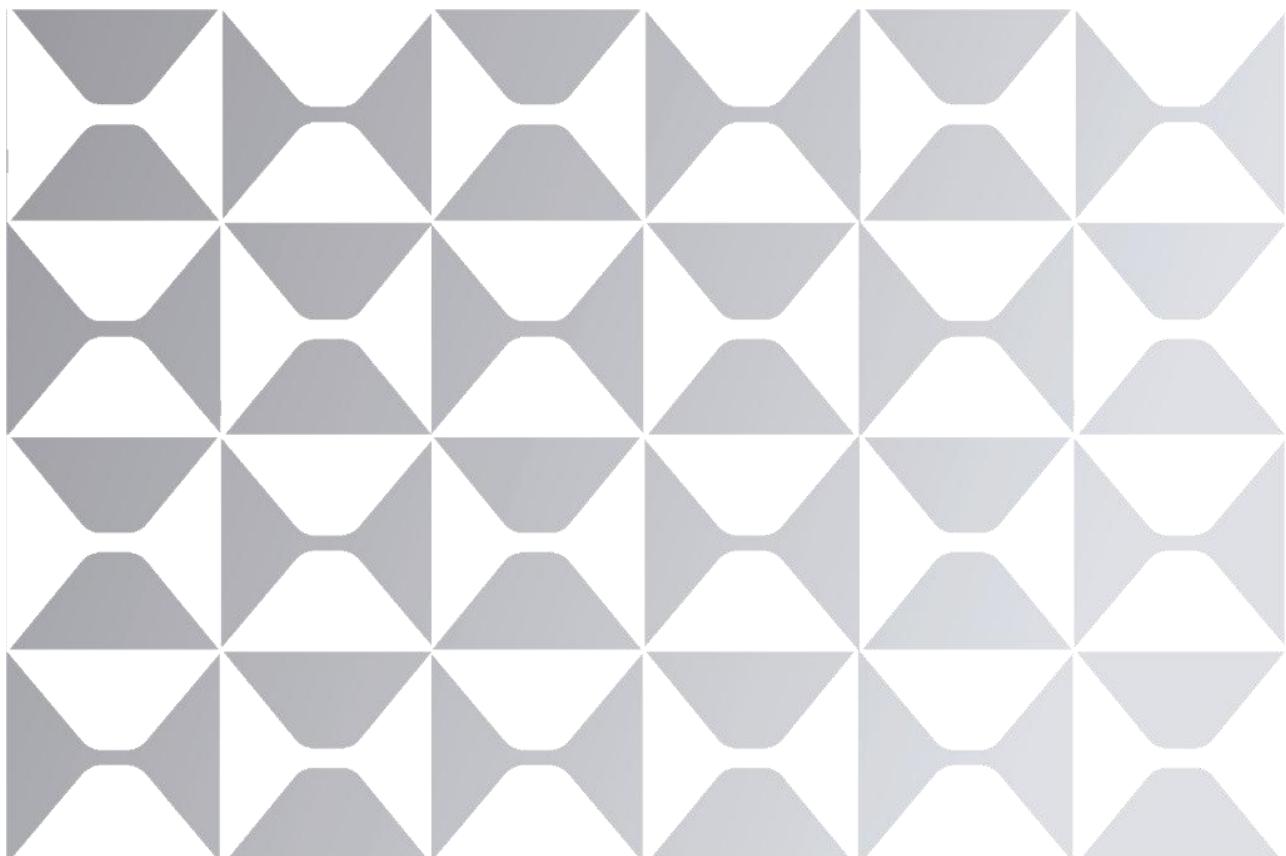


# MAXHUB Pivot<sup>+</sup>

## Pioneer Program



Update by January 25, 2026

**MAXHUB**

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Pivot<sup>+</sup>, the powerful upgrade to Pivot, is launching soon—designed to supercharge your device management efficiency!

We're inviting loyal Pivot users to join our Pioneer Experience Officer program and collaborate directly with our R&D team to shape the final product.

## I. Key Pivot<sup>+</sup> Upgrades

### 1. Sleeker interface

30% fewer clicks for faster, lower training costs, better daily management efficiency.

### 2. Ultra-simple bulk enrollment

No manual device-by-device setup—cuts initial enrollment time.

### 3. Intelligent O&M

Real-time dashboard alerts for equipment/network issues (remote early detection & resolution)

### 4. Visual content distribution

Intuitive canvas mixing, custom playlists, drag-and-drop scheduled one-click release.(coming soon)

The MAXHUB Pivot+ interface is a modern, web-based management tool. It features a clean, organized layout with four main sections:

- Dashboard:** Displays key metrics like device count (27), online devices (12), and active incidents (2). It includes sections for "Schedule command" (with a calendar and task list), "Device update" (with a "Client update" and "Firmware update" section), and "Offline for over 7 days" (listing devices that haven't connected in over a week).
- Device list:** Shows a summary of 202 enrolled devices, 80 online devices, and 680 license credits. The main area is a "Group-view" of all devices, showing cards for "All devices" and "Group1" through "Group4". Each card includes a thumbnail image, device name, and status.
- Incident:** A section for monitoring and responding to device issues. It shows a list of incidents with columns for "Severity" and "Device name". A detailed view of an incident is shown, including "Delete settings" for "Inefficient system disk space" and "Inefficient disk storage space".
- Schedules:** A calendar-based tool for managing scheduled tasks. It shows "Active Schedules" and "History" with a grid of scheduled events. Each event card includes details like "Name", "Created", "Last Run", and "Actions".

## II. Pioneer Experience Officer Program

### 1. Eligibility

- A. Active existing Pivot users
- B. Eager to co-create and improve Pivot<sup>+</sup> with our team

### 2. Timeline

- A. Application Period: February 1, 2026 – June 30, 2026
- B. Review: 3 business days; you'll be notified via email once a decision is made.

### 3. How to Apply

We use a targeted invitation & sales liaison model:

- A. Reach out to your dedicated sales consultant or via [maxhub.com](https://maxhub.com) (top-right blue Contact Us button).
- B. Provide organization details (Admin Account, Organization Code, Device Types/Models) to complete registration.
- C. Upon approval, we'll activate your access, send a detailed migration guide, and assist with migration.

### 4. Exclusive Pioneer Benefits

- A. Free Professional Access: 60 months of complimentary Pivot<sup>+</sup> Professional usage (valid from activation date).
- B. Direct R&D Collaboration: Share feedback directly with product managers and technical leads—your input drives version optimizations.

## III. Migration Risks

To ensure a smooth transition, please review these key points before migrating:

### 1. Device Compatibility

Pivot<sup>+</sup> doesn't support all legacy Pivot devices. Check the [Pivot<sup>+</sup> Compatibility List](#) first—if not listed, delay migration.

### 2. Data Migration Limitations

Some Pivot features/data cannot be migrated. Prepare backups or adjustments in advance (see details below).

## Attachment: Migration Checklist

Pivot Core Feature	Migratable to Pivot*?	Required User Action
Organization Information	Yes	
Roles & Permissions	Yes	
Device Enrollment	Yes	Keep devices powered on
Device Group Relationships	Yes	
Profile Content	Yes	
Associated devices of Profile	No	Manually re-associate devices in Pivot*
Enable/Disable Status	Yes	
Account	No	
Incident	Yes	
Resource Groups & Content	Yes	
Program / Published Program	No	Recreate program in Pivot*
Command Logs /Action Logs	No	
Pending Commands	No	Recreate pending commands in Pivot*
Admin / Unlock Passwords	Yes	
<b>Personal Account Settings</b>		
Username, Multiple logins, 2-Factor Authentication	Yes	
Device usage Data	No	

## Coexistence Conflict

Pivot and Pivot\* can coexist temporarily but risk command conflicts. We recommend disabling Pivot permissions after migration.

### 3. Migration Duration

The full migration process typically takes 5 business days. Please plan accordingly.

### 4. On-Site Support Required

While the migration is performed online, some local user support is necessary.

## IV. Switch Back Option

After using Pivot\*, if you're not satisfied with it, you can switch back to the original Pivot at any time.

However, you'll lose all Pioneer Experience Officer benefits, and operations performed on your devices during the Pivot\* migration cannot be transferred back—you'll need to reconfigure settings manually.

Please be advised.

#### Attachment: Feature Differences Between Pivot and Pivot\*

Module	Features	Pivot		Pivot Plus	
		Free	Premium	Basic	Pro
Types	Android IFP (U Series)	✓	✓	✓	✓
	MH OS IFP (V series)	✓	✓	✓	✓
	MTR-Android			✓	✓
	MTR-Windows	✓	✓	✓	✓
	Digital Signage (CMA, CMB)			✓	✓
	All-In-One LED	✓	✓	✓	✓
Enrollment	Manual Enrollment	✓	✓	✓	✓
	Enroll via USB	✓	✓	✓	✓
	Pre-import SN & MAC enrollment		✓		✓
	Same-Network Enrollment				✓
Management	8-level & Auto-allocation Device Groups		✓5-level	✓	✓

	Peripheral Parameter Configuration	✓	✓	✓	✓
profile	<b>Control Commands</b> Power On/Off, Reboot, Screen Lock, Bells, Screen Off, Clear Cache, Factory Reset	✓	✓	✓	✓
	<b>Setting Commands</b> Brightness/Volume, Wallpaper, Image/Sound Mode, Input Switch, Booting Logo	✓	✓	✓	✓
	App File Upload & Installation	✓	✓	✓	✓
	App Store Link Installation & Auto-Update	✓without Auto-Update		✓	✓
	App Enable / Disable / Install / Uninstall	✓	✓	✓	✓
	Manual Upload Firmware To Update				✓
	Keep Firmware Up To Date		✓		✓
	Bulk Update Main Device Firmware	✓	✓	✓	✓
	Bulk Update Peripheral Firmware				✓
	Command in schedule & Re-Edit	✓	✓	✓	✓
Operations	<b>System Configuration</b> Date & Time, Powering Saving, Wake-Up Settings, Display & Sound	✓	✓	✓	✓
	<b>Wi-Fi Configuration</b> Wi-Fi Settings & Allow List	✓	✓	✓	✓
	<b>App Configuration</b> Default Required App & Certificate List	✓	✓	✓	✓
	<b>Lock Configuration</b> Device / Setting / Factory Menu Lock	✓	✓	✓	✓
	<b>Other Personalized Configuration</b> BYOD, OOBE, URL Block List, Plugin for MTR, Hotspot Settings, Peripheral Parameter...		✓ without OOBE, Peripheral		✓
Operations	Multi-Devices Remote Screen Control				✓

& Data	Hierarchical Incident Management				✓
	Anomaly Incident Detection & Alert				✓
	Remote Fix for Anomaly Incidents				✓
	Dashboard	✓ basic data			✓
	Usage Data	✓	✓	✓	✓
	App Operation Data	✓	✓	✓	✓
	Top 10 Most Visited URLs				✓
	Resources	20GB	50GB	20GB	50GB
	Create Canvas				✓
	Playlist		✓		✓
CMS	Content Published In Schedule				✓
	Send Image / Video	✓	✓	✓	✓
	Send URL / Live Channel	✓	✓	✓	✓
	File Publish	✓	✓	✓	✓
	Send Text	✓	✓	✓	✓
	Emergency Alert with 4 Default Templates	✓without templates		✓	✓
Organization	<b>Default Roles</b> admin, sub-admin, viewer	✓ 2 users	✓	✓	✓
	Bulk users adding		✓	✓	✓
	Custom Roles		✓		✓
	Bulk Client Update	✓	✓	✓	✓
	WOL Service Update & Device Power-On Detection	✓update only		✓	✓
Logs	Command Execution Logs	✓	✓	✓	✓
	Action Logs	✓download only		✓	✓
	Client Execution Logs				✓
	Bulk Export of XBug Logs	✓without bulk export		✓	✓

# MAXHUB Pivot<sup>+</sup>

