices are the client, and they are connecting to the network being advertised by the Live Mod. No Internet connection is required or involved. Once connected, the client computer or phone can communicate with the Live Mod either to change settings or to view a stream being broadcast. For example, a person could use local streaming to broadcast the POV of an on-stage performance to a nearby computer. That computer could then be linked to a giant stadium screen for the audience to see.

Which kind of streaming is better?

The two methods of streaming serve different purposes. Which one is best will depend on your requirements. Internet streaming is what most people are familiar with. Since the stream is being transmitted over the web and Internet, people from all over the world can view the broadcast. Local streaming works well when the Internet is not available or when it makes sense for the range between the viewer and the broadcaster to be shorter. One common scenario for local streaming is an instructor or performer streaming a demonstration to a large television or other nearby display.

What do I need to view a stream on my browser?

Our streaming service supports all major browsers and operating systems, both desktop and mobile. However, for the best experience, we recommend using Google Chrome. Your browser will need to have the Adobe Flash plug-in installed, and if you are using a corporate network, your IT department will need to allow both incoming and outgoing connections on port 1935. If you need to have the platform whitelisted by your IT department, please contact us.

Can I view a stream from my smartphone or tablet?

Yes. Any tablet or smartphone that has a Flash-enabled browser can view streams on Pivothead TV. In addition, you can currently use the Live app for Android to view streams as well.

What WiFi protocols are supported?

The Live Mod can connect to most WiFi networks that use the 2.4 GHz band. Specifically, the Live Mod supports the 802.11b, g, and n protocols. The 5 GHz band and 802.11ac protocol will be supported in the upcoming Live Mod Pro.

What security protocols are supported?

WiFi networks using WEP, WPA, WPA2, and WPA2-PSK are compatible with the Live Mod. WPA2-Enterprise will be supported in the near future. If your network requires a splash page or separate login account, please contact us.

How do I set up my Live Mod for the first time (consumer)?

Please visit setup.pivothead.tv for a guided setup experience, or follow the instructions below.

1) Connect the Live Mod to the left side of your glasses. Connect the supplied micro USB cable to the right side.

2) Power on the glasses. After about thirty seconds you will see a solid green light and a solid blue light on the right side of the glasses. If the blue light on right is blinking, you will need to place the Live Mod back into AP mode. You can find instructions for doing this below.

3) Once in AP mode, your glasses will begin to advertise their own WiFi network signal. The name of the network will be **LiveMod_xxxxxxxx**. Use your desktop, laptop, or mobile device to view the list of available WiFi networks and then select and connect to the Live Mod network. On most computers or mobile devices, you can use the system tray or notification window to select the WiFi icon and view nearby networks. Ignore any warnings or errors about not having Internet access.

4) Open your computer's browser. We recommend Chrome, but you can also use Firefox. Edge, or Safari.

5) If available in your browser, open a new Incognito or Private Browsing window. On Chrome, this can be done by clicking on the menu button near the top right of the screen.

6) Navigate to the following local address: **http://192.168.240.1**. If you do not see a welcome page or if you receive an error, please check to make sure that your computer is still connected to the Live Mod network and that there are solid blue and green LEDs on right side of the glasses. Wait thirty seconds and then refresh the page. You may need to refresh the page a few times before the welcome page appears.

7) Read the welcome message and then select, "Let's Get Connected"

8) The next page will show you a list of nearby networks that your Live Mod can see. Select the network that you would like your Live Mod to use to connect to the Internet.

9) Enter your WiFi password, or leave the box blank if there is not one.

10) Select "Connect". Your Live Mod will now configure itself to use the new WiFi network and will reboot. This process will take between 30 and 60 seconds. If the Live Mod is able to access the Internet on the new network, the right-blue LED will start to blink. If the light comes back on as solid, then the device was not able to access the Internet, most likely because of an incorrect WiFi password. You will need to start the setup process over again.

11) Once your Live Mod's blue LED (the LED on the right side) starts to blink, please reconnect your computer back to the Internet by selecting your normal WiFi network. Please ensure that you have an Internet connection before proceeding.

12) Select "Continue" and you will be taken to an account creation page. If you have not previously set up a Pivothead TV account, please fill out the required fields and select "continue". If you already have an account, look for the link at the top of the page, click on it, and when prompted, choose to link the Live Mod to your profile.

13) Once your account has been created and the Live Mod is linked, you will be taken to your channel page. To start streaming, simply swipe backwards on the touch panel. The red LED on the right side of your glasses will flash to indicate streaming.

How do I set up a Live Mod for the first time? (Enterprise)

To set up a Live Mod for use on your pro/enterprise portal, you will need the following:

- Live Mod
- Pivothead SMART glasses (these can be any pair - they don't have to be the ones you're using to broadcast)
- the serial number of the Live Mod (instructions for locating this number can be found below)
- the account or channel name of the broadcaster (if the account has not been created yet, please see this FAQ question below).
- You will also need to be an Admin for your company.

1) Determine who will be using the Live Mod. Each Mod can be attached to a single user in your company portal. While attached, any pair of glasses that this Live Mod is connected to will stream directly to that user's channel. A user can only have one Live Mod attached at any time, but he or she does not have to use the same Live Mod for all broadcasts. Regardless of which Live Mod the person is using, if that Mod is assigned to them, then it will always stream to that user's channel.

   - For example, if you are the admin for a company with ten employees, but you only have five Live Mods, you can create an account for each employee, and these employees will all have their own permanent channel name. When an employee needs to broadcast a stream, you can assign any of the available Live Mods to their account, and the stream will be broadcast to that corresponding channel.

2) If the user does not exist in your company, please create the account using the Admin panel from pro.pivothead.tv. Instructions for creating the account can be found below.

3) Locate the serial number. If it is not written on the Live Mod, please follow these steps to retrieve it.

   a) Connect the Live Mod to the left side of your glasses. Connect the supplied micro USB cable to the right side.

   b) Power on the glasses. After about thirty seconds you will see a solid green light and a solid blue light on the right side of the glasses. If the blue light on right is blinking, you will need to place the Live Mod back into AP mode. You can find instructions for doing this below.

   c) Once in AP mode, your glasses will begin to advertise their own WiFi network signal. The name of the network will be **LiveMod_xxxxxxxx**. Use your desktop, laptop, or mobile device to view the list of available WiFi networks and then select and connect to the Live Mod network. On most computers or mobile devices, you can use the system tray or notification window to select the WiFi icon and view nearby networks. Ignore any warnings or errors about not having Internet access.

   d) Open your computer's browser. We recommend Chrome, but you can also use Firefox. Edge, or Safari.

4) If available in your browser, open a new Incognito or Private Browsing window. On Chrome, this can be done by clicking on the menu button near the top right of the screen.
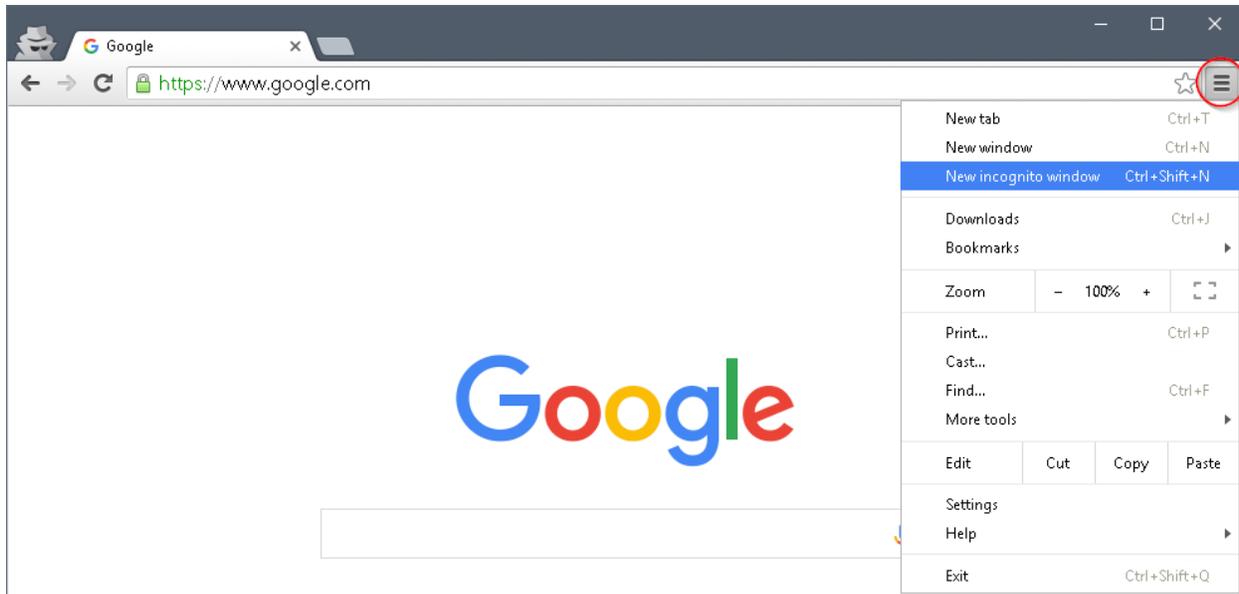
5) Open an Internet browser on your computer and navigate to **http://192.168.240.1/status**.

6) If the page does not load, make sure that you are still connected to the Live Mod, wait thirty seconds and press refresh. You may need to refresh the page several times before the information appears.

7) Note the serial number for the Live Mod.

8) Log in to your pro.pivothead.tv account and select "Admin" from your profile menu.

9) Select the "Devices" tab.

10) Locate the device with the same serial number from step 3 and select the user you would like it assigned to from the drop down menu.

11) Once the Live Mod is linked to an account, it can now be connected to the network that you would like it to use for Internet (client mode) streaming.

How do I change from Internet streaming (Client mode) to Local streaming (AP mode)?

The right blue LED on your glasses tells you what networking mode the glasses are currently in. If the blue light is blinking, then the glasses are actively connected to a WiFi network and have access to the Internet. This means that the Live Mod is in Client mode, or Internet streaming mode. If the blue light is solid, then the glasses are in AP mode (Local streaming mode) and the Live Mod is advertising its own network so that other devices can connect to it.

There are three ways to switch the glasses from Client mode to Access Point (AP) mode.

Pivothead Live App for Android

1) Make sure that Bluetooth is enabled on your phone or tablet. Disconnect any other connected Bluetooth devices.

2) Launch the Live app.

3) Log in with your pivothead.tv or pro.pivothead.tv account. Please contact your company Admin if you do not have an account.

4) Select the glasses icon from the bottom menu (left-most icon).
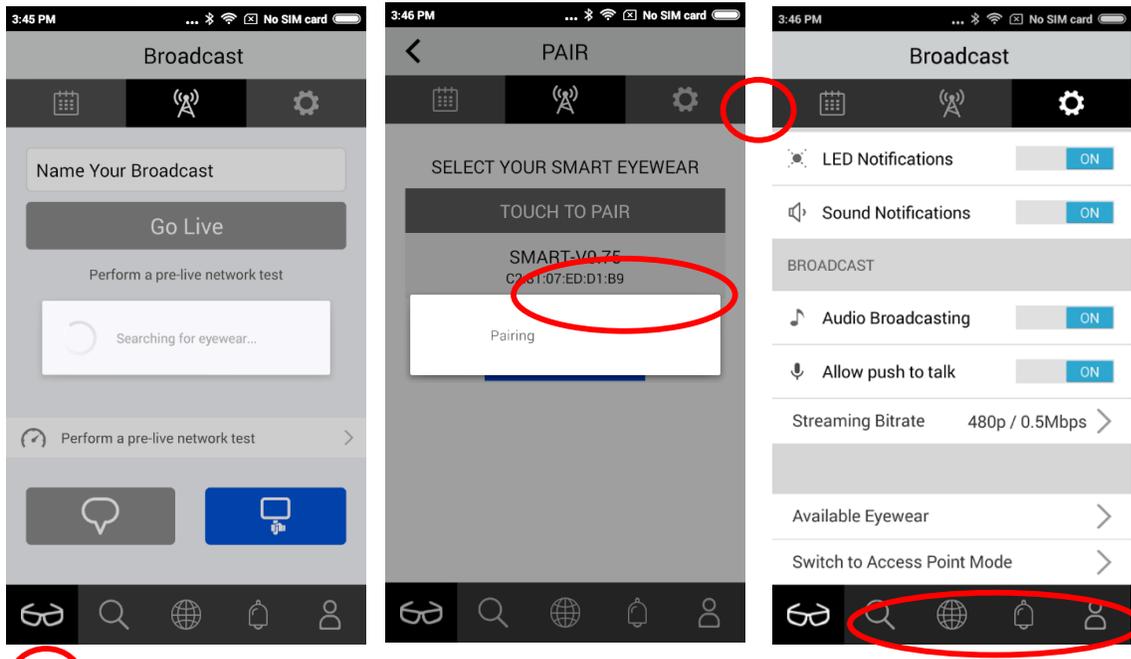
5) If you do not see your glasses under the "Touch to Pair" list, make sure that they are turned on, that Bluetooth is enabled on your phone, and then select "Rescan".

6) Choose your SMART glasses from the list to connect to them via Bluetooth. Upon a successful connection you will hear a short beep from the glasses and your phone will redirect you to the streaming screen. If you are not able to reconnect, try re-scanning, powering your glasses off and back on, or restarting the application. If there is other wireless interference in the area, you may need to select your glasses multiple times before the connection is established. Please use the contact us on our support page link if you continue to experience problems.

7) Select the "Settings" (gear) icon from the top-right of the screen.

8) Near the bottom of the screen, select "Switch to Access Point Mode".

9) Confirm that you now have a solid blue light on the right side of your glasses. If not, please try the process again.

*Pivothead SMART Control App for Android*

1) Make sure that Bluetooth is enabled on your phone or tablet. Disconnect any other connected Bluetooth devices.

2) Launch the app.

3) Open the main menu by tapping the three vertical bars on the top-left of the screen.

4) Select "Connect".

5) Select "Bluetooth Paring".

6) Wait for your glasses to appear. If they do not show up, select "Rescan".

7) Select your SMART Glasses from the list

8) You will know the Bluetooth connection is successful once you see a battery status icon on top of the screen.

9) Select "Connect"

10) Look for the blue "Connect to WiFi" button near the bottom of the screen and select it.

11) The app will automatically switch the glasses into AP mode. Confirm that you see a solid blue LED on the right. If not, you may need to change to a different screen on the app, and then reselect the "Connect to WiFi" button.

12) Exit the app.
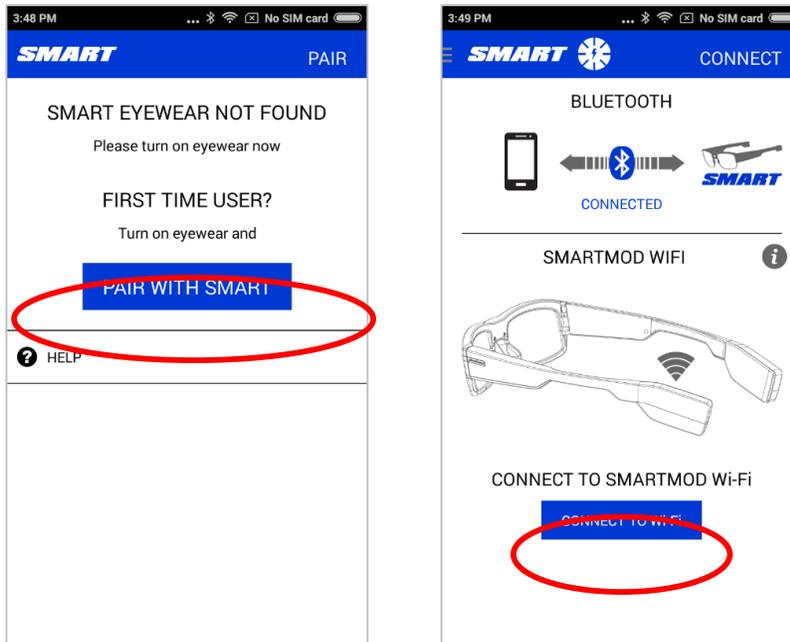
Pivothead LIVE for iOS

1) Make sure that Bluetooth is enabled on your phone or tablet. Disconnect any other connected Bluetooth devices.

2) Launch the app.

3) The app should automatically connect to your glasses via Bluetooth. If the app detects more than one available pair of glasses, you will need to manually select the pair to connect to. You will hear two short beeps from your glasses once the app is connected.

4) To manually connect to glasses via Bluetooth, select the "Settings" (gear) icon from the top of the app. Next, select "Available Eyewear" near the bottom of the screen, and press "rescan". Locate the pair of glasses you want to connect to and tap on them.

5) Select the "Settings" (gear) icon to access the Live Mod settings.

6) From the bottom of the screen, tap "Switch to Access Point Mode". Please note that on some iOS devices you may not receive any feedback that the button was pressed or any indication that a command was sent. However, within a few seconds the right blue LED light on your glasses will turn solid. If nothing changes, please recheck your Bluetooth connection and repeat the process.
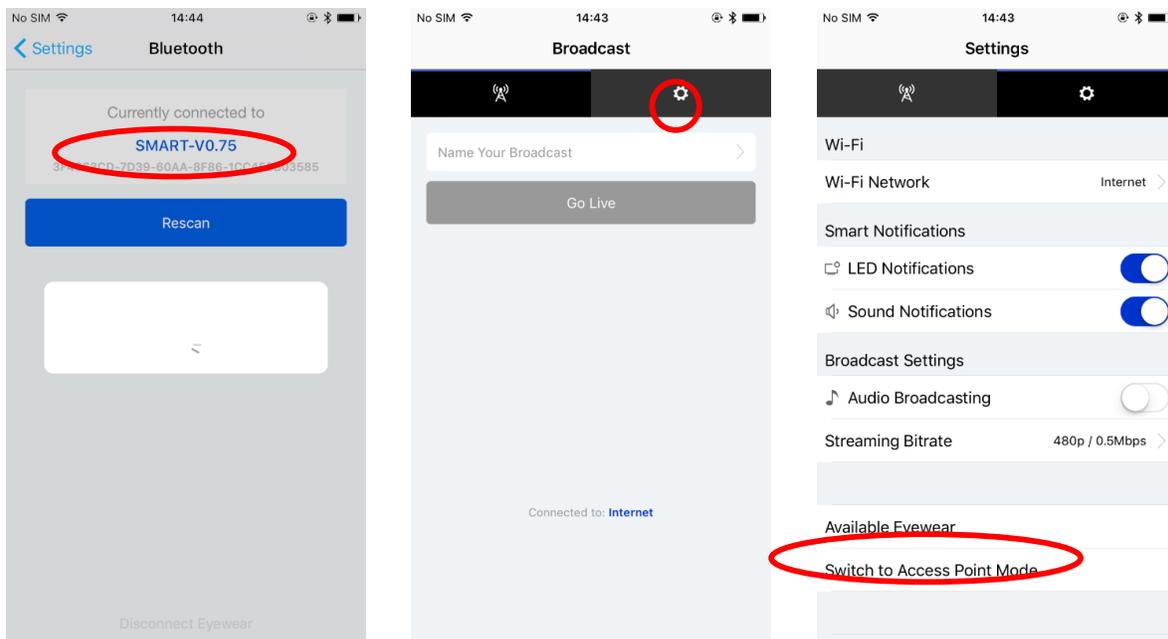
Without a Bluetooth-enabled smartphone, there is no way to communicate with the glasses to tell them to switch to AP mode. Instead, you will need to remove the source of the Internet connection the glasses are using. You can do this either by moving the glasses and Live Mod out of range of the WiFi network they are connected to, or by turning off or disabling Internet access on the access point they are using. The Live Mod will try and connect to the last known WiFi network it connected to for about one to three minutes. If it cannot connect, it will revert back to AP mode.

My computer keeps disconnecting from the Live Mod network. My computer says I'm connected, but the Live Mod setup page isn't loading. What do I do?

There are a few reasons why your computer might have trouble connecting to the Live Mod network, or why the web-page might not be opening. First, please disconnect your computer from any other network or Internet connection. This could be an Ethernet connection to your router, a USB connection to a modem, or another WiFi connection from a second adapter. Next, turn off the WiFi adapter for your computer. On the newer versions of Windows and OS X you can do this from within the WiFi icon next to your clock in the system tray. On Mac OS X, there is a similar icon next to the clock at the top of the screen. Leave the WiFi off for a few seconds and then turn it back on. If you are still having issues remaining connected and you are in an environment with many WiFi signals, you may need to move to a different location with less interference.

How do I change the WiFi network my Live Mod connects to? (Pivothead LIVE App for Android)

1) Make sure that Bluetooth is enabled on your phone or tablet. Disconnect any other connected Bluetooth devices.

2) Launch the Pivothead Live app.

3) Login with your pivothead.tv or pro.pivothead.tv account.

4) Select the glasses icon from the bottom (left-most icon).

5) If you do not see your glasses under the "Touch to Pair" list, make sure that they are turned on, that Bluetooth is enabled on your phone, and then select "Rescan"

6) Select your SMART glasses from the list to connect to them via Bluetooth. Upon a successful connection you will hear a short beep from the glasses and your phone will redirect you to the streaming screen. If you are not able to reconnect, try re-scanning, powering your glasses off and back on, or restarting the application.

7) Select the "Settings" (gear) icon from the top-right of the screen

8) Under the "WiFi" heading select "Choose Network"

9) A list of nearby WiFi networks will be displayed. Select "Rescan" if you do not see the network you want.

10) Select the WiFi network you want your glasses to connect to for streaming.

11) Enter the password and select "remember network" if you want the Live app to store the password for this network.

12) Select "Connect". The blue LED light on the right hand side of your glasses will turn off. If the password and other settings are correct, your glasses will connect to the new network and within a minute, the LED will turn back on as blinking.
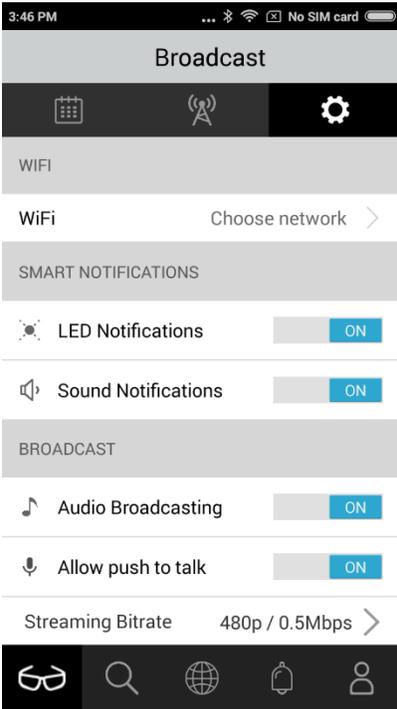
Android
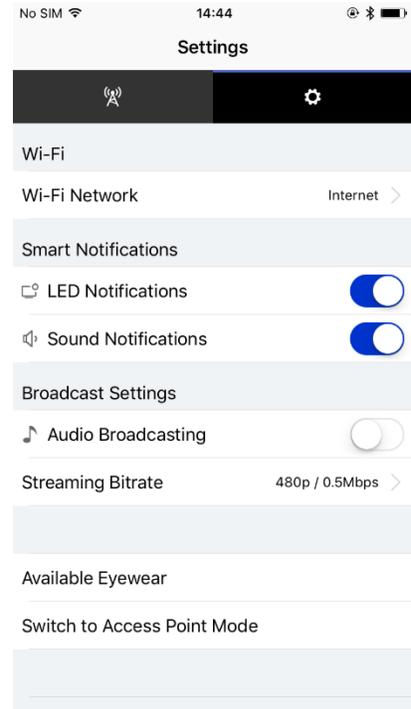
iOS

How do I change the WiFi network my Live Mod connects to? (Pivothead LIVE App for iOS)

1) Make sure that Bluetooth is enabled on your phone or tablet. Disconnect any other connected Bluetooth devices.

2) Launch the Pivothead Live app.

3) The app should automatically connect to your glasses via Bluetooth. If the app detects more than one available pair of glasses, you will need to manually select the pair to connect to. You will hear two short beeps from your glasses once the app is connected.

4) To manually connect to glasses via Bluetooth, select the "Settings" (gear) icon from the top of the app. Next, select "Available Eyewear" near the bottom of the screen, and press "rescan". Locate the pair of glasses you want to connect to and tap on them.

5) Select the "Settings" (gear) icon to access the Live Mod settings.

6) Under "WiFi" select the button "Choose Network".

7) The app will bring up a list of available WiFi networks. If you do not see your network listed, select "Rescan".

8) Tap the network you want to connect to.

9) Enter the password, or leave blank if one is not required.

10) The security protocol should automatically be detected, but you can manually change it if needed.

11) Select "Remember Network" if you want the Live app to remember the password for this network.

12) Select "Join" from the top right.

13) The blue LED light on the right hand side your glasses will turn off. If the password and other settings are correct, your glasses will connect to the new network and within a minute, the LED will turn back on as blinking.

How do I connect to a hidden or private WiFi network? How do I manually connect to a WiFi network?

For iOS:

1) Follow the steps for selecting a WiFi network up to the point where a list of WiFi networks are displayed.

2) Select "Connect to another network"

3) Enter the name or SSID of the network you want to connect to.

4) Select the type of security used by the network.

5) Enter the WiFi password.

6) Select OK

7) Tap "Join"

For Android:

1) Follow the steps for selecting a WiFi network up to the point where a list of WiFi networks are displayed.

2) Scroll down to the bottom of the list and select "More..."

3) Enter the name or SSID of the network you want to connect to.

4) Select the type of security used by the network.

5) Enter the WiFi password.

6) Select OK

How do I change the WiFi network my Live Mod connects to? (web browser)

1) Connect the Live Mod to the left side of your glasses. Connect the supplied micro USB cable to the right side.

2) Power on the glasses. After about thirty seconds you will see a solid green light and a solid blue light on the right side of the glasses. If the blue light on right is blinking, you will need to place the Live Mod back into AP mode. You can find instructions for doing this below.

3) Once in AP mode, your glasses will begin to advertise their own WiFi network signal. The name of the network will be **LiveMod_xxxxxxxx**. Use your desktop, laptop, or mobile device to view the list of available WiFi networks and then select and connect to the Live Mod network. On most computers or mobile devices, you can use the system tray or notification window to select the WiFi icon and view nearby networks. Ignore any warnings or errors about not having Internet access.

4) Open your computer's browser. We recommend Chrome, but you can also use Firefox. Edge, or Safari.

5) If available in your browser, open a new Incognito or Private Browsing window. On Chrome, this can be done by clicking on the menu button near the top right of the screen.

6) Navigate to the following local address: **http://192.168.240.1**. If you do not see a welcome page or if you receive an error, please check to make sure that your computer is still connected to the Live Mod network and that there are solid blue and green LEDs on right side of the glasses. Wait thirty seconds and then refresh the page. You may need to refresh the page a few times before the welcome page appears.

7) Read the welcome message and then select, "Let's Get Connected"

8) The next page will show you a list of nearby networks that your Live Mod can see. Select the network that you would like your Live Mod to use to connect to the Internet.

9) Enter your WiFi password, or leave the box blank if there is not one.

10) Select "Connect". Your Live Mod will now configure itself to use the new WiFi network and will reboot. This process will take between 30 and 60 seconds. If the Live Mod is able to access the Internet on the new network, the right-blue LED will start to blink. If the light comes back on as solid, then the device was not able to access the Internet, most likely because of an incorrect WiFi password. You will need to start the setup process over again.

11) **Once your Live Mod has connected to the new network, close your browser page. Please do not continue through this setup process and create a pivothead.tv account or try and re-link your Live Mod.**

How do I change my stream quality settings?

Live app for Android:

1) Make sure that Bluetooth is enabled on your phone. Disconnect any other connected Bluetooth devices.

2) Launch the app.

3) Login with your pivothead.tv or pro.pivothead.tv account.

4) Select the glasses icon from the bottom (left-most icon)

5) If you do not see your glasses under the "Touch to Pair" list, make sure that they are turned on, that Bluetooth is enabled on your phone, and then select "Rescan".

6) Select your SMART glasses to connect to them via Bluetooth. Upon a successful connection you will hear a short beep from the glasses and your phone will redirect you to the streaming screen. If you are not able to reconnect, try re-scanning, powering your glasses off and back on, or restarting the application.

7) Select the "Settings" (gear) icon from the top-right of the screen

8) Scroll down to the "Broadcast" settings and select the option for "Streaming Bitrate".

9) It is recommended that you start at 0.5 mbps and increase or decrease it until you are happy with the balance between quality and smoothness Higher settings will result in sharper looking video, but if there is not enough bandwidth you may see choppy video since the video player will not be able to show every frame. Lowering the setting will ensure that every video frame gets processed, but each individual frame will not look as crisp.

Live app for iOS

1) Make sure that Bluetooth is enabled on your phone. Disconnect any other connected Bluetooth devices.

2) Launch the Pivothead Live app.

3) The app should automatically connect to your glasses via Bluetooth. If the app detects more than one available pair of glasses, you will need to manually select the pair to connect to. You will hear two short beeps from your glasses once the app is connected.

4) To manually connect to glasses via Bluetooth, select the "Settings" (gear) icon from the top of the app. Next, select "Available Eyewear" near the bottom of the screen, and press "rescan". Locate the pair of glasses you want to connect to and tap on them.

5) Select the "Settings" (gear) icon to access the Live Mod settings.

6) Under "Broadcast Settings" select the list for "Streaming Bit-rate"

7) It is recommended that you start at 0.5 Mbps and increase or decrease it until you are happy with the balance between quality and smoothness. Higher settings will result in sharper looking video, but if there is not enough bandwidth you may see choppy video since the video player will not be able to show every frame. Lowering the setting will ensure that every video frame gets processed, but each individual frame will not look as crisp.

8) Select your chosen bitrate and tap "Set".

How do I start a stream?

First, make sure that your source of Internet access is powered on and working. For example, if you are using a hotspot, make sure that the phone or device is correctly configured and that there is an active Internet connection before powering on the glasses. Next, connect your Live Mod to your glasses and power them on. After about 30 seconds you will see a solid green and blinking blue LED light on the right side of the glasses. Once the blue light starts to blink, you are ready to stream. Simply swipe backwards on your glasses and the stream will start. While streaming, you will see a blinking red light on the right side of the glasses.

How do I create an account? (Pro/Enterprise)

1) Navigate to pro.pivothead.tv.

2) Login with an Admin account for your company's portal.

3) Click on your profile picture from the top right of the screen and select "Admin".

4) Select the "Team" tab.

5) Click on "Invite User"

6) Fill out the information for the new broadcaster or viewer. The email address and channel name must be unique.

7) Click "Add and Invite User"

8) The user will receive an email address with a link to his or her channel. However, the account will be created immediately, and the account can have devices assigned to it or configured.

How do I download or view my previous streams?

This feature is currently only available for Enterprise or Pro Portal customers. To download a video, you will either need to be logged in as the account that created the stream, or you will need to be logged in as an Admin for your company. Please keep in mind that it may take anywhere from a few seconds to a few minutes after a stream ends before it is available for download. The longer the stream was, the longer it will take before it becomes available.

A broadcaster can download his or her previous streams by clicking on the profile image and selecting "Channel". Next, scroll down to view a list of previous broadcasts. Next to each broadcast is a blue "download" button. By clicking "download", that specific video will then be downloaded locally to your device. You can view the downloaded video in your "downloads" folder on your computer, phone, or tablet.

A company admin can download video by clicking on her or his profile picture and selecting "Admin". Next, select the "Videos" tab to view a list of previous streams made by any of the company's broadcasters. Below each recorded stream is a blue "Download" button.

What do the LEDS on the glasses mean?

Your SMART glasses have three sets of LEDs: left, middle, and right. The left LEDs are used to indicate the status of the glasses themselves, and whether or not the glasses are recording a video or photo to the micro SD card. The center LEDs let you know when a command has been initiated, either with the touch panel or using a connected mobile device. They can also be used to provide feedback on errors. The right LEDs pertain to the Live Mod. They will tell you if a Live Mod is attached to the glasses and powered up, if the Live Mod is connected to the Internet, and if the glasses are currently streaming.

Left-Red: Blinking slowly but continuous	Glasses are recording a video to the internal microSD card.
Left-Red: Flashing 3, 5, 7, or 10 times	Glasses are recording a series of burst photos to the microSD card.
Left-Red: Flash once	Glasses have taken a photo and sorted it to the SD card.
Left-Blue: Solid	Glasses are powered on and have 50% or more battery life remaining
Left-Blue: Blinking	Glasses are powered on but have less than 50% power remaining
Left-Green: Solid	Glasses are connected to a power-source but are fully charged.
Left-Green: Blinking	Glasses are connected to a power-source and are charging.
Right-Green: Solid	Live Mod is connected and has booted up.
Right-Green: Blinking	Live Mod is connected to the glasses and it initializing.
Right-Blue: Off (with solid green)	Live Mod is attempting to connect to a WiFi network
Right-Blue: Solid	Live Mod is in AP mode and is advertising its own network
Right-Blue: Blinking	Live Mod has connected to a WiFi network and has Internet access
Right-Red: Blinking	The glasses are streaming live video

Tips and Suggestions:

Hotspot Tips:

- Our Live Mod is designed to stream video over any standard WiFi connection and this includes both dedicated hotspots and mobile phones acting as hotspots. However, these devices are very different from a wireless router (or access point) at a home or office that has a hardwired connection to a network or ISP. Mobile hotspot performance varies considerably between both device and mobile provider. While Pivothead will help get the Live Mod configured to work with your device, the wireless performance may not be good enough for streaming, or your mobile carrier may have policies in place preventing it altogether. Below are some tips that will greatly increase the chance of a good streaming experience using a hot-spot.

- Use a dedicated hot-spot when possible. Compared to a smartphone, these hotspots often have a stronger WiFi radio and better data connection with the mobile carrier. Also, most carriers do not have any kind of restrictions on the type of traffic a dedicated hotspot will carry. Some carriers will block or prevent video traffic from being uploaded when a phone is used as a hot-spot.

- Set up a specific data plan with your carrier, ensuring that they will not throttle or restrict video or streaming traffic. Some carriers restrict or throttle data delivered over a hotspot unless there is separate hotspot plan.

- Use a hotspot with 4G or LTE service. Although 3G connections may work for viewing video, they do not offer enough bandwidth for our Live Mod

- If using a phone as a hotspot, find out if your carrier supports both data usage and voice calling at the same time. If not, then most likely your live stream will be interrupted if you place or receive a call. Depending on the length of the call, the stream will either resume automatically when complete, or it may end and you will need to restart it.

- Use a simple password for your hotspot; especially if you are going to be entering the password into a mobile phone screen.

- Connect your mobile device to a power source, such as a wall outlet. On some devices, this can increase the performance of the WiFi radio.

- Close or disable any other apps on your phone while using your phone as a hotspot for streaming.

- Keep the hotspot out of direct or close contact with metal objects such as keys or tools.

Hotspot Troubleshooting:

- Change the name (SSID) of your hotspot to something simple. Use only letters and numbers in the name, and keep it 12 characters or under. There is an intermittent issue with iOS hotspots that have SSID names longer than 12 characters.

- If you are using a smartphone as a hotspot and have difficulties telling the Live Mod which network to connect to, you may need to use a separate device (tablet, smartphone, laptop) to connect the Live Mod to your smartphone's WiFi hotspot. The smartphone would act as the hotspot and the separate device (tablet, smartphone, laptop) would connect to the Live Mod and select your smartphone's hotspot as the WiFi network.

- Start with the lowest bitrate setting for your stream and increase it only if the connection is stable. Carrier network performance varies greatly throughout different locations, so ensure you have a sufficient network bandwidth (upload speeds) and signal strength that allows for streaming.

- Make sure to power on the hotspot before turning on the SMART glasses or Live Mod. This way, the Live Mod will automatically connect if it's been previously set to connect to that specific network.

Other Resources:

- Updating Your Live Mod Firmware:
  http://support.pivothead.com/customer/en/portal/articles/2167595-live-mod-firmware

- Live Streaming FAQ
  http://support.pivothead.com/customer/en/portal/articles/2421753-live-streaming-and-live-mod-faq

- Stream Quality: Bandwidth Requirements and Troubleshooting
  http://support.pivothead.com/customer/en/portal/articles/2392189-stream-quality-wireless-requirements-and-troubleshooting