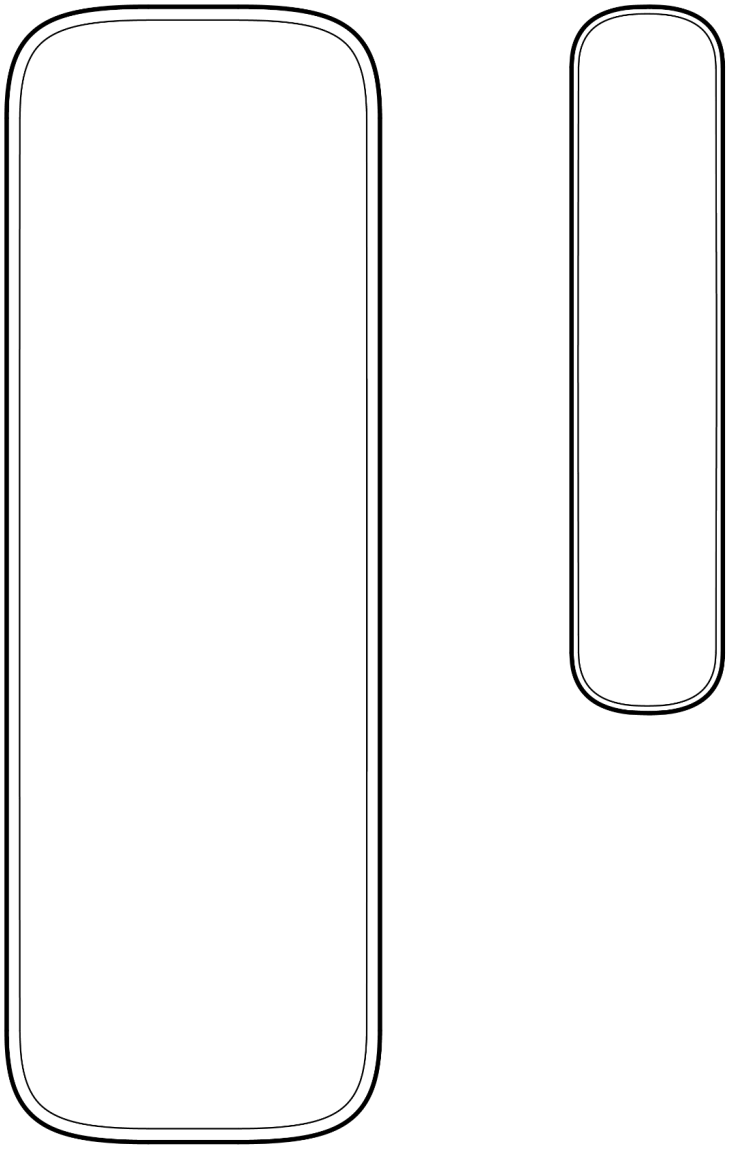
Install Guide

QC11-W Wireless Door & Window Sensor



Document

Document Details

Version

V1.0 20250919
(V1.0 published 20250919*)*

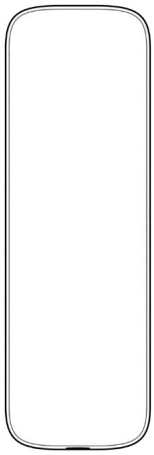
Firmware

Firmware version can be verified on Verkada Command command.verkada.com.

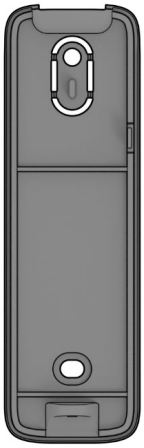
Product Models

This install guide pertains to model QC11-W-HW.

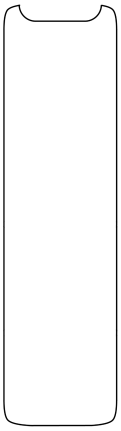
What's in the Box



Sensor Module



Sensor Mount Plate
(Attached to device)

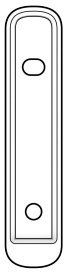


Mounting Tape for Sensor Module

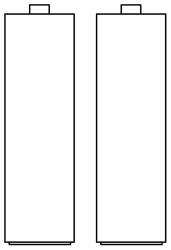
T10 Security Torx L-Key

Magnet Module

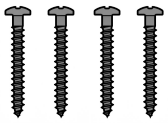
Magnet Mount Plate
(Attached to device)



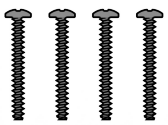
Magnet Spacer



L91 AA Batteries
(2 pcs)



Wood Screws
(4 pcs)



Sheet Metal Screws
(4 pcs)

What you'll need

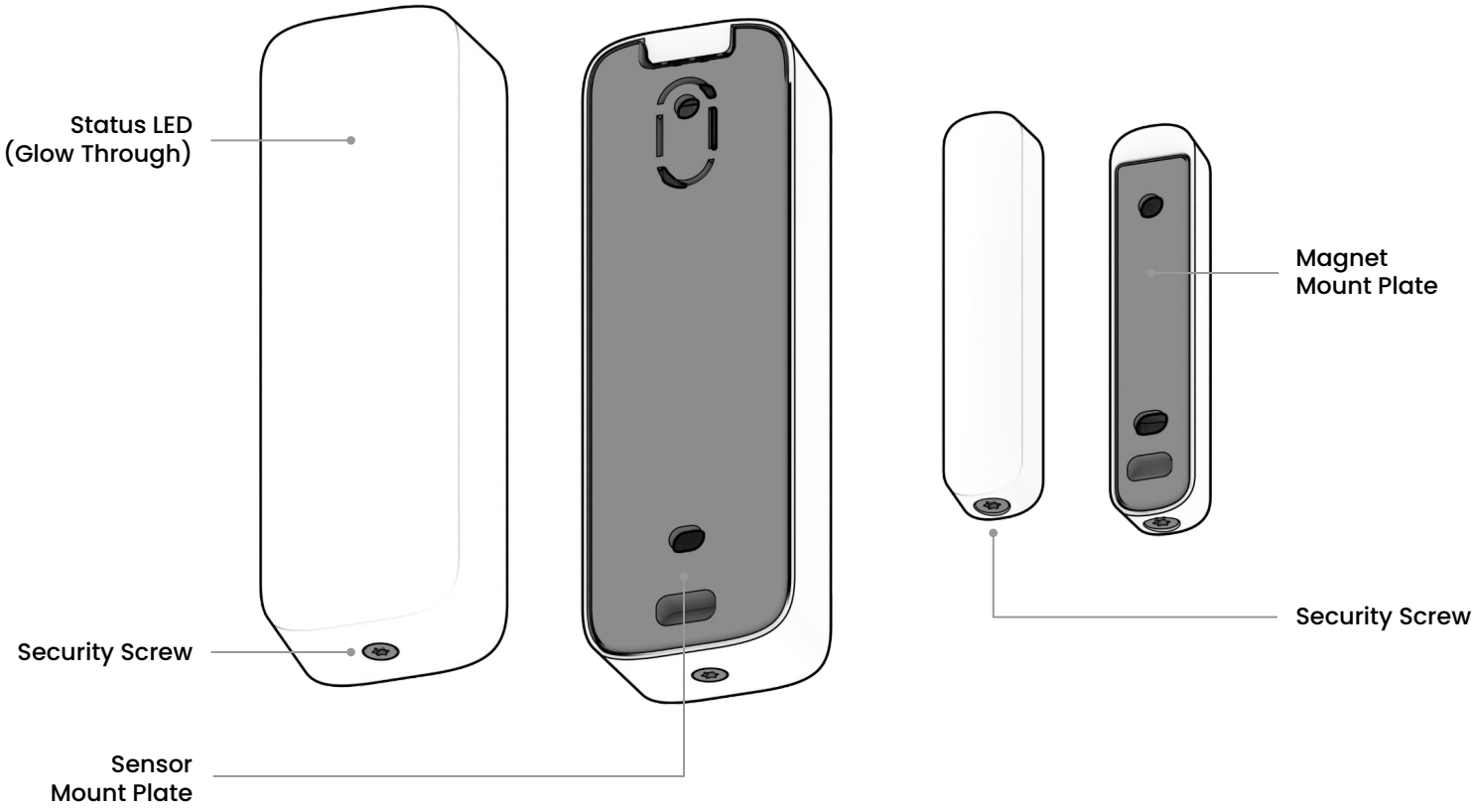
- Verkada VLink Hub
- A smartphone or laptop
- A working internet connection
- 1/8 inch (3.2mm) drill bit for pilot holes
- #2 Phillips head screwdriver/driver bit
- Two L91 AA Batteries (included)

Connect

For easy registration and setup, scan the QR code on the product.

If you prefer to manually register your product, please proceed to:
verkada.com/start

Overview



LED Behaviors

Install Mode

To enable Install mode, power cycle the device by removing the battery or enable from Command. The LED will remain active for 5 minutes.

- **Solid Green**
  Sensor is detecting the magnet has been separated (Door Opened).

- **Blinking Green**
  Sensor is searching for a hub to connect to.

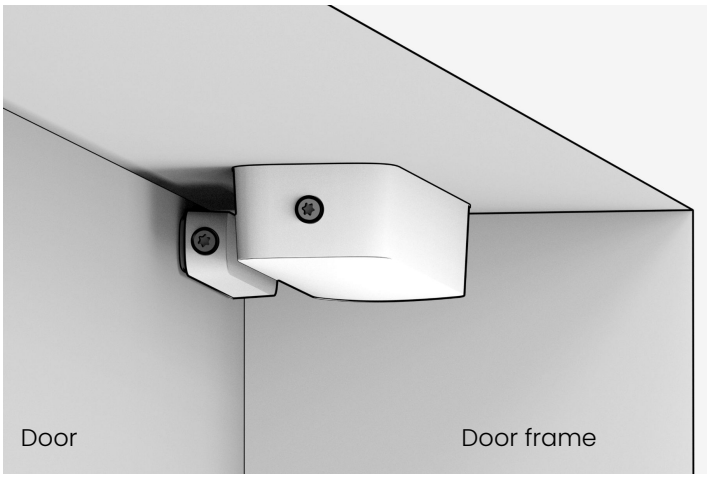
- **Blinking Red**
  Sensor cannot find a hub to connect to.

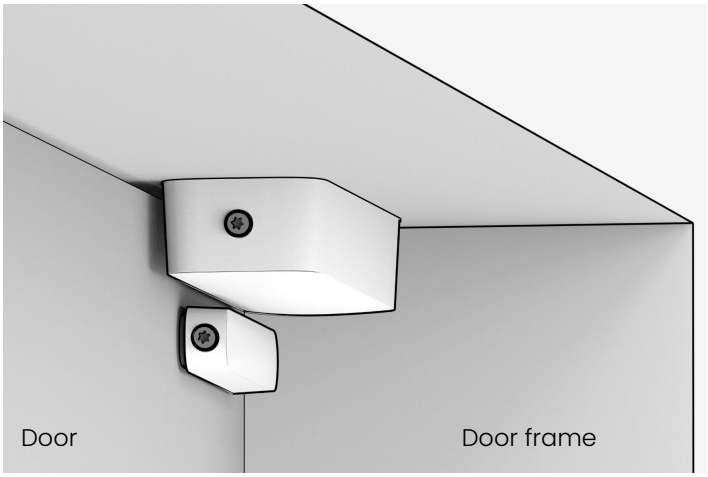
Technical Specifications

Battery	2x non-rechargeable Energizer Ultimate Lithium L91 AA batteries (included). **5-year typical battery life.*
Connectivity	VLink transceiver with internal antenna (863MHz - 928MHz).
RF Range	≥ 2000ft (600m) open field line of sight range when paired with any of Verkada's VLink capable hubs (ex: BP32, BP52, BK22, BE32, WH32, WH52).
Break Range	Non-Ferrous: Up to 2.4in (6.0cm) Ferrous: Up to 1.5in (3.7cm) **Recommended to utilize the magnet spacer to close the gap between the magnet and spacer.*
Tamper Detection	Yes, breakaway tab.
Dimensions	**Sensor**: 4.43in (L) x 1.46in (W) x 0.98in (H) / 112.5mm (L) x 37mm (W) x 25mm (H) **Magnet**: 2.76in (L) x 0.59in (W) x 0.49in (H) / 70mm (L) x 15mm (W) x 12.5mm (H)
Weight	**Sensor**: 3.2oz / 90g **Magnet**: 0.6oz / 18g
Operating Temp. & Humidity	32°F-122°F / 0°C-50°C, 0-90% RH non-condensing

Mounting scenarios

Perpendicular mounting





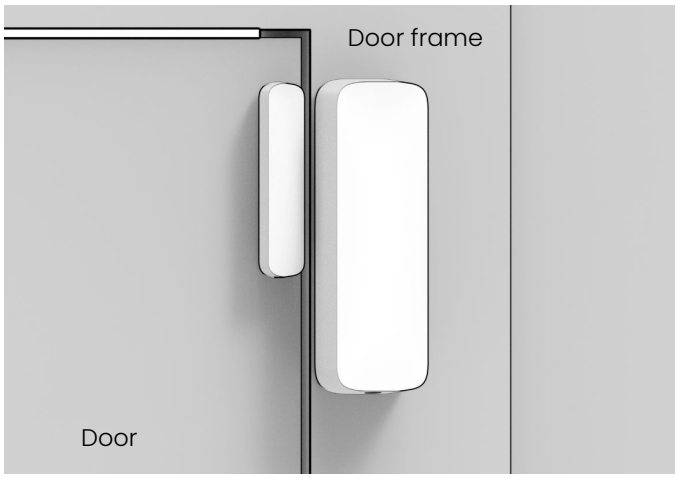
Recessed door frames require the magnet module to be mounted perpendicular to the sensor module.

The edges of the sensor module and the magnet should nearly be touching.

Around 0.1in (3.0mm) distance is ideal.

Note: To achieve the ideal distance, a spacer can be utilized underneath the magnet module.

Side-by-side mounting



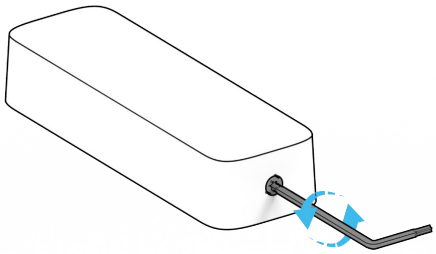
Flush door frames require the magnet module to be mounted side-by-side to the sensor module.

The edges of the sensor module and the magnet should nearly be touching.

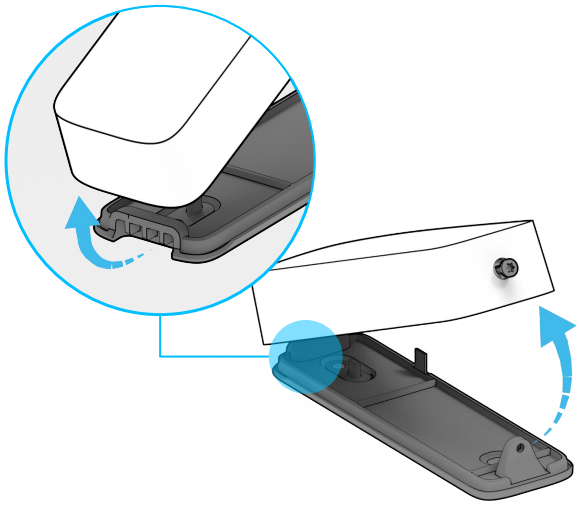
Around 0.1in (3.0mm) distance is ideal.

Preparation

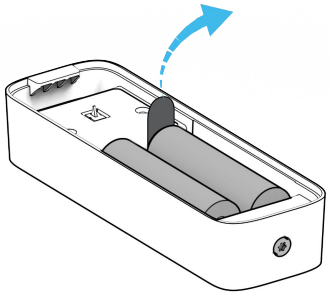
Use the provided T10 Security Torx L-key to unscrew the security screw at the bottom of the product.



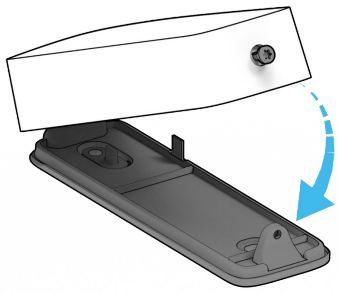
Swing the bottom of the sensor body away from the mount plate and disengage the hook at the top of the sensor mount.



Remove the battery pull tabs.



Engage the hook at the top of the sensor mount and swing the sensor module into place.



Mounting Option 1: Perpendicular 1/4

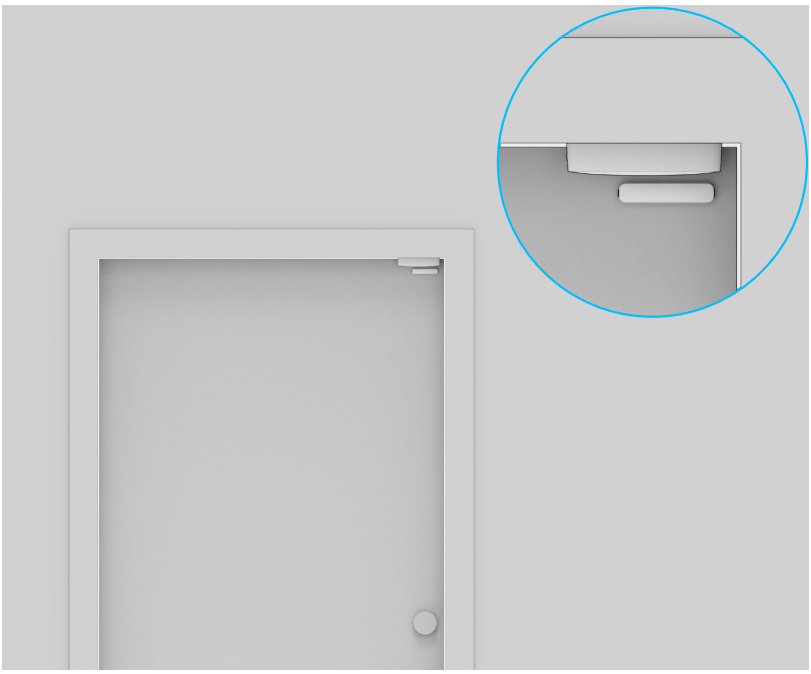
Test-mount the sensor module to the top side of the door frame in the corner furthest from the hinges.

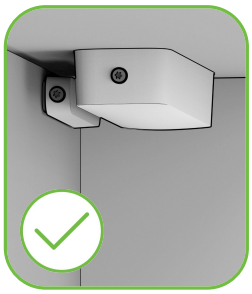
Test-mount the magnet to the door itself.

The edges of the sensor module and the magnet should nearly be touching. Around 0.1in (3.0mm) distance is ideal.

To achieve the ideal distance, a spacer can be utilized underneath the magnet module.

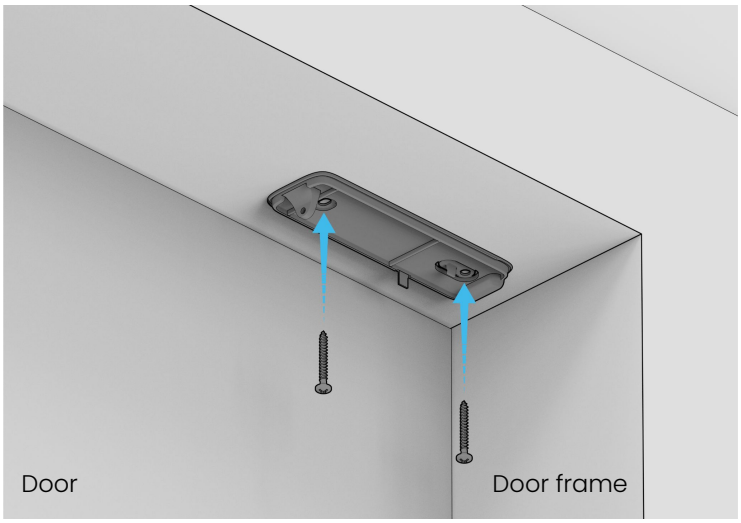
While the device is in Install mode, and the modules in the correct positions, see if the door registers as closed (the sensor module LED will turn off when it senses a closed door).





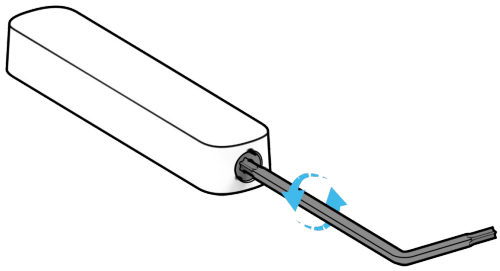
Remove the sensor body from the mount plate, use a drill to make pilot holes, and screw the sensor mount plate into place.

Note: Screw mounting is required for the tamper detection to function. Using only adhesive will prevent tamper detection from triggering properly.

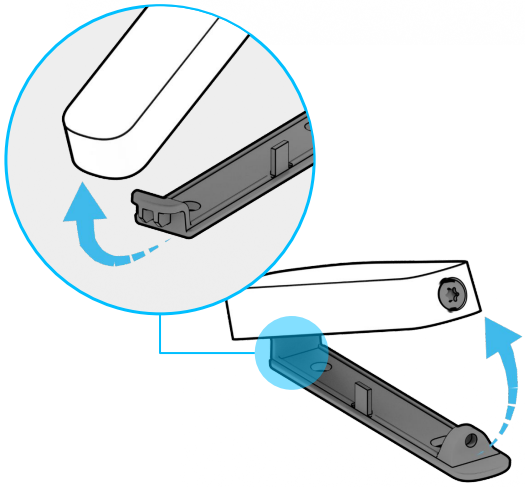


Mounting Option 1: Perpendicular 2/4

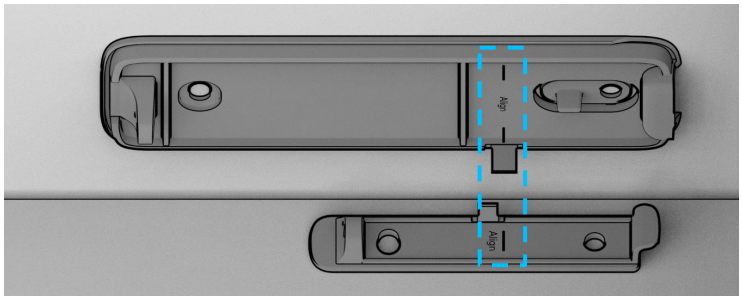
Use the provided T10 Security Torx L-key to unscrew the security screw at the bottom of the magnet.



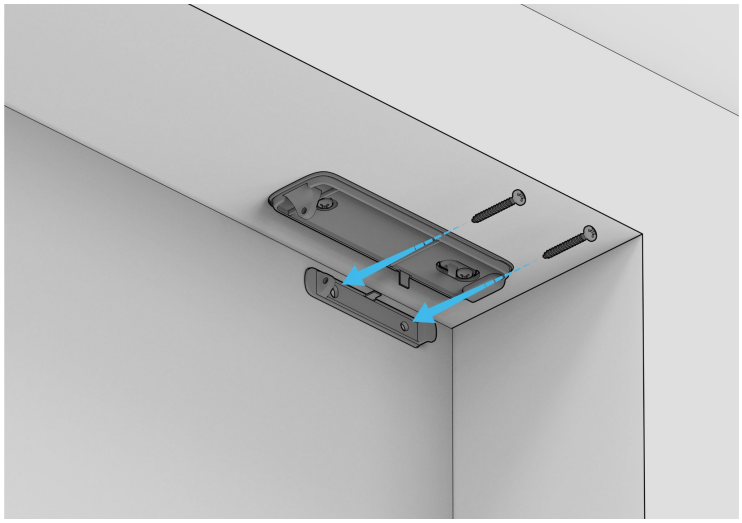
Swing the bottom of the magnet body away from the mount plate and disengage the hook at the top of the magnet mount.



Use the “Align” marks to guide placement. Drill pilot holes.

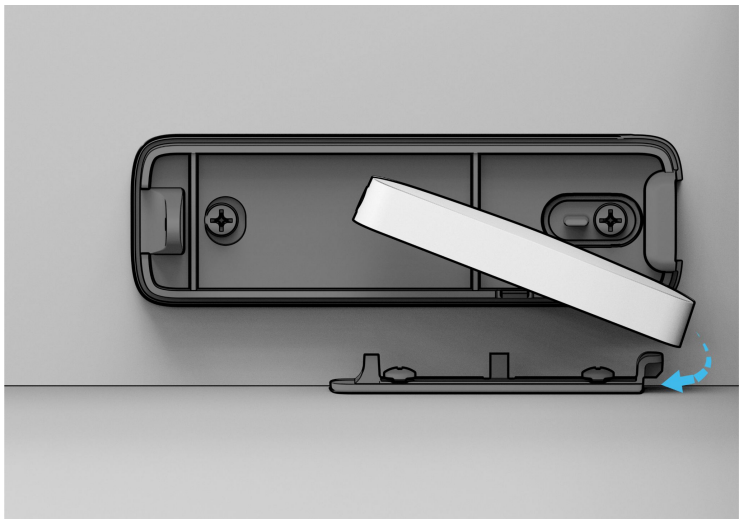


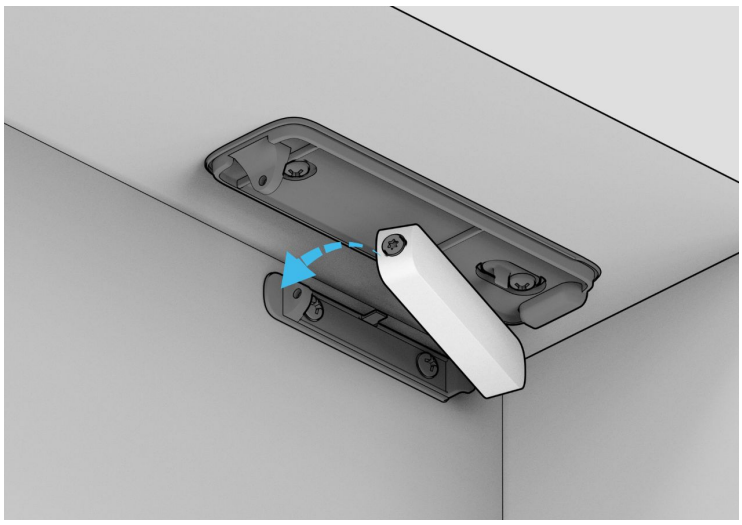
Screw the magnet mount plate to the desired surface.



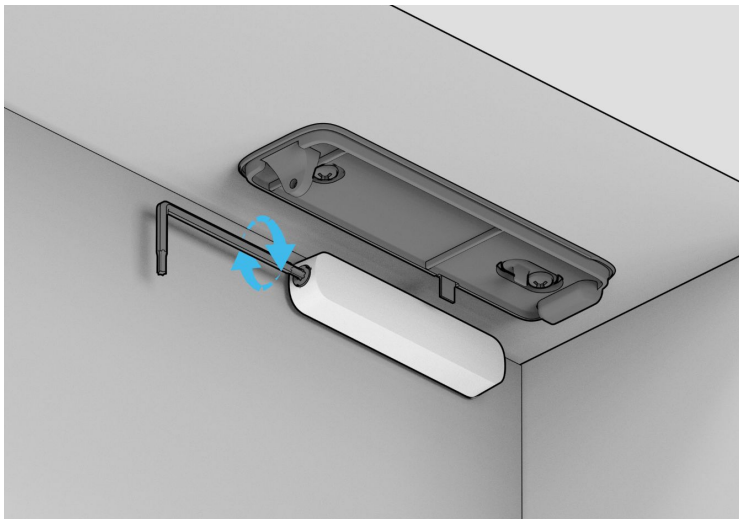
Mounting Option 1: Perpendicular 3/4

Engage the hook at the top of the magnet cover and swing the magnet cover into place.



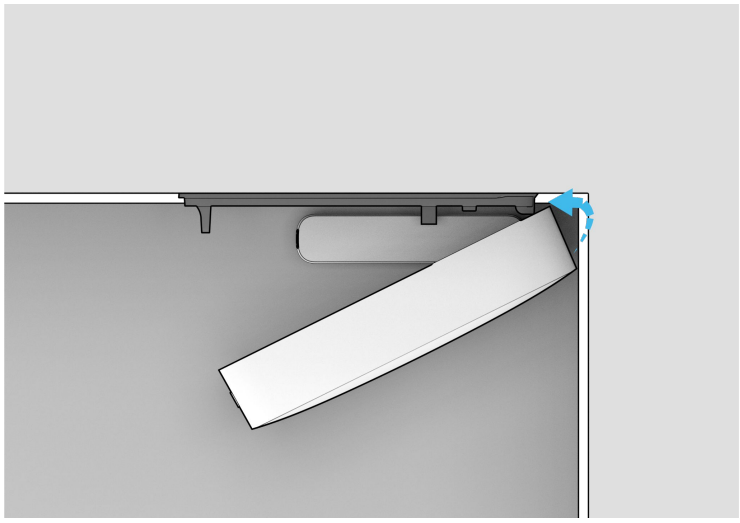


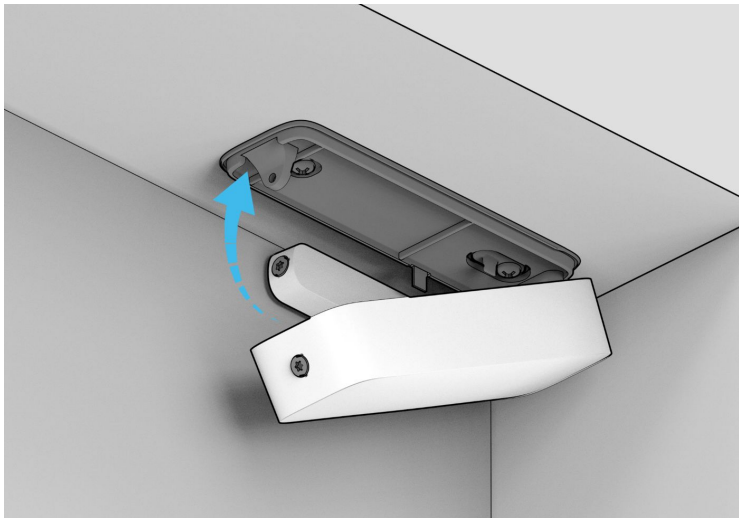
Use the provided T10 Security Torx L-key to secure the security screw in place.



Mounting Option 1: Perpendicular 4/4

Engage the hook at the top of the sensor mount and swing the sensor module into place.





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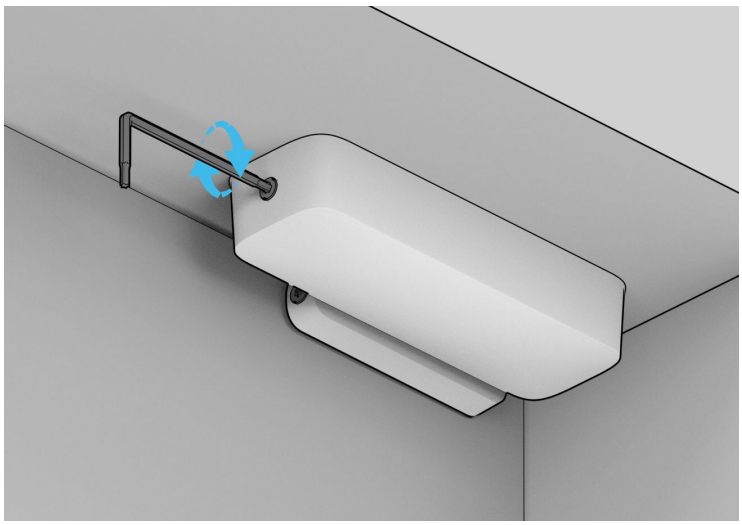
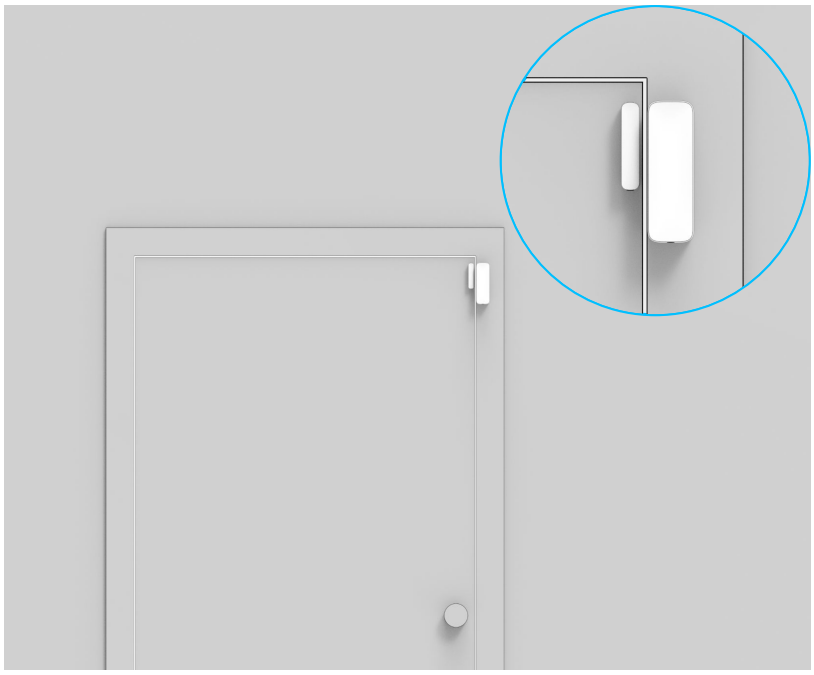


Mounting Option 2: Side-by-side 1/4

Test-mount the sensor module to the side of the flush door frame furthest from the hinges.

Test-mount the magnet to the door itself.

The edges of the sensor module and the magnet should nearly be touching. Around 0.1in (3.0mm) distance is ideal.



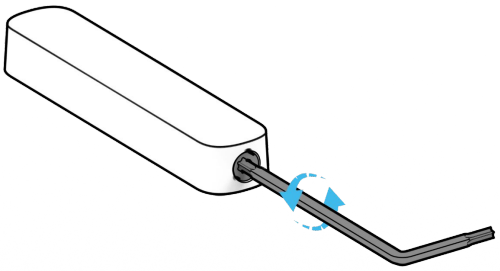
While the device is in Install mode, and the modules in the correct positions, see if the door registers as closed (the sensor module LED will turn off when it senses a closed door).

Remove the sensor body from the mount plate, use a drill to make pilot holes, and screw the sensor mount plate into place.

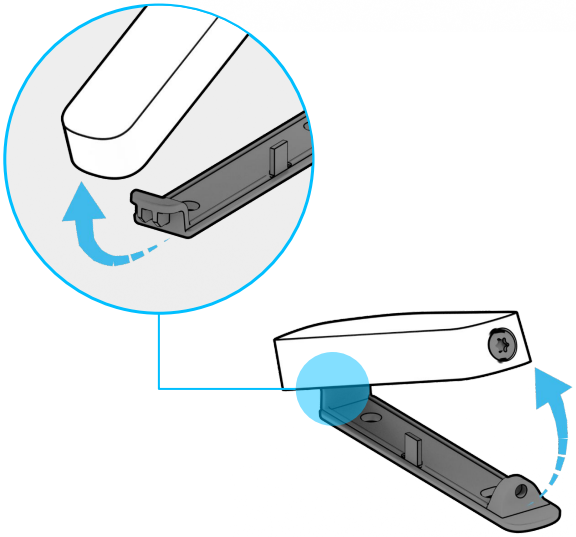
Note: Screw mounting is required for the tamper detection to function. Using only adhesive will prevent tamper detection from triggering properly.

Mounting Option 2: Side-by-side 2/4

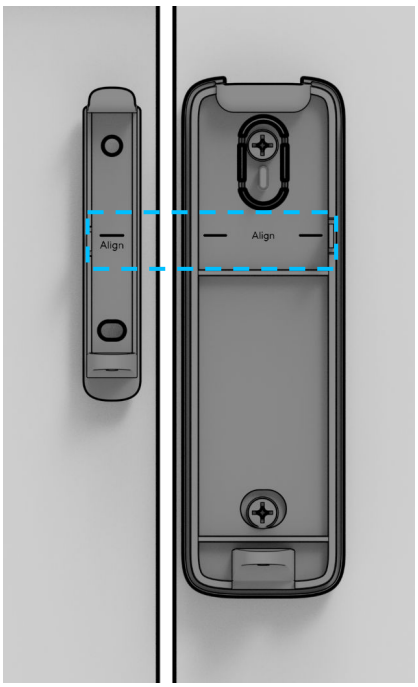
Use the provided T10 Security Torx L-key to unscrew the security screw at the bottom of the magnet.

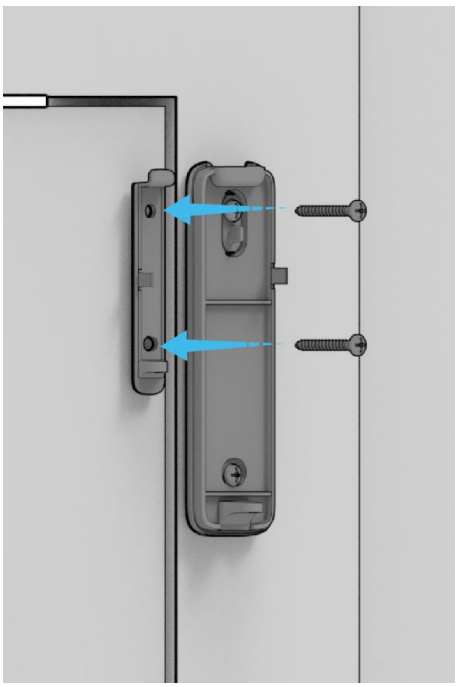


Swing the bottom of the magnet body away from the mount plate and disengage the hook at the top of the magnet mount.



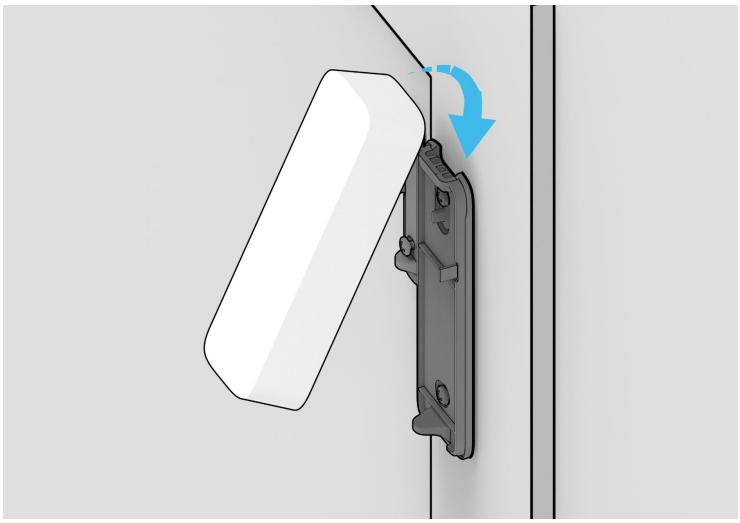
Use the “Align” mark to guide placement. Drill pilot holes, and screw the magnet mount plate to the desired surface.





Mounting Option 2: Side-by-side 3/4

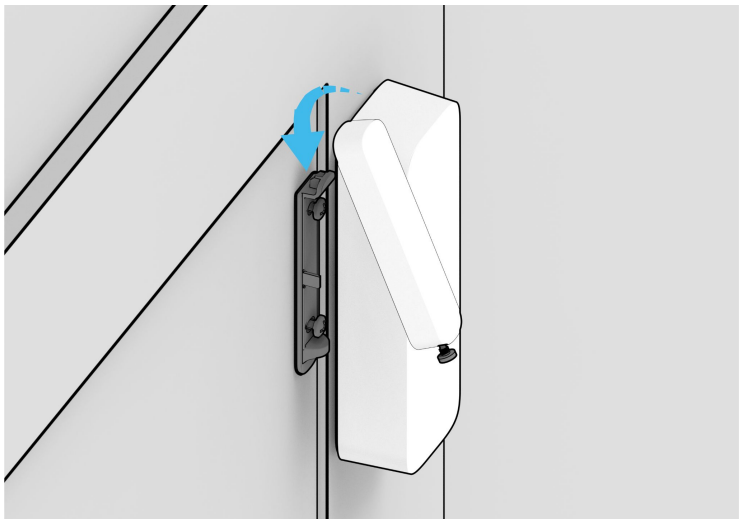
Engage the hook at the top of the sensor mount and swing the sensor module into place.



Use the provided T10 Security Torx L-key to secure the security screw in place.

Mounting Option 2: Side-by-side 4/4

Engage the hook at the top of the magnet cover and swing the magnet cover into place.



Use the provided T10 Security Torx L-key to secure the security screw in place.

Appendix

Support

Thank you for purchasing this Verkada product. If for any reason you're experiencing issues or need assistance, please contact our 24/7 Technical Support Team immediately.

Sincerely,
The Verkada Team
verkada.com/support