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› Motorola Q14 Mesh WiFi 6E Router – 3 Pack User Manual

Motorola Q14 (AXE5400)

Motorola Q14 Mesh WiFi 6E Router – 3 Pack User Manual

MODEL: Q14 (AXE5400)

1. Introduction

Welcome to the user manual for your Motorola Q14 Mesh WiFi 6E Router 3-Pack. This system is designed to provide fast, reliable, and secure whole-home WiFi coverage. Utilizing the latest WiFi 6E technology, the Q14 delivers unprecedented speed and capacity for all your connected devices. This manual will guide you through the setup process, explain key features, and provide troubleshooting tips to ensure an optimal networking experience.

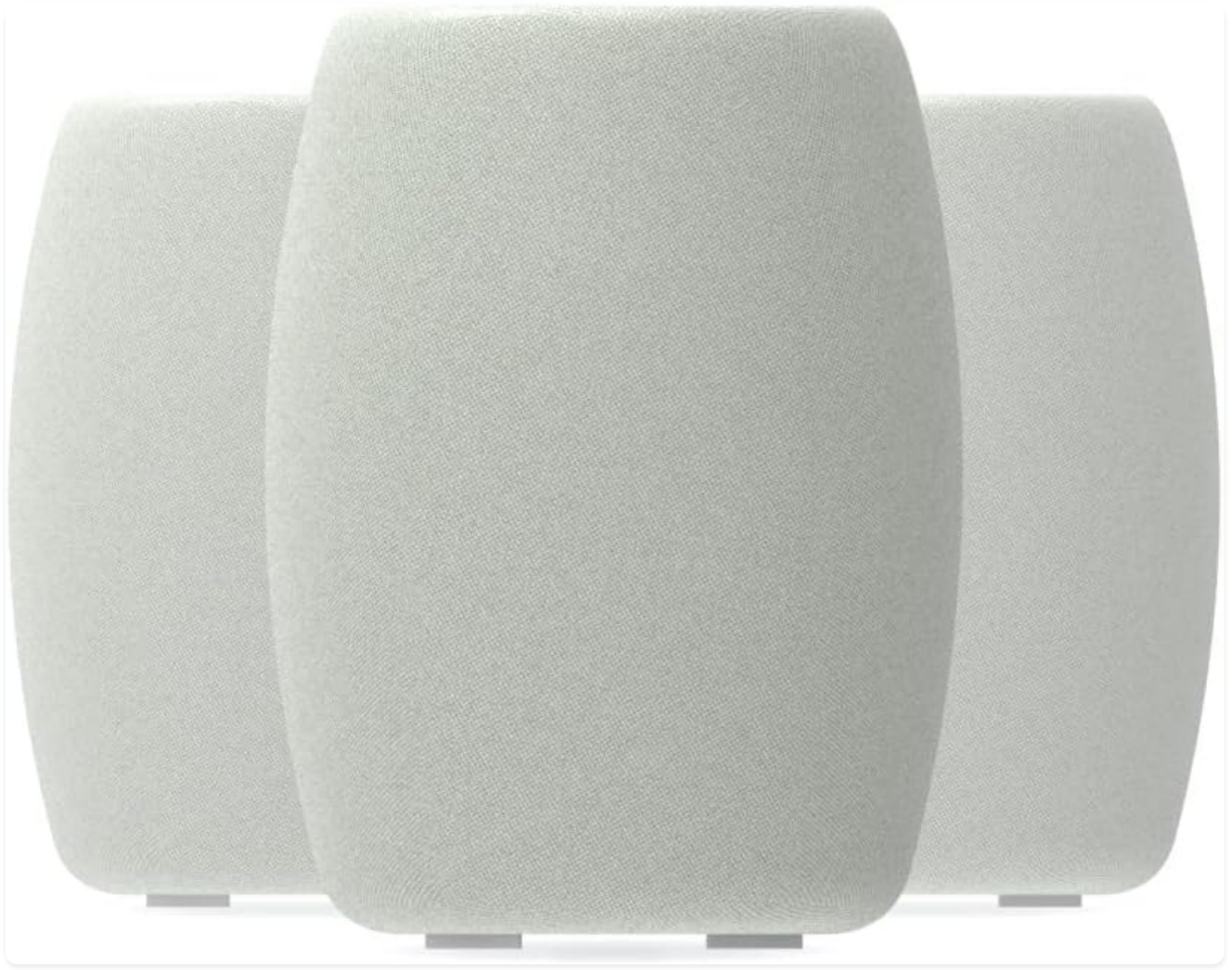


Image: Three Motorola Q14 Mesh WiFi 6E Router units, showcasing the sleek, white design of the mesh system.

2. Package Contents

Please verify that all items are present in your package:

- 3 x Motorola Q14 Mesh WiFi 6E Router Units
- 3 x Power Adapters
- 1 x Ethernet Cable
- Quick Start Guide

3. Product Features

The Motorola Q14 Mesh WiFi 6E system offers a range of advanced features to enhance your home network:

- **Unprecedented Speed:** Supports WiFi speeds up to 5.4 Gbps, ideal for over 100 connected devices. Features a 2.5 Gbps WAN port for true multi-gigabit internet plans.
- **Next-Gen WiFi 6E Technology:** Utilizes the new 6GHz band for increased capacity and lower latency, perfect for VR/AR, 8K streaming, and the latest WiFi 6E devices.
- **Expandable Mesh Coverage:** Eliminates dead zones and buffering, blanketing up to 5,000 sqft in fast, reliable WiFi.
- **Powerful motosync App:** Enables easy setup, network management, and robust security features including parental controls, threat scans, and ad blocking.
- **Tri-Band Connectivity:** Operates on 2.4 GHz, 5 GHz, and 6 GHz frequency bands for optimized performance.

NEXT-GEN WIFI 6E TECHNOLOGY

**Faster speeds, more bandwidth, and
lower latency than WiFi 6**

2.4 GHz

5 GHz

6 GHz

Image: A diagram illustrating the concentric circles of 2.4 GHz, 5 GHz, and 6 GHz bands, highlighting the benefits of Next-Gen WiFi 6E Technology for faster speeds, more bandwidth, and lower latency.

2.5 Gbps Ethernet port enables true multi-gigabit speed



Image: Rear view of a Motorola Q14 router unit, clearly showing the 2.5 Gbps Ethernet port, which enables true multi-gigabit speed.

4. Setup Guide

Setting up your Motorola Q14 Mesh WiFi system is quick and easy with the motosync app.

1. **Download the motosync App:** Search for "motosync" in your mobile device's app store (available on Apple App Store and Google Play Store) and download it.
2. **Power On the First Unit:** Place one Q14 unit near your internet modem. Connect the included Ethernet cable from your modem's LAN port to the WAN port (usually labeled) on the Q14 unit. Plug in the power adapter to the Q14 unit and an electrical outlet. Wait for the unit to power on and its indicator light to stabilize.
3. **Initial Setup via App:** Open the motosync app. Follow the on-screen instructions to create an account and set up your first Q14 unit. The app will guide you through connecting to the Q14's temporary WiFi network and configuring your new network name (SSID) and password.
4. **Add Additional Units:** Once the first unit is set up, place the other Q14 units in locations that provide optimal coverage throughout your home. Ensure they are within range of each other and the main unit. Plug them into power

outlets.

5. **Expand Your Mesh Network:** In the motosync app, follow the prompts to add the additional Q14 units to your existing mesh network. The app will automatically detect and integrate them, extending your WiFi coverage seamlessly.
6. **Connect Your Devices:** Once all units are online and configured, connect your WiFi-enabled devices (smartphones, tablets, computers, smart home devices) to your new Motorola Q14 WiFi network using the SSID and password you created.

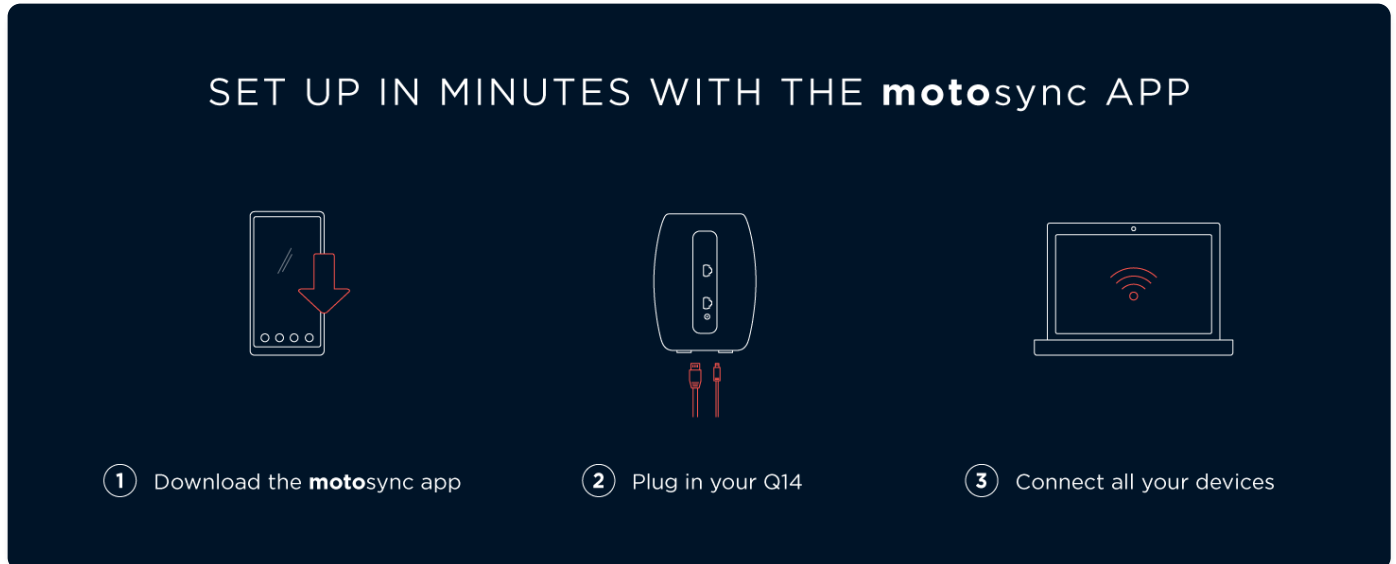


Image: A visual guide demonstrating the simple three-step setup process: 1) Download the motosync app, 2) Plug in your Q14, and 3) Connect all your devices.

5. Operating Instructions

Your Motorola Q14 Mesh WiFi system is designed for easy management through the motosync app.

- **Network Management:** Use the motosync app to view connected devices, monitor network usage, and manage your WiFi settings. You can pause internet access for specific devices or profiles.
- **Parental Controls:** Set up profiles for family members, schedule internet access times, block inappropriate content, and manage screen time directly from the app.
- **Network Security:** The motosync app provides real-time threat scans, ad blocking, and protection against known vulnerabilities to keep your network secure.
- **Guest Network:** Easily create a separate guest WiFi network for visitors, keeping your main network secure and private.
- **Speed Test:** Perform internet speed tests directly from the app to monitor your connection performance.

Simple setup, network management, and security with the motosync app

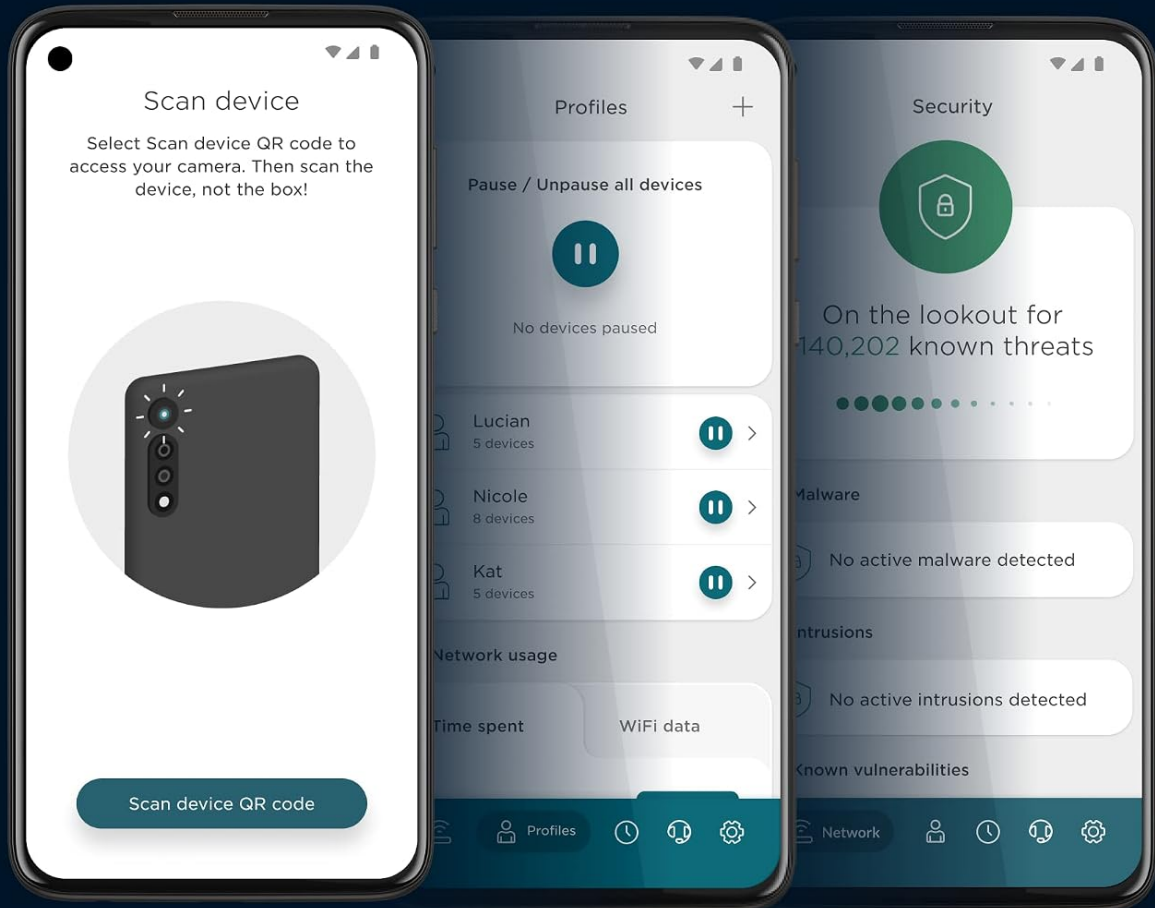


Image: Screenshots of the motosync app interface, demonstrating features like device scanning via QR code, managing user profiles, and viewing network security status.

ADVANCED SECURITY. PARENTAL CONTROLS. BETTER CONNECTIONS.

Get total control over your network with the
motosync app

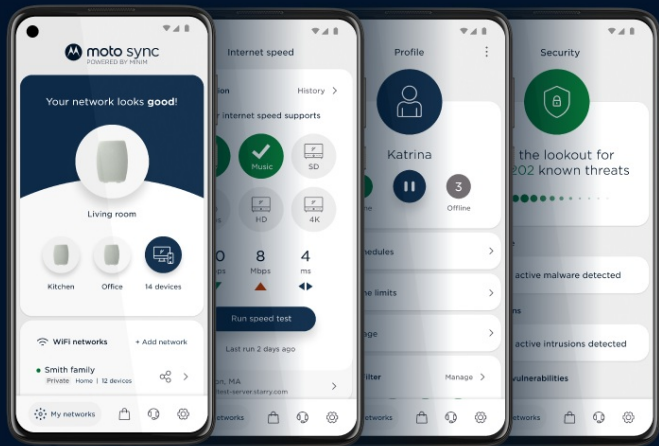


Image: A visual representation of the motosync app's capabilities, emphasizing advanced security, parental controls, and overall better connections, with multiple phone screens displaying various app functions.

6. Maintenance

To ensure optimal performance and longevity of your Motorola Q14 Mesh WiFi system, consider the following maintenance tips:

- **Firmware Updates:** Keep your Q14 units updated with the latest firmware. The motosync app will notify you of available updates and guide you through the process. Firmware updates often include performance improvements and security enhancements.
- **Cleaning:** Periodically wipe the exterior of the units with a soft, dry cloth to remove dust. Avoid using liquid cleaners or abrasive materials. Ensure ventilation openings are clear of obstructions.
- **Optimal Placement:** Ensure your Q14 units are placed in open areas, away from large metal objects, thick walls, and other electronic devices that may cause interference. Central locations within your home are generally best for primary units.
- **Power Cycle:** If you experience minor network issues, a simple power cycle (unplugging the power adapter for 10 seconds and plugging it back in) can often resolve them.

7. Troubleshooting

If you encounter issues with your Motorola Q14 Mesh WiFi system, try the following troubleshooting steps:

- **No Internet Connection:**
 - Check if your modem is working correctly.
 - Ensure all cables are securely connected to the Q14 unit and modem.
 - Power cycle both your modem and the Q14 units.
- **Slow WiFi Speed:**
 - Run a speed test using the motosync app to confirm the speed.
 - Ensure Q14 units are optimally placed and not too far apart.
 - Check for interference from other electronic devices.
 - Verify your internet service provider's speed.
- **Dead Zones or Weak Signal:**

- Adjust the placement of your Q14 units to ensure better coverage.
- Consider adding another Q14 unit if your home is larger or has many obstacles.

- **Device Not Connecting:**

- Ensure you are using the correct WiFi password.
- Restart the device you are trying to connect.
- Check if the device is within range of a Q14 unit.

- **Factory Reset:** If issues persist, you may need to perform a factory reset. Refer to the Quick Start Guide or the motosync app for specific instructions on how to reset your Q14 units. *Note: A factory reset will erase all your settings, and you will need to set up the system again.*

For further assistance, please refer to the support section below or contact Motorola customer support.

8. Specifications

Feature	Specification
Model Name	Q14
Item Model Number	AXE5400
Product Dimensions	6.3 x 6.3 x 6.3 inches (per unit)
Item Weight	7.98 pounds (total for 3-pack)
Wireless Standard	802.11ax (WiFi 6E)
Frequency Band Class	Tri-Band (2.4 GHz, 5 GHz, 6 GHz)
Max WiFi Speed	Up to 5.4 Gbps
WAN Port	2.5 Gbps Ethernet
Coverage Area	Up to 5,000 sqft (3-pack)
Connected Devices	Supports 100+ devices
Special Feature	WPS (Wi-Fi Protected Setup)
Color	White

9. Warranty and Support

Your Motorola Q14 Mesh WiFi 6E Router 3-Pack comes with a comprehensive warranty and dedicated support.

- **Warranty:** This product is backed by a 2-year warranty from the date of purchase. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims.
- **Technical Support:** Free support is available from our US-based technicians. For technical assistance, you can often find support options within the motosync app, or visit the official Motorola Network website for contact information and FAQs.

For the most up-to-date support information, please visit the Motorola Network support page or consult the motosync app.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question