R-TEC AUTOMATION® by Rowley®

Integration Support - LinQ

LinQ is an application tool designed for shade installers and integrators assisting to set up and test an R-TEC Hub and motor system prior to connecting with your preferred third party home automation solution.

About LinQ

The LinQ tool has been designed to help integrators & installers validate and troubleshoot their R-TEC installations before integrating into third party systems. LinQ supports communication via Ethernet Cable (CAT 5) and 2.4GHz Wireless Communication to aid in integrations.

Getting Started

Before you can use the LinQ tool, you first need to provision the R-TEC Hub(s) via a mobile device.

Here is a quick guide of how to provision a hub. Please find linked complete provisioning instructions for you preferred platform.

- Download the free R-TEC Automation® App via the Apple® App Store or Google Play™.
- Create an account, sign into the App. Note: Initial Hub pairing MUST be performed via a Wi-Fi connection with internet access, before the ethernet / TCP port will be active. Do NOT attempt the hub pairing process with the hub connected via the ethernet port as the pairing will fail.

Set Up Best Practices

- We recommend pairing and setting limits for motors via a remote, then pairing the motors to the hub via the R-TEC Automation® mobile device App before connecting to the LinQ tool.
- The Hub must be within signal range of both the automated shades and the connected via Lan or Wi-Fi router.
- Connect the Computer to the same network / sub-net via Lan or Wi-Fi that the R-TEC Hub is connected too.
- If you chose to use the Wi-Fi network, certify that it must be visible and is a 2.4GHz connection.

The App Allows For

Connection to your R-TEC Hub via Wi-Fi Network or Ethernet connection. Supports operational control of devices (motors) that are connected to hubs in a project and provides a utility to test and verify the ASCII protocol for controlling and configuring motors, as well as providing logs of motor responses to better understand the protocol.

Note, cabled LAN connections require the R-TEC Hubs to be first paired to the user account via the R-TEC Automation® App on a Wi-Fi connection before the LAN connection is activated on the Hub.

The application is intended to provide a trouble shooting resource to allow RA support staff to verify the hubs and motors in a project are paired and functioning properly prior to connecting the system to any third parties, in order to confirm any connectivity or operational issues subsequently encountered are network, or driver relayed to assist in diagnosing and troubleshooting issues.

Motor Logs

Get raw data information between the Hub and the motor to assist and troubleshoot the installation of a home system automation.

Compatible Platforms

Works with Windows and MAC Operating Systems.

Auto Hub Scan

Find all the hubs connected on your network and test every motor easily.

Fast & Easy Configuration

Change your motor's configuration and get them ready to connect to your home automation system.

Specifications

License	No license required (free download tool)	Compatibility	Windows 10 & MAC Operating Systems
Connection with Hub	2.4 Ghz or Ethernet Cable	Software Version	1.1.0
Integration	Only with R-TEC Hub		

Quick iOS App Set Up - Complete iOS instructions.
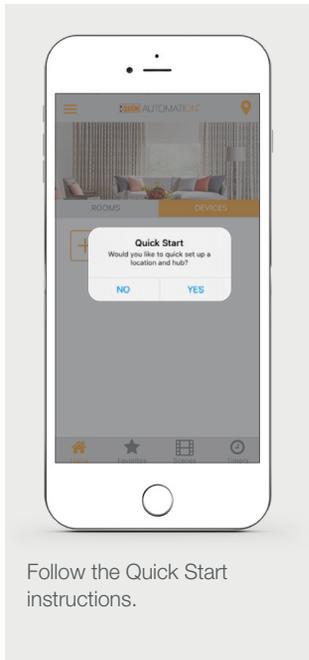
Follow the Quick Start instructions.
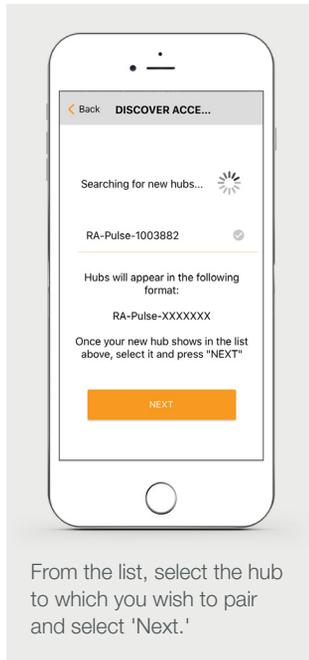
From the list, select the hub to which you wish to pair and select 'Next.'
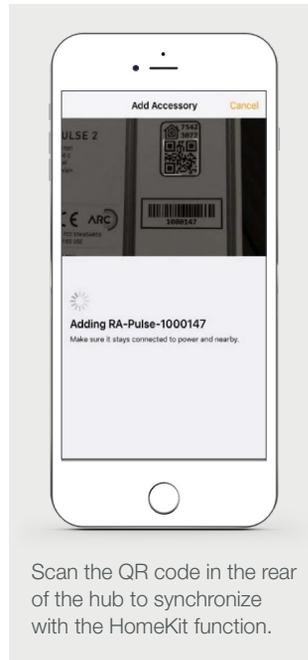
Scan the QR code in the rear of the hub to synchronize with the HomeKit function.
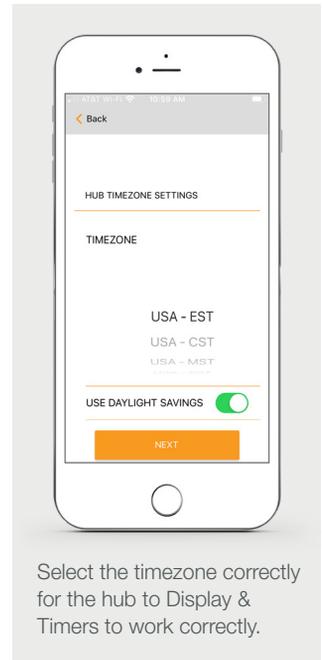
Select the timezone correctly for the hub to Display & Timers to work correctly.

Quick Android App Set Up - Complete Android instructions.
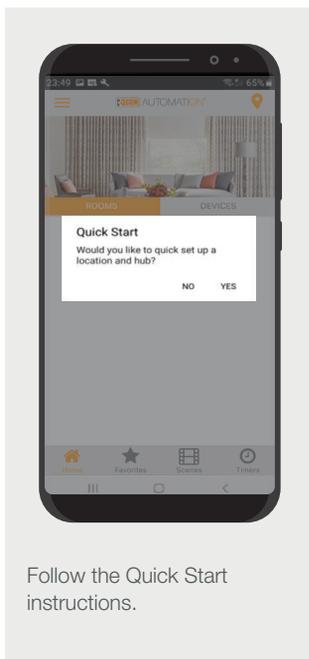
Follow the Quick Start instructions.
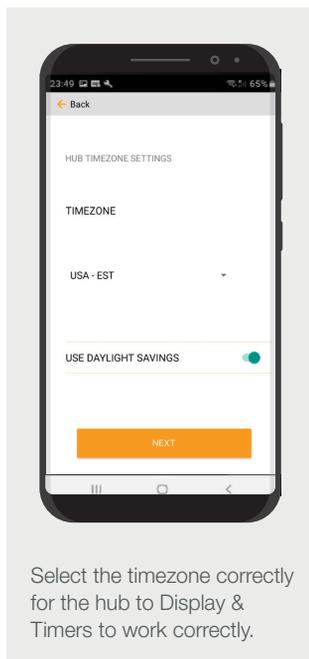
Select the timezone correctly for the hub to Display & Timers to work correctly.
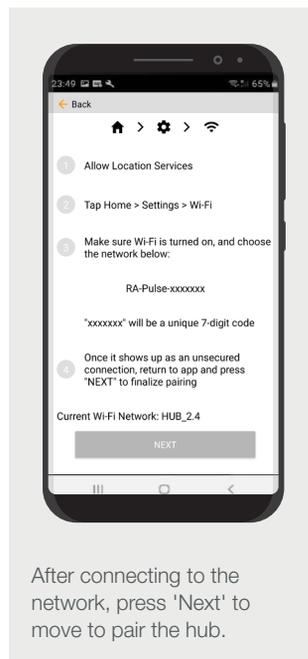
After connecting to the network, press 'Next' to move to pair the hub.
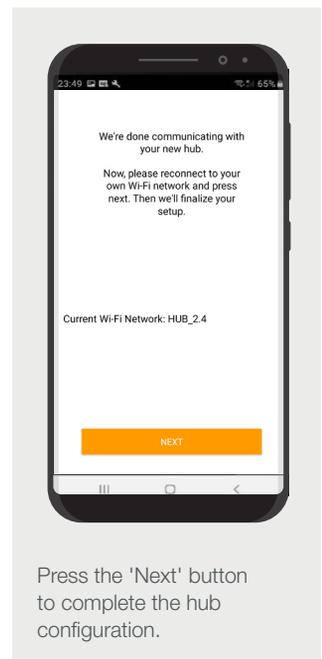
Press the 'Next' button to complete the hub configuration.

LinQ Set Up

Once you have completed the R-TEC Hub provisioning from a mobile device, download & install the latest LinQ version for either Windows or MAC.

LinQ Navigation

The LinQ application is a powerful tool that was designed to allow you to send commands to motors and troubleshoot communication issues in an easy way. It is recommended to be used before being connecting to a Home Automation.

From the Home screen, you can select the control Utility menu from the sidebar and press the "Connect button". Automatically, the LinQ tool will auto-discover all the motors previously paired with your Hub's through the R-TEC Automation® App (hubs must be on the same LAN as the computer running the application).

Using the tool, you can also easily control and configure your shades, sending commands to any motor(s) desired. In addition, you can use the discrete commands for changing the motor configuration through the "Text Command" box and including save the logs for reporting and analyzing each motor response.
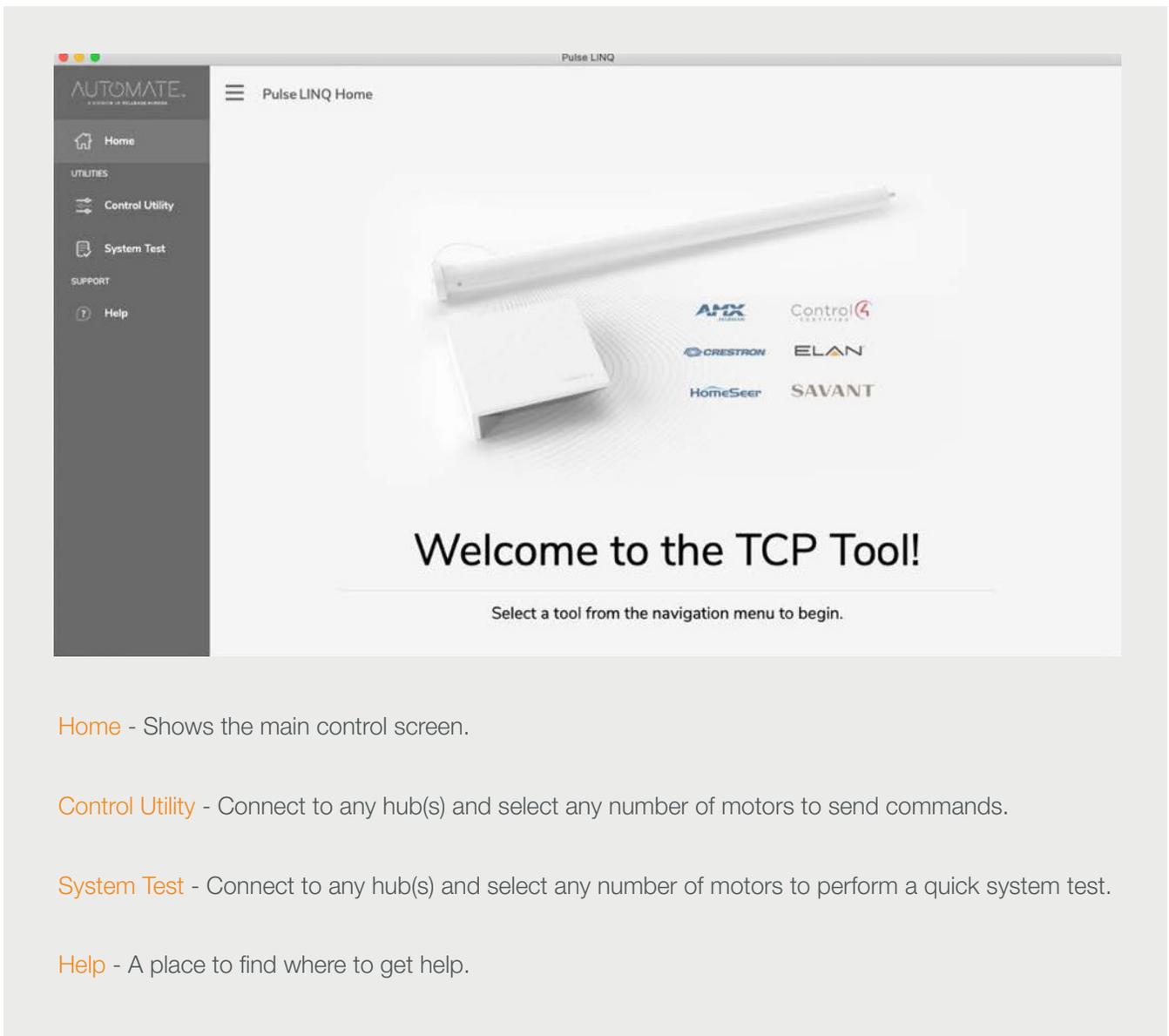
Home - Shows the main control screen.

Control Utility - Connect to any hub(s) and select any number of motors to send commands.

System Test - Connect to any hub(s) and select any number of motors to perform a quick system test.

Help - A place to find where to get help.

Control Utility

The Control Utility is designed to allow you to send commands to motors, this tool is NOT designed to control or setup rooms, scenes & timers.

To connect to the Hub(s) that are connected and provisioned on the network,
- If you know the IP address, then you can connect be entering the individual hub IP address.
- You can "scan for hubs" on the network using the dropdown feature on the "Connect" button. This will search for all hubs on the network and automatically populate them and the connected motors in the utility.
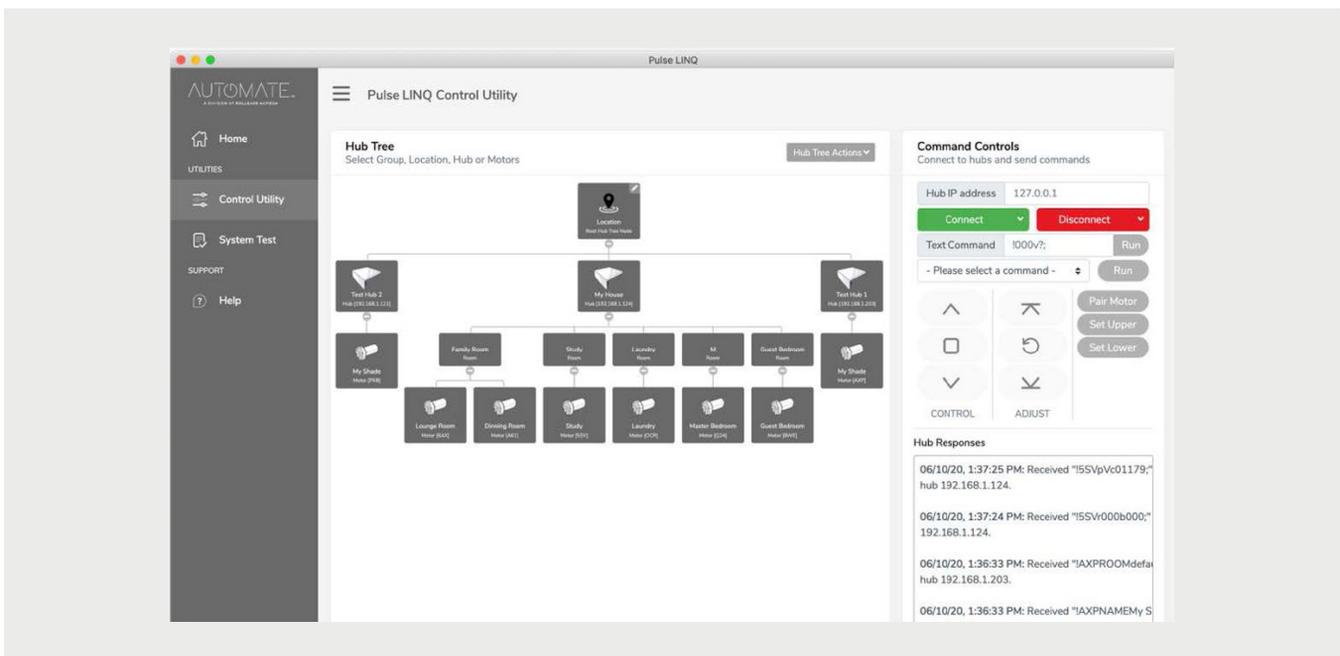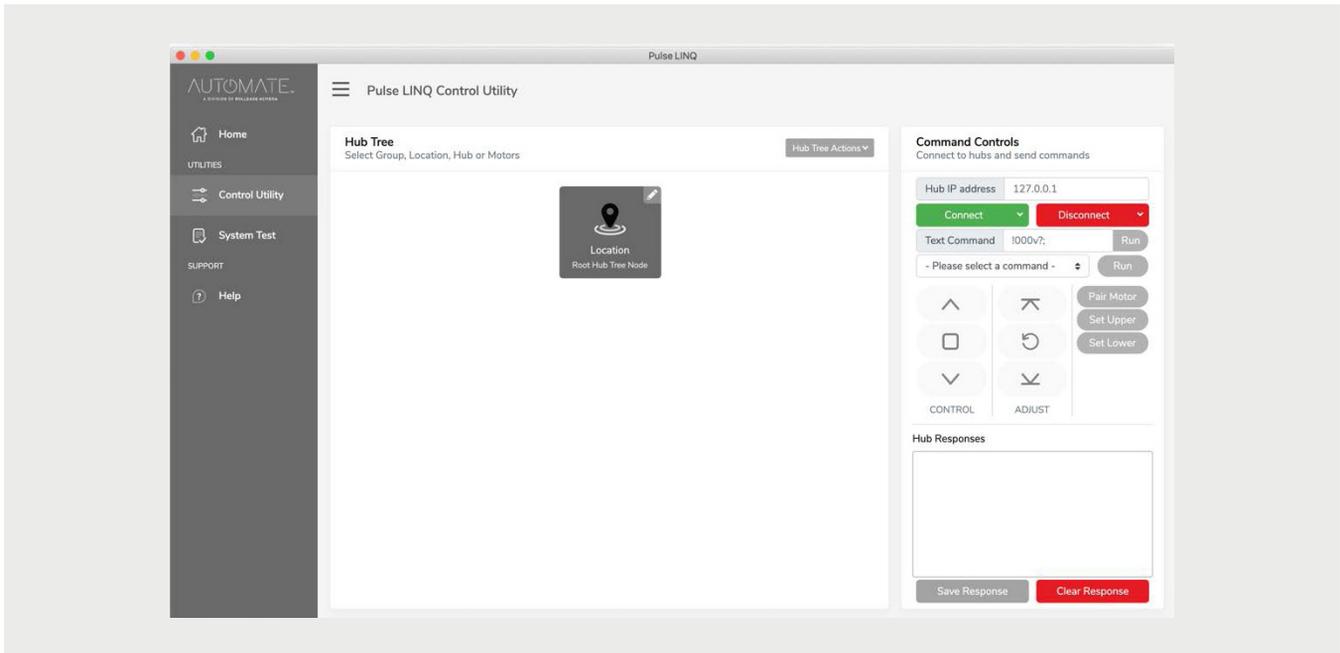
Once connected to a Hub it will populate any rooms or motors that have been connected to the hub in the "Hub Tree".

To send a command to a hub or motor you must select the device you want to send the command to first then on the right you will have the Command Controls from this you can;
- either select a command from the drop-down list or type a text command.
- Basic Motor controls.
- See Hub Responses.

System Test

From the system test tab, you can connect to hub(s) that are connected to the network via IP address or scanning the network.

Once connected to a hub all motors will be populated in a list form below.
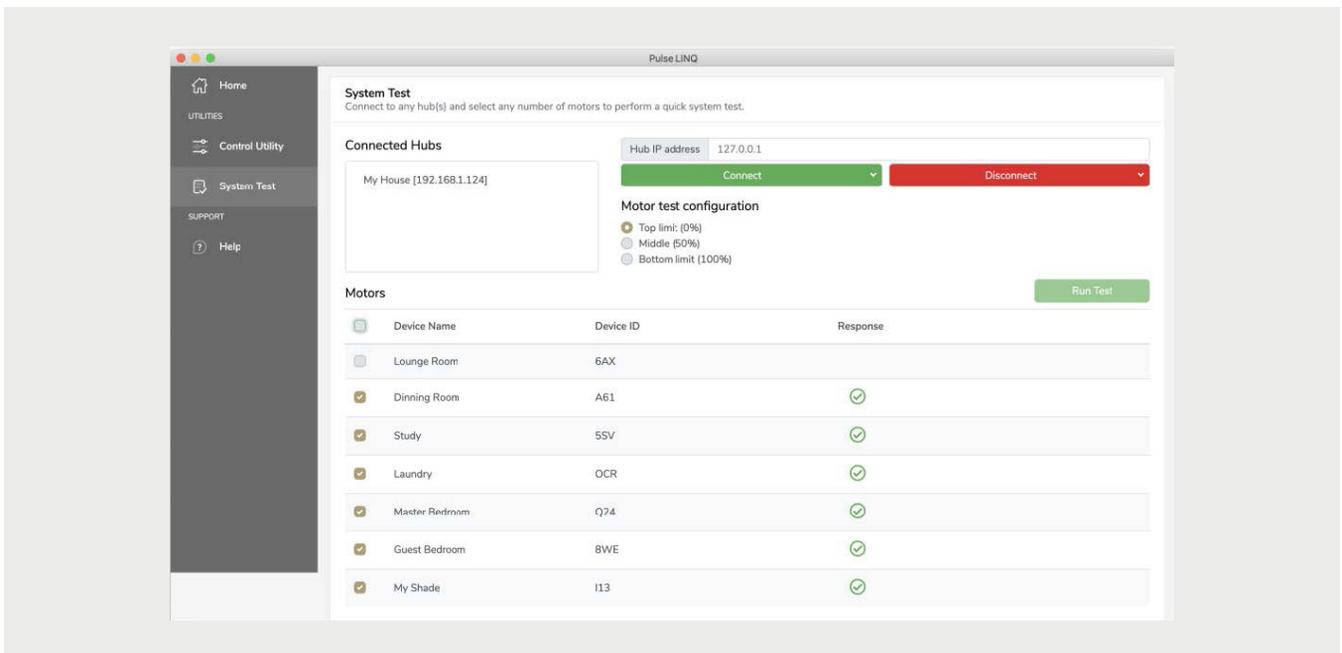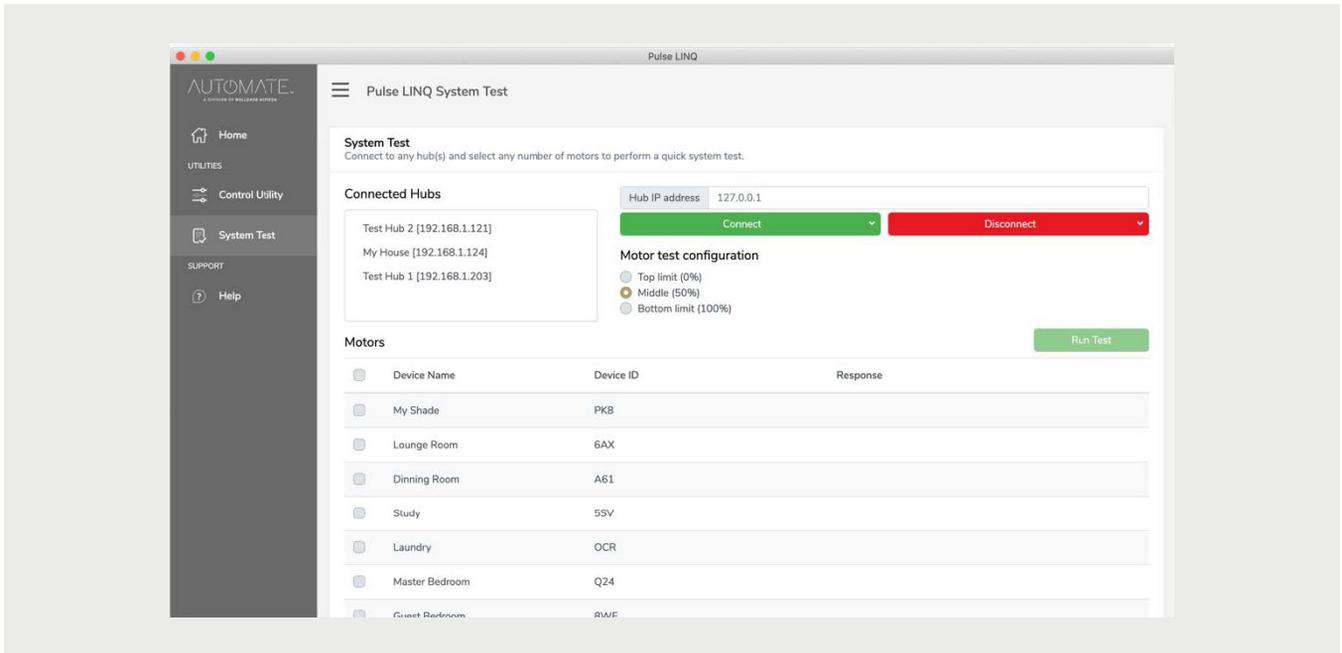
To run a system test you need to select the motors you wish to perform the test on then select the Motor test configuration option then Run Test.

Once a test has run you will get a response on whether the hub has received a response from the motor.

If you get a warning this means the motor has not responded to the hub please check that the motor is within range, there is minimal interference and there is power to the motor.

This page will also populate the device serial ID for each motor.

Troubleshooting

The following scenarios are common issues that may cause connectivity problems between LinQ and the R-TEC Hub. If you cannot achieve success connecting LinQ to your network, please reference the below most common pairing roadblocks.

Q: What if I'm Having Issues Discovering R-TEC Hub(s)?

When you have a problematic R-TEC Hub that refuses to establish a full connection. Either connect to the Hub via the IP address or Power cycle the hub.

Q: What if the Connection with LinQ & the R-TEC Hub is Not Consistently Working?

There are many things that can interfere with the radio communication that the R-TEC Hub uses. Try positioning the R-TEC Hub in a different location and / or closer to the shade to improve performance. Due to varying levels of interference it may be necessary to purchase additional Wi-Fi bridges to extend the coverage throughout your location.

Q: What If I'm Moving Mutiple Motors & Not All Motors Are Responding?

Check that all motors are within signal range of the R-TEC Hub. Try moving the hub closer to non-responding motors to confirm if it is an interference issue or motor issue. Also try to move a motor by itself and not within a group command, as this tool bypasses any of the group logic that is built into the hub and the R-TEC Automation® App. This tool is designed to send and receive raw data between the motor and the hub.

*Please note this product is only compatible with the R-TEC Hub.

Still have Questions?

Contact our R-TEC Automation® in-house experts at 866.985.3423. Email us at RTECAutomation@RowleyCompany.com.

For Technical Support, visit these websites:
- Australian Support
- USA Support
- Europe Support