*If you're looking to reset your network, please reach out to us so we can remove your devices from our setup network.

♦ **First, install the Motorola MotoSync app on your phone, and make an account.**

App Store

Google Play

motosync 4+
Minim
Designed for iPhone
Free

motosync
Minim

Resetting the Motorola Q11 Router

1. Locate the Reset Button: Identify the reset button on the back of the Motorola Q11 router. It is typically a small hole containing a recessed button.

2. Press and Hold: Using a paperclip or pin, press and hold the reset button for at least 10 seconds.

3. Observe the LED Indicator: Release the button once the LED begins flashing blue rapidly.

4. Reboot Process: Allow the router to reboot, which may take a few minutes.

5. Factory Default: After rebooting, the router will be reset to factory default settings. The LED will flash blue or turn solid white if connected to the internet.

Setup Instructions

Open the app and press "Get Started" to begin the setup.

Select "Set up a new device" in the app.
When prompted about a QR code, confirm it's there by selecting "Yes".

Follow the instructions to scan the QR code on the bottom of the router. Ensure good lighting and adjust your phone's position as needed for proper focus.

Ensure the router's LED is pulsing blue or solid white before proceeding.

The app will guide you through a series of questions to confirm the physical connection. For the base unit, the LED

must be solid white before continuing. The LED should be pulsing blue for a mesh unit.

The device connection process can take up to 10 minutes. Keep your phone screen on and in the app throughout to avoid interruptions, as this could result in the router entering an incomplete setup state and requiring a reset.

Once the router setup is complete, you can proceed to configure additional mesh units or skip to network setup.
When prompted, enter a network name for identification.

Choose the appropriate optimization setting based on your environment. For most users, the "Townhome/Small Office Building" option is ideal for range and bandwidth.

Create a network name and password. To maintain device connectivity, consider using the same credentials as the previous network, or setting the guest network up to use those credentials.

Once the main router is configured, the process for mesh units is nearly identical.

Taking ownership of the router enables you to check updates, monitor network performance, and access additional features.

If you encounter any issues during this process, feel free to contact us for further assistance.

Thank you!