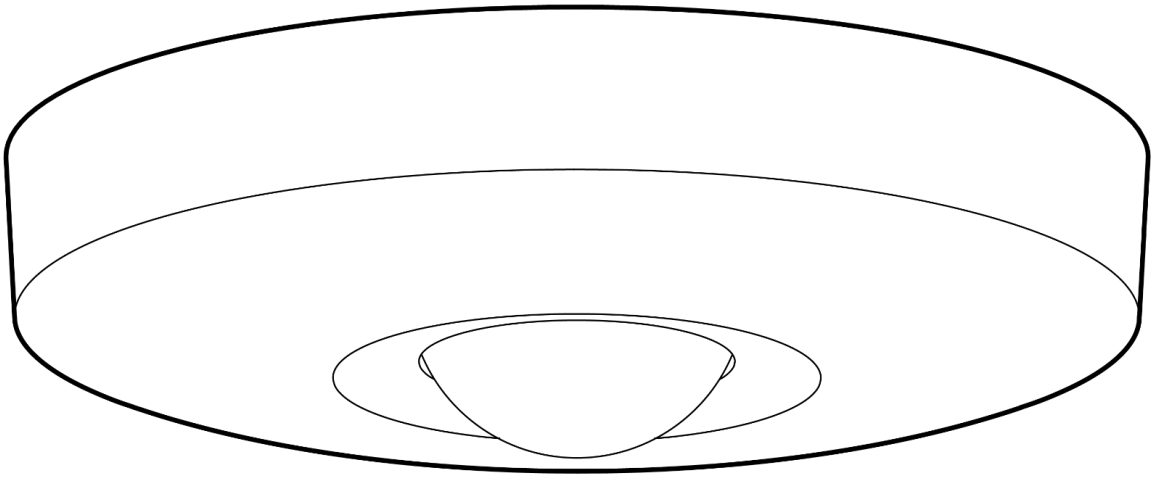
Install Guide

QM21-W Wireless Ceiling Motion Sensor



Document

Document Details

Version

V1.0 *20260107*
(V1.0 published 20260107)

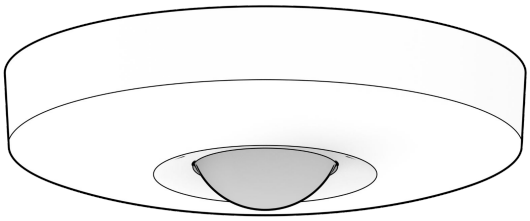
Firmware

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

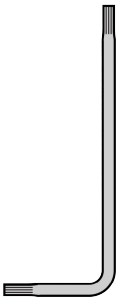
Product Models

This install guide pertains to model QM21-W-HW.

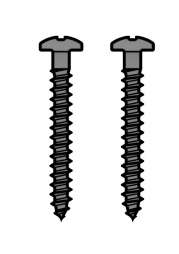
What's in the Box



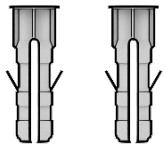
Motion Sensor



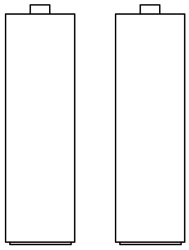
T10 Security Torx L-Key



Wood Screws (2 pcs)



Wall Anchors (2 pcs)



L91 AA Batteries (2 pcs)

What you'll need

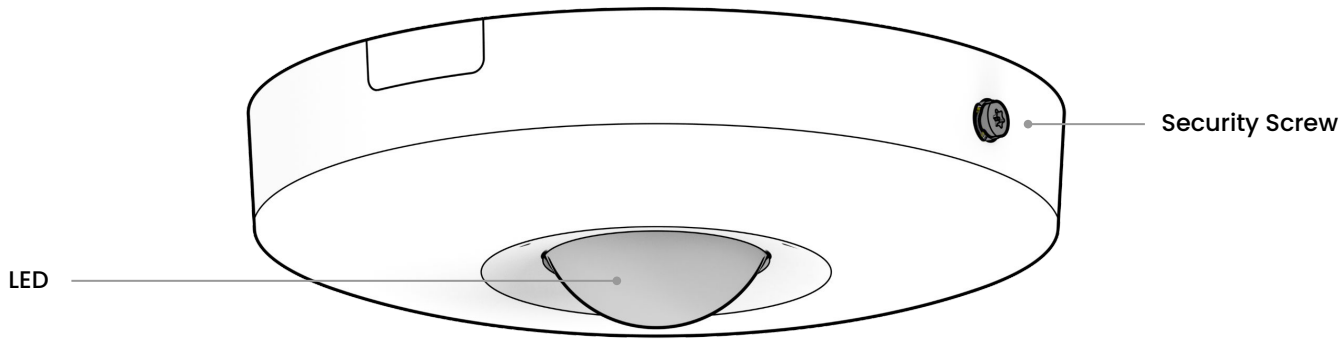
- Verkada VLink Hub
- A smartphone or laptop
- A working internet connection
- 1/8 inch (3.2mm) drill bit for pilot holes
- #2 Phillips head screwdriver/driver bit
- Two L91 AA Batteries (included)

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.

Note: After a power cycle, the device requires 60 seconds to warm up before the LEDs will remain active for 5 minutes.

- **Solid Green**
  Sensor detected dual motion (PIR and Microwave).

- **Solid Yellow**
  Sensor detected thermal motion (PIR).

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

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

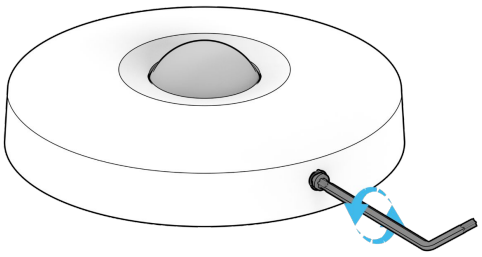
Technical Specifications

Battery	2x non-rechargeable Energizer Ultimate Lithium L91 AA batteries (included). **5-year typical battery life.*
RF 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).
Microwave Frequency	X-Band Radar Module operating frequency range (10.52 - 10.53 GHz).
Detection Method	Dual Technology with PIR Sensor and X-Band Microwave Radar.
Detection Range	29.5ft (9m) detection diameter with 360 degree FOV
Movement Detection Speed	1.0 – 8.2ft/s (0.3 – 2.5m/s)
Tamper Detection	Yes, breakaway tab.
Dimensions	Ø: 4.61in / 117.0mm, H: 1.28in / 32.5mm
Weight	5.36Oz / 152g
Operating Temp. & Humidity	32°F-122°F / 0°C-50°C, 0-90% RH non-condensing

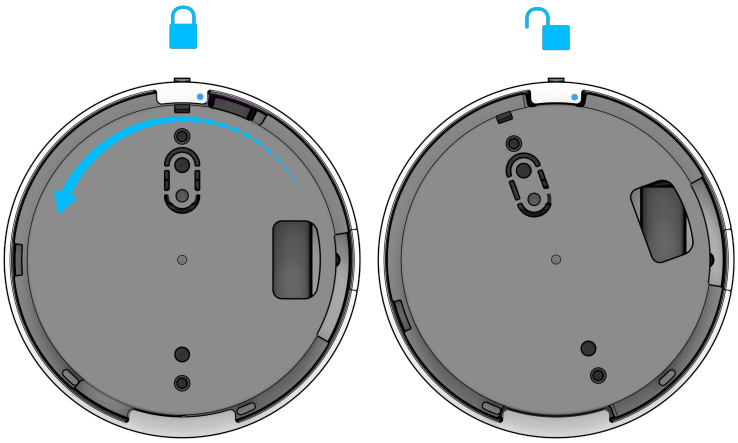
**Based on 150 motion events a day and the status LED disabled during normal operations. Battery life may vary depending on environmental conditions and number of events per day.*

Preparation

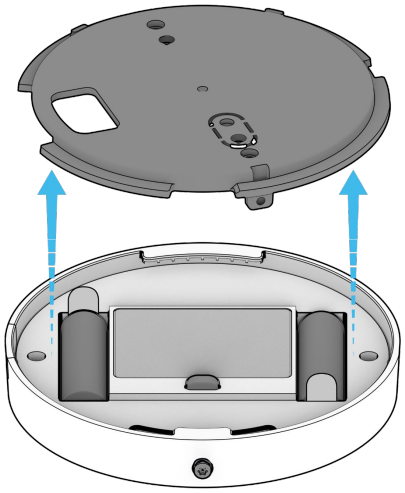
Use the provided T10 Security Torx L-Key to unscrew the security screw at the bottom of the device.



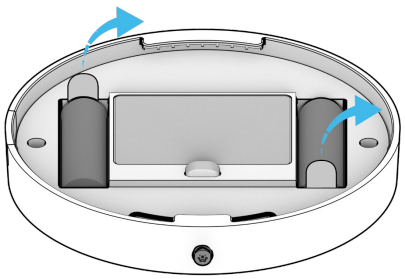
Rotate the mount plate counterclockwise to unlock the top cover from the mount plate.



Remove the mount plate from the top cover.

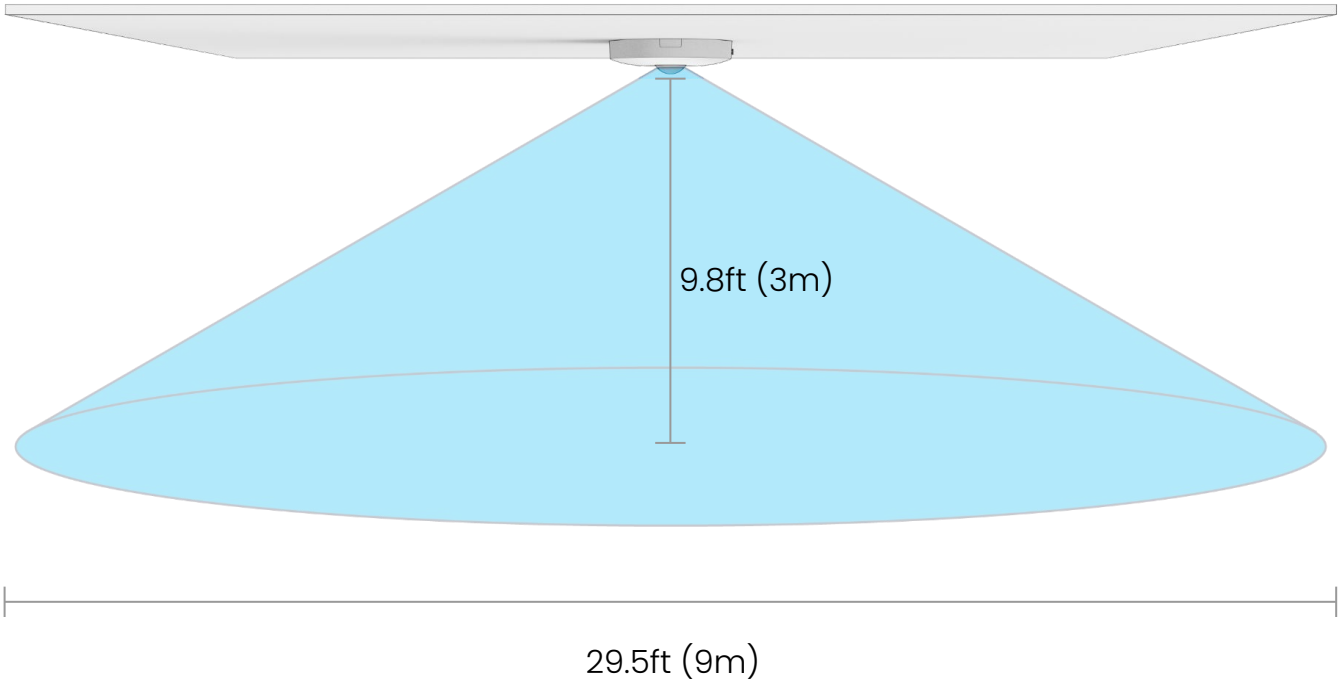


Remove the battery pull tab.



Mounting Location

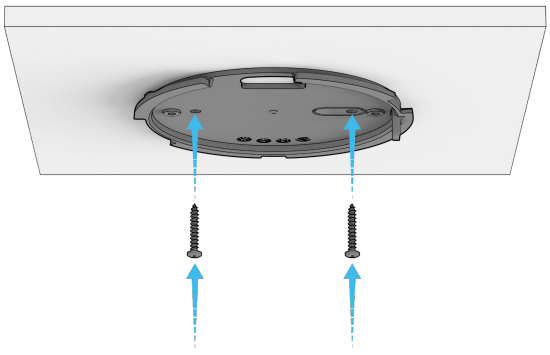
The recommended position for the motion sensor is 9.8ft (3.0m) from the floor to the ceiling, in the center of a room. The sensor will detect motion up to a 29.5ft (9m) detection diameter at a 360-degree field of view.



Mounting

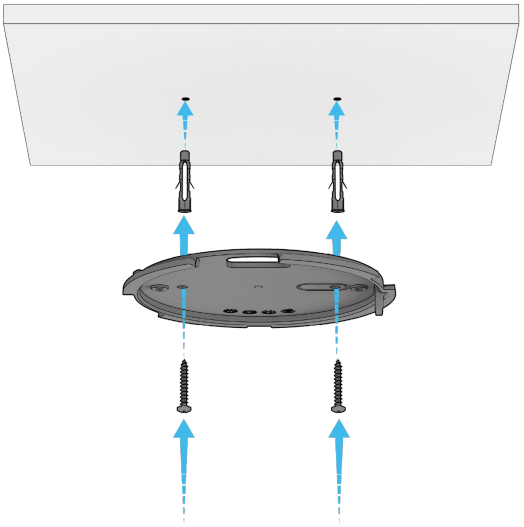
To install the device flush against the ceiling, first drill two pilot holes into the divots of the mount plate.

Secure the mount plate to a flat surface using two screws.

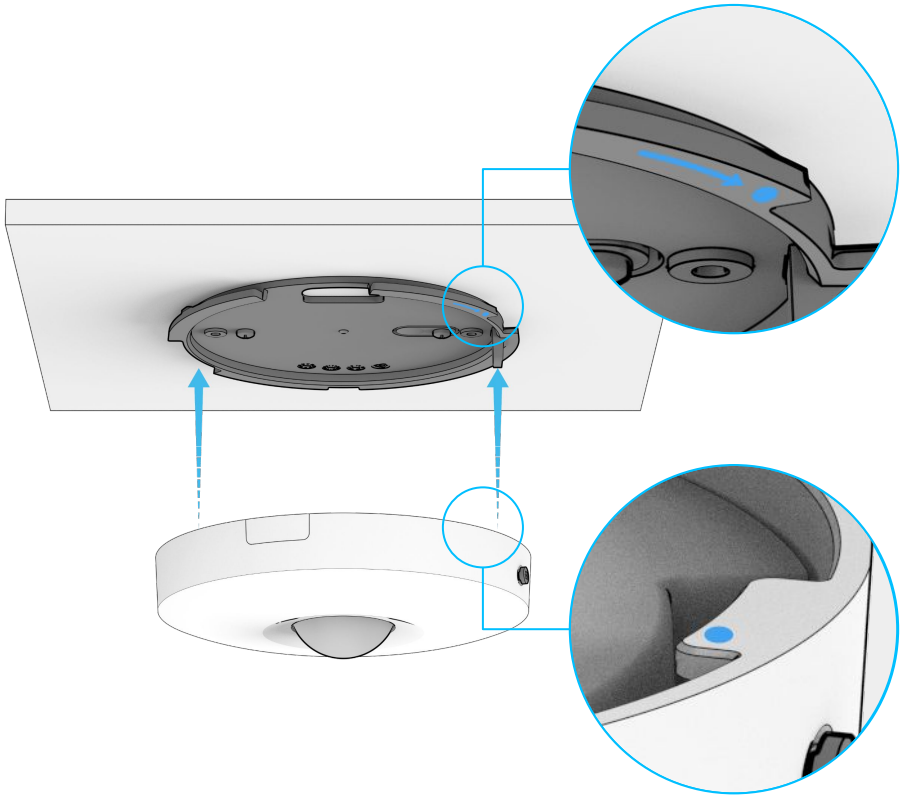


Wall anchors may also be used, if needed. First drill two pilot holes into the divots of the mount plate before driving the wall anchors through the holes.

Secure the mount plate to a flat surface using two screws.

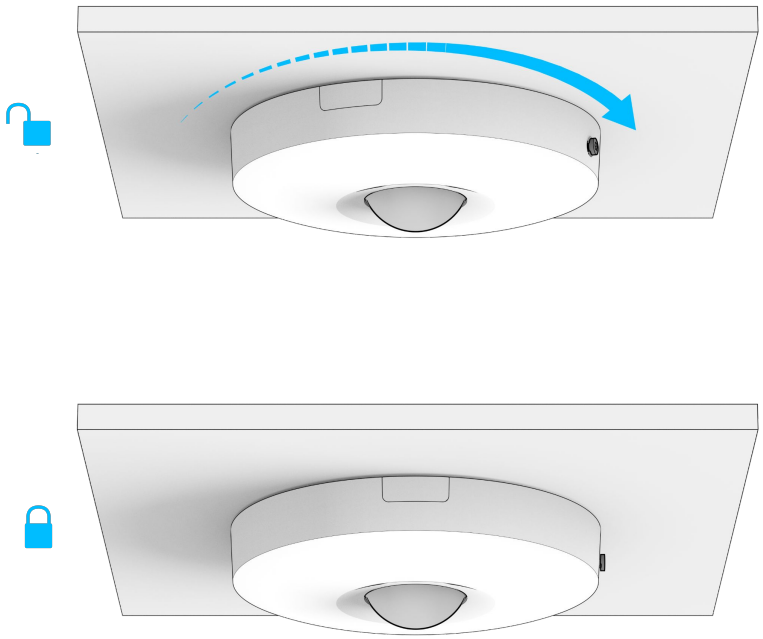


After the mount plate is secured, match the blue dot on the top cover to the blue dot on the mount plate.

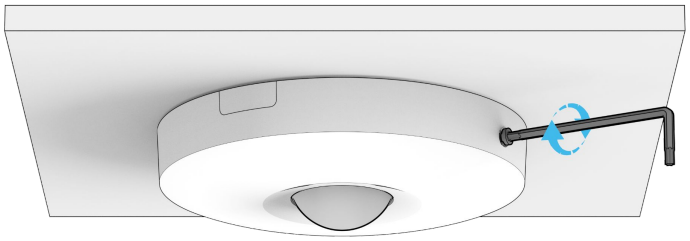


Mounting

Once the top cover is aligned to the mount cover, rotate the top cover clockwise to lock the device into place.



Use the provided T10 Security Torx L-Key to tighten the security screw at the bottom of the device.



Appendix

Compliance

FCC Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

•Reorient or relocate the receiving antenna.

•Increase the separation between the equipment and receiver.

•Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

•Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC Radiation Exposure Statement :
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 40cm between the radiator & your body. Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

Professional Installation:
This device must be professionally installed. The intended use is generally not for the general public. It is generally for industrial and commercial use. Installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance and other FCC rules.

Appendix

Compliance

ISED Compliance	This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Le présent appareil est conforme aux CNR d' ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable. IC Radiation Exposure Statement: This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. Déclaration d'exposition aux rayonnements d'IC : Cet équipement est conforme aux limites d'exposition aux rayonnements IC RSS-102 définies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20cm entre le radiateur et votre corps. Supported Antennas: This radio transmitter 26271-60B6901 has been approved by Innovation, Science and Economic Development Canada to operate with the antenna types listed below, with the maximum permissible gain indicated. Antenna types not included in this list that have a gain greater than the maximum gain indicated for any type listed are strictly prohibited for use with this device. Le présent émetteur radio 26271-60B6901 a été approuvé par Innovation, Sciences et Développement économique Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal. Les types d'antenne non inclus dans cette liste, et dont le gain est supérieur au gain maximal indiqué pour tout type figurant sur la liste, sont strictement interdits pour l'exploitation de l'émetteur.

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