Q-SYS Reflect Integration
Set up Guide

pivot

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Overview

Q-SYS Reflect is a cloud-based platform for managing Q-SYS cloud connected devices. Through this Integration, pivot will get Reflect monitoring data and present in a centralized place - Room Device Card.

As with all Cloud Based integrations, this is done from the Client Admin account. Once it's been connected to pivot, Service Provider Technicians and Service Provider Admins can assist with mapping the rooms/devices.

What You Need Before Starting

1. Active Q-SYS Reflect subscription (included with all Reflect subscriptions)
2. Access to Q-SYS Reflect dashboard
3. Q-SYS Core devices registered with Reflect

Set Up Connection

Required information

Following information is required to connect with Q-SYS Reflect Integration:

1. API Token

Getting required information

1. Access Q-SYS Reflect Dashboard

   - Navigate to Q-SYS Reflect

   - Log in with your QSC credentials

2. Navigate to Organizations Page

   - Go to Organizations → API Tokens tab

   - Click "Generate New Token"

3. Configure Token

- Set token name and description

- Define access permissions

- Set expiration date (recommended: 1 year max)

- Save the token securely

Setup pivot integration

1. Sign in to pivot portal with a Client Admin credential.
2. Select 'Integrations' in the main menu.
3. Click 'Connect' button on the Q-SYS Reflect card.
4. Provide 'Token' value.
5. Click 'Connect' button.
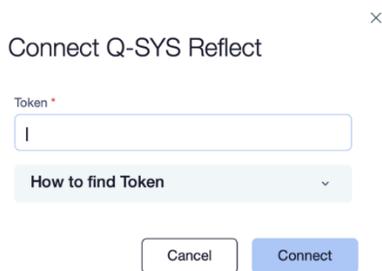
Connect Q-SYS Reflect ×

Token *

How to find Token ⌄

Cancel   Connect

6. After successful connection, a message will info the user as below and integration card will show 'CONNECTED'.

⊘ QSC has been successfully connected! ×

Q-SYS Reflect
CONNECTED

Integrate Q-SYS Full Stack AV Platform data into pivot.
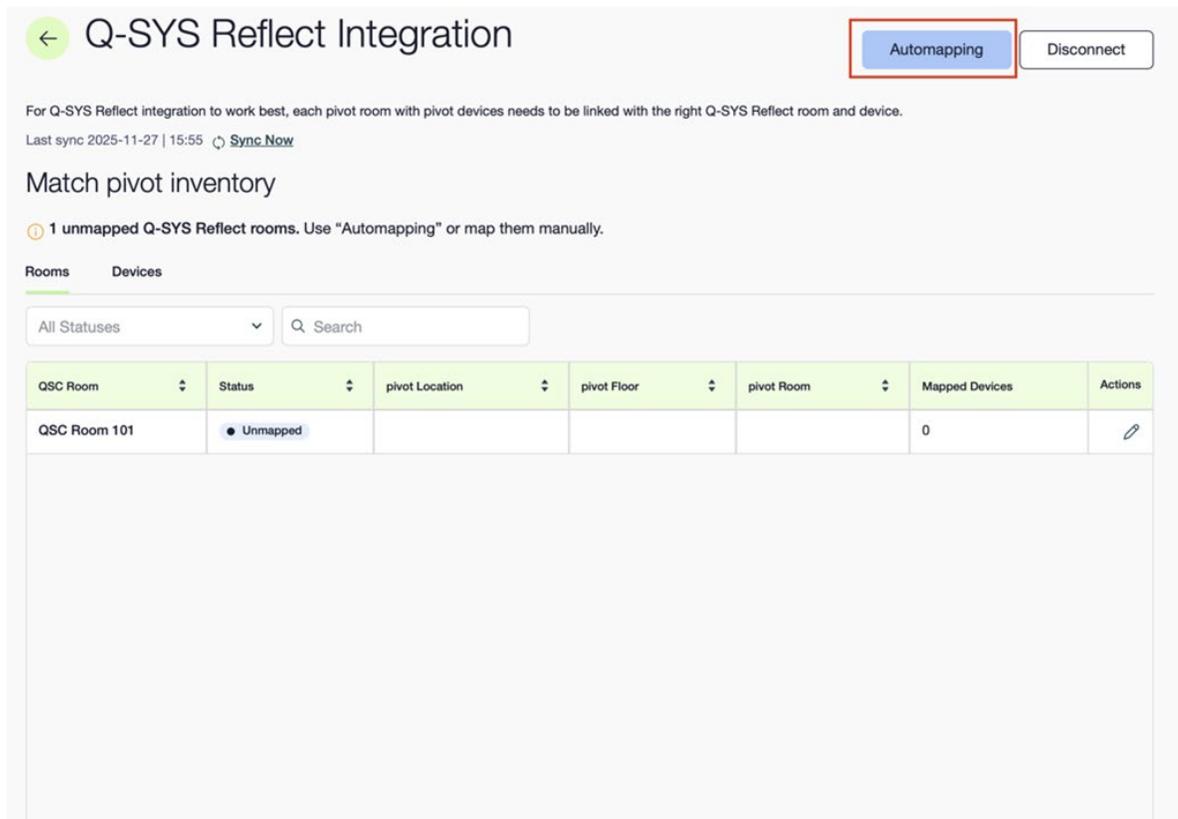
Manage   Last sync
2025-11-27 | 15:55

Room and Device Mapping

Once authentication is passed and the Integration is connected, a Client Admin can map Rooms and Devices between Q-SYS Reflect and pivot.
Note: Service Provide Admin or Service Provider Technician can also help set them up after selecting the client in the main menu filter to get into the Integration page.
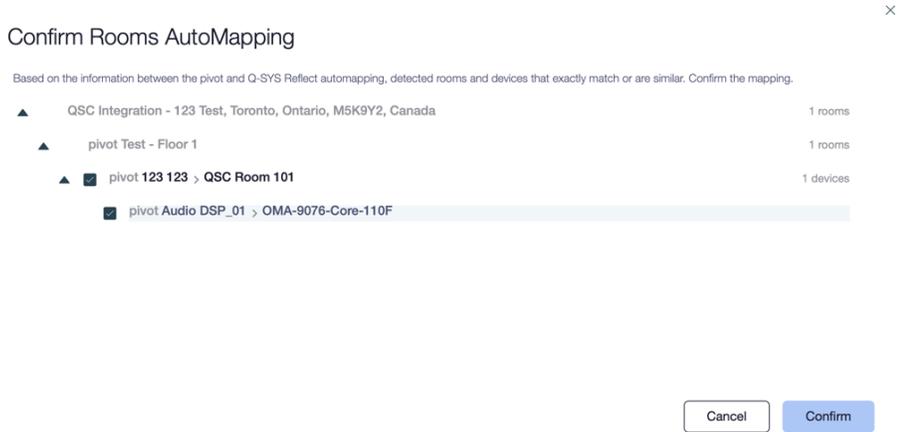
Automapping Rooms and Devices

1. Clicking 'Manage' button in the Q-SYS Reflect Integration card will redirect the user to the Integration detail page with available rooms and devices.

2. Clicking 'Automapping' button in the top right corner will load matching Rooms and Devices between pivot and Q-SYS Reflect. The user can select devices to map and pivot will automatically map the associated rooms as well.

3. Click 'Confirm' button to proceed with selected scope for mapping
4. After successful completion you will see following notification

Manually Map/Edit Rooms

A room can also be mapped manually if it's not covered in the initial Automapping or after manually unmapped.

1. On the Room page, the user can click the 'Edit' button or double-click on the record in the table on Rooms tab.
2. Select desired pivot Room for mapping in the appeared pop-up and click 'Save' button.
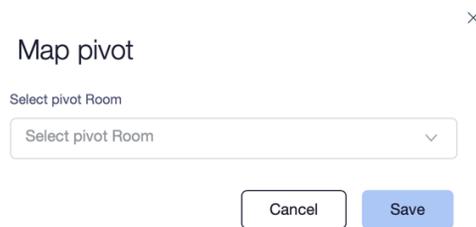
3. After successful completion the user will see following message.

Yealink Room	Status	pivot Location	pivot Floor	pivot Room	Mapped Devices	Actions
pivot	● Mapped	Beatharna Firmware Import test - lviv, lviv, Lvivska oblast, ...	-10th Floor	test 3 test 3	0	⧉ ⚭

4. Repeat above steps for the rest of the Rooms (if needed).

Manually Map/Edit Devices

After rooms are mapped manually, devices in these rooms need to be manually mapped on the Device tab.

1. Double-click on the Mapped Q-SYS Reflect Room, click on the 'Settings' button or select 'Devices' tab can setup device mappings.

2. Click on the 'Edit' button or double-click on the Unmapped device record in the table.
3. Select desired pivot Device for mapping in the appeared pop-up and click 'Save' button.
   If Serial Number, IP Address, and/or MAC address are different in pivot and Q-SYS Reflect mapping and the user would like to store the values from Q-SYS Reflect into pivot, clicking Batch Overwrite will copy and store such data into pivot Device Management.

4. After successful completion the user will see following message.

5. Repeat above steps for the rest of the Devices (if needed).
6. Congratulations! Q-SYS Reflect Rooms and Devices are now mapped into pivot. It may take around 10 minutes in the backend to get all monitored data appeared in the Room Device cards.

Disconnect Integrations

In general, disconnecting the Q-SYS Reflect Rooms integration will not be needed in any instance unless the Q-SYS Reflect license is not being renewed, the client has moved away from utilizing Q-SYS devices, or is looking to become just a System Of Records account in pivot. In these cases, a Client Admin or a Service Provider Admin can manually disconnect the Q-SYS Reflect integration in pivot.

1. On the Q-SYS Reflect integration "Manage" detail page, clicking 'Disconnect' button in the top right corner will give you a prompt

2. Confirm the action in the displayed pop-up

3. Integration status on the 'Integrations' page will change to 'Disconnected.

You have successfully disconnected your Q-SYS Reflect Integration.

Note: Please be aware that all the mapping data will be lost after Disconnection