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QMotion®

Qsync™ Network Gateway

Installation Instructions

Qsync

Country of Origin: Made in China

OVERVIEW

QMotion's Qsync™ is a network gateway for QMotion automated shades. The Qsync system with the QMotion app enables control of all QMotion products including motorized roller shades, honeycomb shades, and motorized drapery rods. QMotion shades move up and down easier than sending a text message. The updated version is available for iOS and Android.

COMPATIBILITY

The Qsync application is compatible with both Gen2 and Gen3 shades. Please confirm the correct Qsync is installed to match the technology of the shades.

FEATURES AND OPERATION OVERVIEW

- Smartphone and tablet control from many units on the same Qsync network system
- Sends QMotion commands as a standard remote would
- Use pictures and names to identify groups or zones
- Create groups that can be controlled together
- Set up once on a single device, then the settings load to the other smartphones and tablets automatically

IDENTIFY PARTS OF THE QSYNC PACKAGE

Verify the contents of the Qsync package and gather materials:
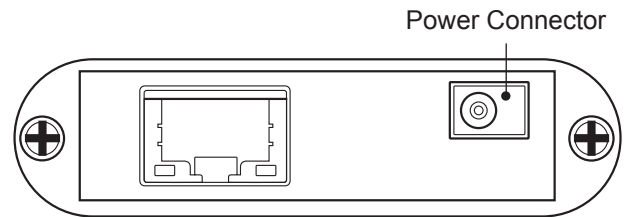
A. Ethernet Cable
B. Qsync
C. Antenna
D. Power Adapter
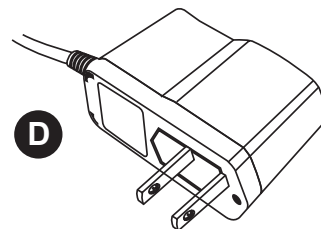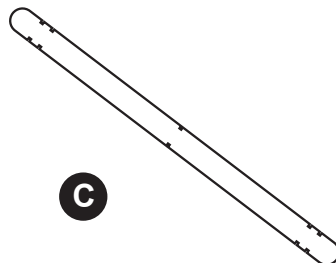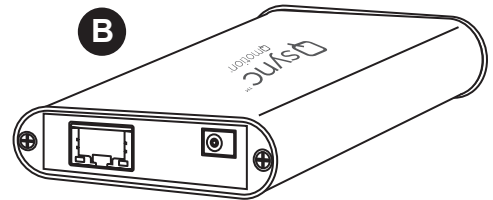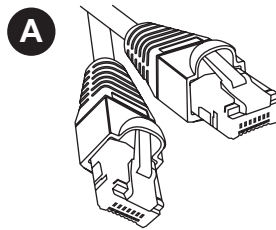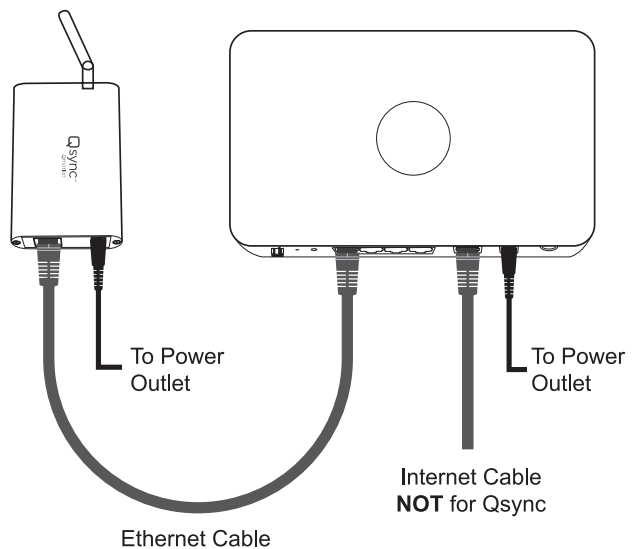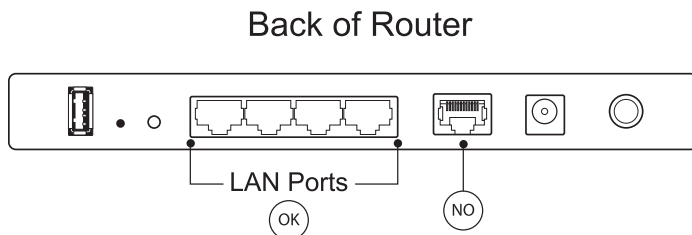
ASSEMBLY INSTRUCTIONS

STEP 1 Attach the antenna to the Qsync by screwing it onto the coaxial connector on Qsync's back plate. For best performance, position the antenna as high up as possible and without obstructions between it and the shades.
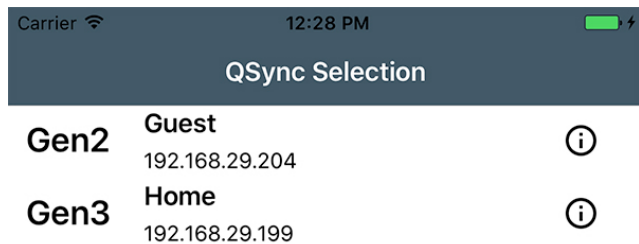
Coax
Connector
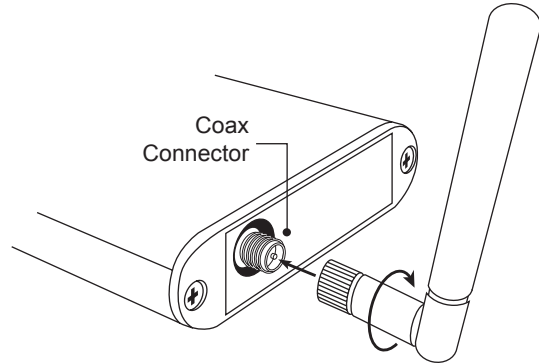
Power Connector

STEP 2 Plug the power cord into Qsync's front plate. Plug the cord into a power outlet.

STEP 3 Connect Qsync to one of your router's LAN ports using an Ethernet cable. ***Do not*** use the Internet Port. Qsync will only receive commands from this WiFi network (WAN). Before continuing, ensure that your phone or tablet is connected to this router's WiFi network.

Back of Router

LAN Ports

OK

NO

To Power
Outlet

To Power
Outlet

Internet Cable
NOT for Qsync

Ethernet Cable

INSTALLING THE QSYNC APP

Carrier   12:28 PM

QSync Selection

Gen2 Guest
192.168.29.204   ⓘ

Gen3 Home
192.168.29.199   ⓘ

Download and Install the "QMotion Qsync" app from the App Store or Google Play by searching under that name. Open the QMotion Qsync app. The screen shown allows you to select Qsync devices on the same WiFi network.

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ADDING A GROUP AND ADD/DELETE SHADES IN A GROUP
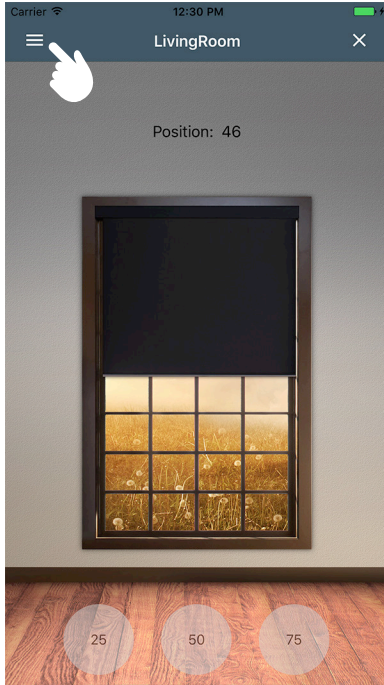
To add a group of shades, tap ☰ . You can also swipe from the left to view groups.
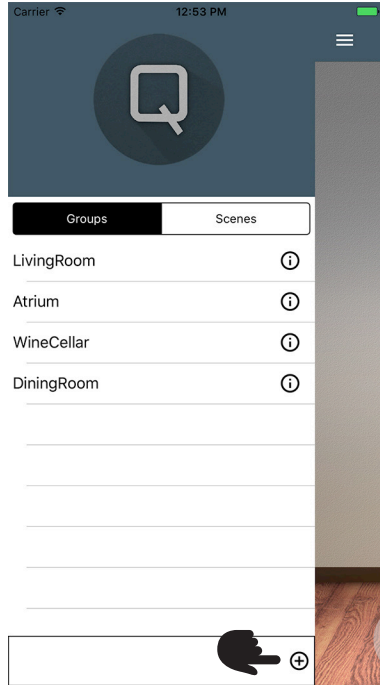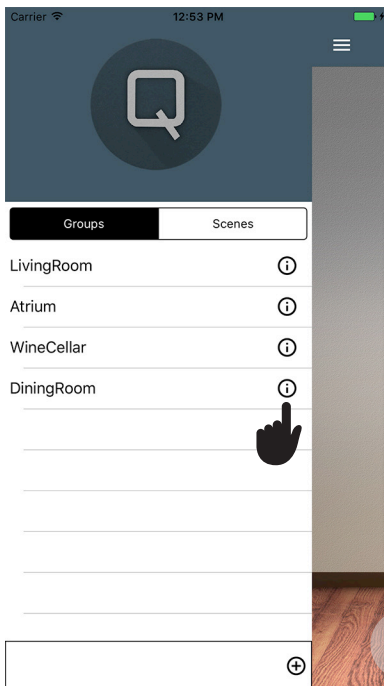
Tap ⊕ to add a new group.

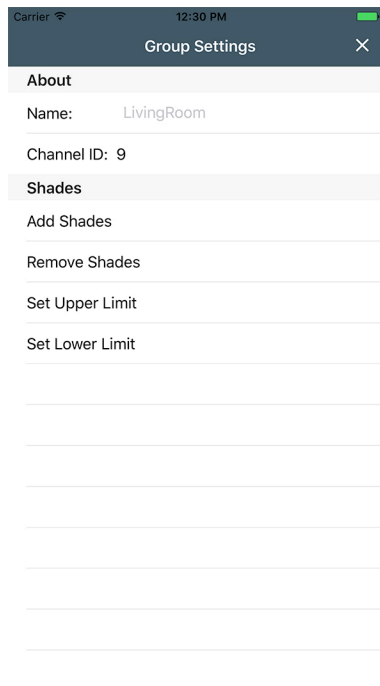**NOTE:** Max # groups supported: AM/FM: 200
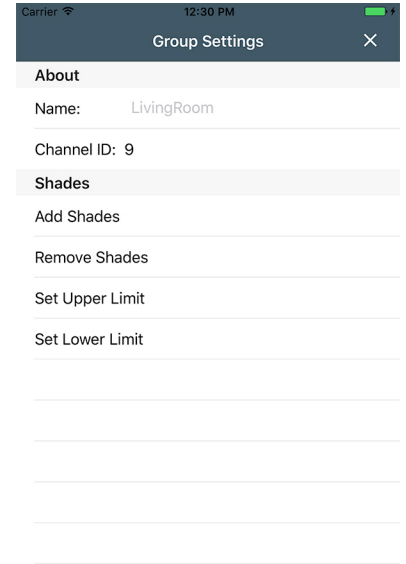
Name the group. Add shades by selecting *Add Shades*. Delete shades by selecting *Remove Shades*. Follow on-screen instructions for each. Shades can be added to one or multiple groups.
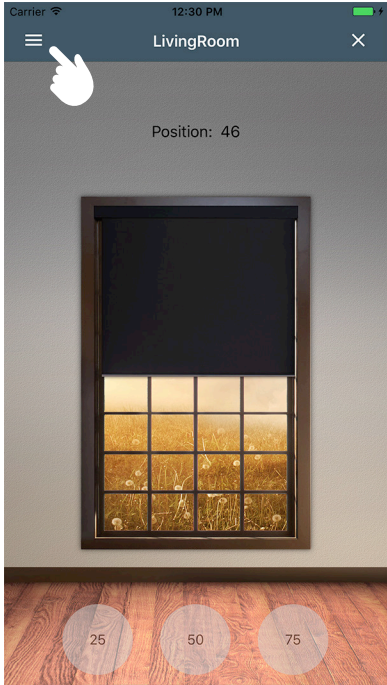
EDITING AN EXISTING SHADE GROUP

Tap the ⓘ icon to edit an existing group and add/remove shades.

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DELETING A SHADE GROUP

To delete a group of shades, tap ☰ .
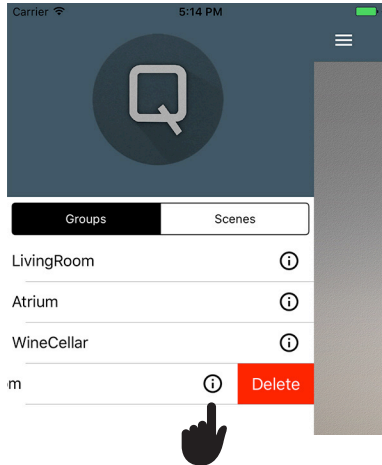
Choose the group name that you wish to delete. For Apple Devices, swipe that name to the left. For Android Device, press and hold the group name you wish to delete. Then you will see an option to delete the group. Tap the red *delete* button to delete that group. Please note, in order for future groups to be added correctly, you must remove every shade from the group prior to deleting it.
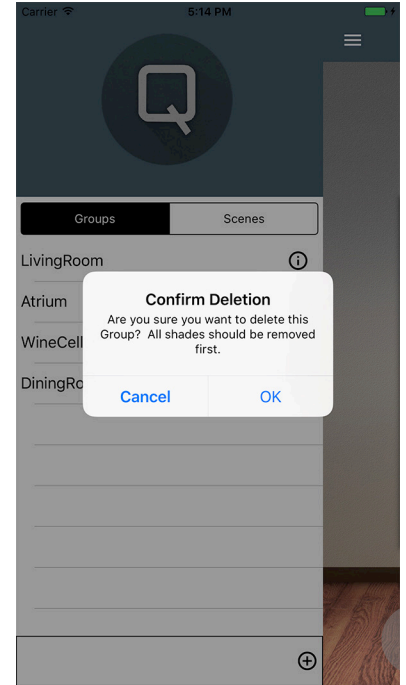
Confirm deletion.

USING QSYNC WITH GROUPS
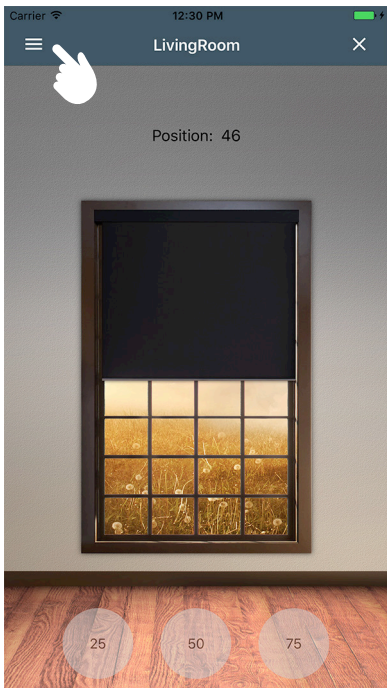
To get started, first select a group by tapping ☰ .
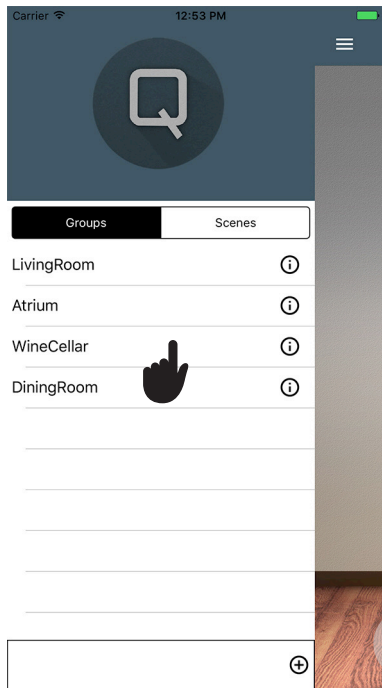
Tap on the group you would like to control. You can control synced groups you created.
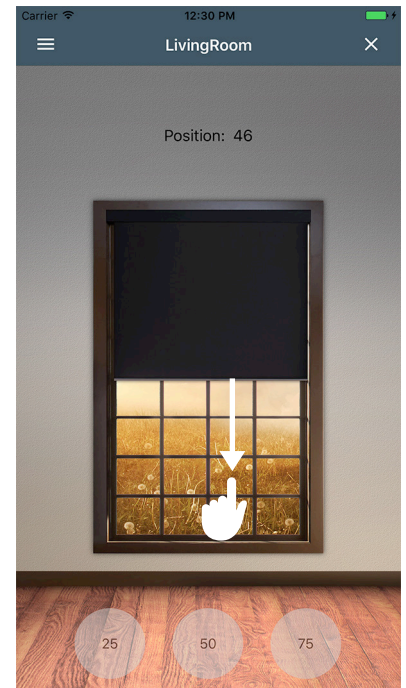
You can now use the control buttons to change shade positions. Alternatively, you can swipe the on-screen shade to the position you desire.

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To begin, tap ☰ on the main page. Then select the scenes section.

Tap ⊕ to add a new scene. You can also click ⓘ to edit an existing scene.

You can add one or multiple groups to a scene. You can also set the position for each group within that scene to a desired setting. When you access the scene, all the shade groups within that scene will go to the new position set by that scene.

TROUBLESHOOTING

SHADE ADDITION AND REMOVAL

1. Follow the instructions in the app
- Once the shades have reached their top position, tug them and then press *next*

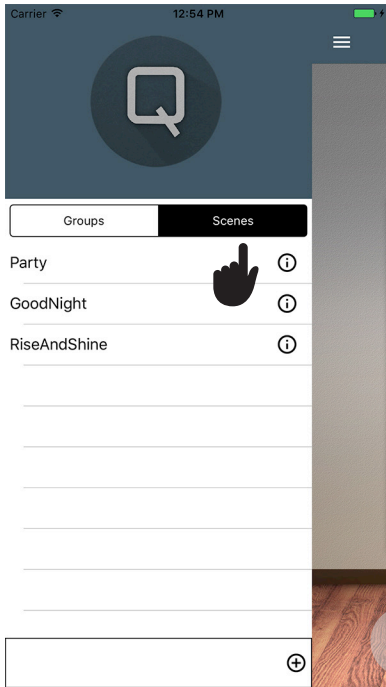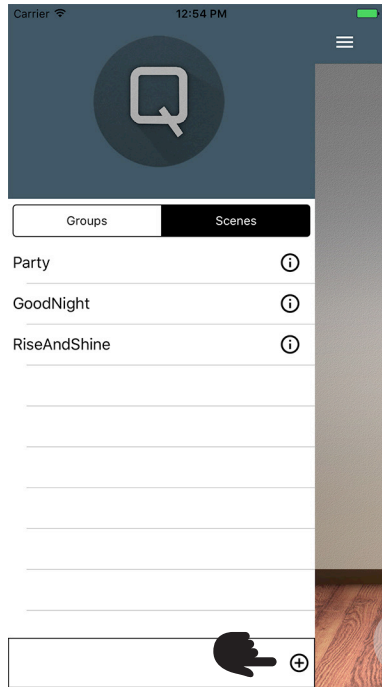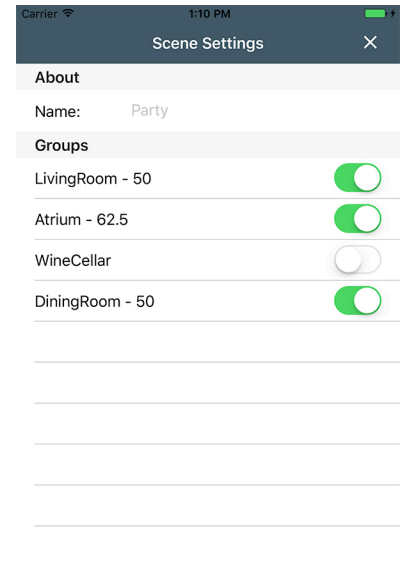**2.** If the shades do NOT respond or reach their top position:
- First try to use the remote control device to return the shade to their top position
- If that doesn't work, use a short, quick tug on the shade to return the shade to the top position
    - Note: this may take multiple attempts
- Finally, if the shade is still unresponsive, remove the batteries (one will suffice) for 30 seconds to perform a hard reset of the shade
    - The shade should eventually time out after a minute or two and return to its top position and be ready for addition/removal from the app
    - If the shade does not, try to resync it with your remote control and move it to its top position
    - If this still doesn't work, repeat all the steps above until shade becomes responsive
    - Call support for further help if the shade still doesn't respond

SHADE LIMIT CONFIGURATION

1. Follow the instructions in the app

2. If for some reason this fails, most likely due to network connectivity/RF interference, the shade might become unresponsive and seemingly removed from the group
- Wait 1 - 2 minutes to see if the shade times out and returns to top position which at this point it should be responsive to group commands once again
- If the above doesn't work, use a short tug command to get it to return to top position
- If that doesn't work, follow the steps in the *Shade Addition and Removal* tips above

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GROUP DELETION AND ADDITION

1. Shades are added to groups based on "Channel Numbers" which are a simple identifier number linking them to the group
NOTE: Max # groups supported: AM/FM: 200
2. Shades are NOT added to groups based on group names.
3. Groups (Channel Numbers) are stored locally on the shade
  • This means that shades NEED to be deleted from groups before the group is deleted to let the shade
    know they are no longer part of that group
  • If you do not delete them from the group before removing the group, any new groups created that
    have the same channel ID as the old group will inherit the previous group's collection of shades
  • The above is intended behavior and should be taken into consideration when creating and deleting group
4. When adding or deleting a group, if the group does not show up in My Groups list, this may be due to a poor network connection.
  To resolve, exit out of the app by tapping ✕ . Re-open the app. If this has not fixed the problem, your device could be having WiFi
  connectivity issues. Check for a WiFi connection or try to move closer to the WiFi router

OTHER UNEXPECTED BEHAVIOR

If you encounter any other non-documented, unexpected behavior, this is most likely due to network connectivity
and/or RF interference.
1. Try closing the program completely, not just minimizing it, and restarting the app
  • iOS - double click the home button and swipe up on the app window
  • Android - various, on stock OS, tap the square button in the toolbar at the bottom and swipe the app window to the right
2. If this doesn't work, try resetting the Qsync from the settings page accessible by clicking the "i" button on the Qsync selection page
3. Next try a hard restart by unplugging the power cable from the Qsync, waiting 30 seconds, and then plugging back in
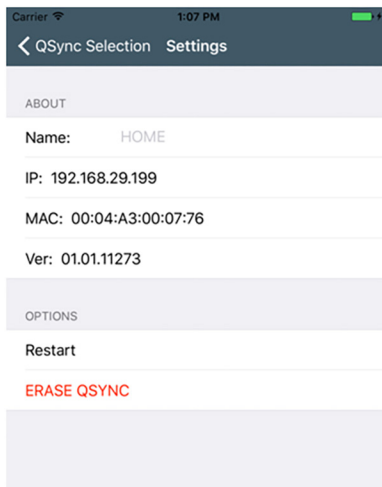
4. Finally, if all else has failed, from the settings page, click the "erase" option
  • Warning, only use this as your last option as all groups and scenes will be
    deleted and will need to be recreated
  • Note: before erasing the Qsync, remember to remove all shades from any groups
5. If issues persist, please call or email QMotion support

If you still experience difficulties,
please call toll-free
1.877.849.6070

CE COMPLIANCE - QSYNC-433FM

QMotion® Qsync
MODEL: QMRS-433AM

Is in conformity with:
R&TTE DIRECTIVE: 1999/5/EC
COUNCIL DIRECTIVE: 93/68/EEC
RoHS DIRECTIVE: 2011/65/EU; 2002/95/EC

And the following:
EN 300 220-1 v2.3.1 (ERM/SRD - technical characteristics & test methods)
EN 300 220-2 v2.4.1 (ERM/SRD - harmonized essential requirements)
EN 301 489-1 v1.9.2 (ERM/EMC - common technical requirements)
EN 301 489-3 v1.4.1 (ERM/EMC - specific conditions for short range devices)
EN 61000-3-2/-3 (Harmonics & Flicker)
IEC 60335-1:2001 4th Ed. incl. Corrigendum 1:2002 + A1:2004 + A2:2006 incl. Corringendum 1:2006
EN 60335-1: 2002 + A11:2004 + A1:2004 + A12:2006 + A2"2006 + A13:2008 + A14:2010 + A15:2011
AS/NZS 60335-1:2011
Qsync, model Qsync-433AM, when installed and maintained according to the entire Manufacturer's Instructions, meets the provisions of the above listed EU Directives.

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CE COMPLIANCE - QSYNC-433FM

QMotion® Qsync
MODEL: QMRS-433FM

Is in conformity with:
MACHINERY DIRECTIVE: 2006/42/EC
RE DIRECTIVE: 2014/53/EU
RoHS DIRECTIVE: 2011/65/EU

And the following:
EN 13120:2009+A1:2014 (Internal Blinds)
IEC 60335-1:2010 (5th Ed.) incl. Corr. 1:2010 &
Corr. 2011+A1:2013
EN 60335-1:2012+A11:2014
EN 60335-2-97:2006+A11:2008+A2:2010
IEC 60335-2-97:2002 (2nd Ed.)+A1:2004+A2:2008
EN ISO 12100:2010 (Machinery assessment)
EN ISO 13857:2008 (Machinery assessment)
EN 300 220-1 v3.1.1 (2017-02)
EN 300 220-2 v3.1.1 (2017-02)
EN 301 489-3 v2.1.1 (2017-02)
EN 301 489-1 v2.1.1 (2017-03)
IEC 61000-4-2: Ed. 2.0
IEC 61000-4-3: Ed. 3.2
CISPR 16-2-3 1st Ed.2003

Qsync, model QMRS-433FM, when installed and maintained according to the entire manufacturer's instructions, meets the provisions of the above listed EU Directives.

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