



Insynctive®  
**BRIDGE**



**BRIDGE** wirelessly connects your Pella Insynctive products to Insynctive App or a compatible home automation system.\*

#### WHAT'S NEEDED:

- **POWER SUPPLY AND CORD** (included)
- **ONE OR MORE PELLA INSYNCTIVE PRODUCTS** (sold separately)
- **PELLA INSYNCTIVE STATUS INDICATOR** (optional – sold separately): Indicates status of Pella Insynctive SENSORS. Or you can use the Insynctive App or a compatible home automation system.\*

\* For a list of compatible smart devices and home automation systems, visit [Pella.com/Insynctive](http://Pella.com/Insynctive).

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# GENERAL AND SAFETY INFORMATION

## REGISTERING PRODUCTS

Visit [Insynctive.Pella.com/Registration](https://Insynctive.Pella.com/Registration) to register your new Pella® Insynctive® products.

## NEED HELP?

For instant access to warranties, troubleshooting information and videos, visit [InsynctiveSupport.Pella.com](https://InsynctiveSupport.Pella.com) or call **855-473-5524**.

## HAVE A HOME AUTOMATION SYSTEM?

To view a list of compatible systems and find instructions on how to sync Pella Insynctive products, visit [Pella.com/Insynctive](https://Pella.com/Insynctive).

## **⚠️WARNING**

**Failure to adhere to the warnings below may result in death, serious injury and/or loss of valuables.**

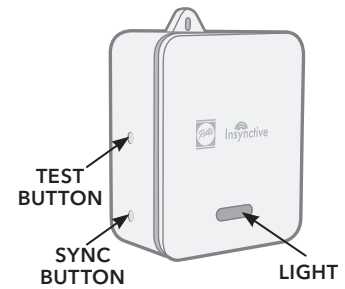
- Pella Insynctive BRIDGE is not 100% reliable for a variety of reasons. For example, BRIDGE:
  - communicates data wirelessly, and wireless data is susceptible to interference or failure.
  - requires proper installation.
  - may be damaged after installation.

Therefore, Pella Insynctive products should not be relied upon in situations where life, safety, and/or protection of valuables are solely dependent on their function. Test each product at least once per year to help ensure proper operation.

- BRIDGE may be connected to a non-Pella product such as a compatible home automation system. All systems are subject to compromise or failure to warn for a variety of reasons. Review and comply with the information for the system that is connected with BRIDGE.
- Pella Insynctive products are not a substitute for careful adult supervision of children.
- Keep small parts out of the reach of children. If small parts are swallowed, immediately seek medical help.
- Use only Pella-provided power supply and cord. Failure to do so may result in damage to BRIDGE that would not be covered by the warranty.

# PRODUCT OVERVIEW

BRIDGE is the wireless communication hub that connects your Pella® Insynctive® products to STATUS INDICATOR, Insynctive App or a compatible home automation system.<sup>1</sup>



BRIDGE can be operated without home automation (stand-alone mode), using the Insynctive App, or can be used with home automation. For a list of compatible smart devices and home automation systems, visit [Pella.com/Insynctive](https://Pella.com/Insynctive).

## WITHOUT HOME AUTOMATION (Stand-Alone Mode):

In stand-alone mode, BRIDGE will beep twice (if chime is enabled) when Pella Insynctive SENSORS within the system change to opened or unlocked status. BRIDGE will provide current SENSOR status to STATUS INDICATOR when STATUS INDICATOR senses motion within its field of range.

## WITH INSYNCTIVE APP<sup>2</sup>:

Download the Insynctive App to have greater control over your home – providing you with more security, comfort and convenience. When synced with Pella Insynctive technology products, it helps you monitor your windows and doors and control your Pella blinds and shades while at home and away.

## WITH HOME AUTOMATION:

Connecting BRIDGE to a home automation system can provide additional functionality and greater control within your home. If using a home automation system with Z-Wave, BRIDGE must be located in the same room – in close proximity to the Z-Wave gateway (within 30 feet).

<sup>1</sup> For a list of compatible smart devices and home automation systems, visit [Pella.com/Insynctive](https://Pella.com/Insynctive).

<sup>2</sup> The Pella Insynctive App is currently only compatible with Apple devices that support iOS 9 or higher and Android devices 4.0 or higher.

## SPECIFICATIONS:

**Frequency:** 433.92 MHz (Insynctive), 908.42 MHz (Z-Wave)

**Operating Temperature:** 32° - 120°F (0°- 49°C)

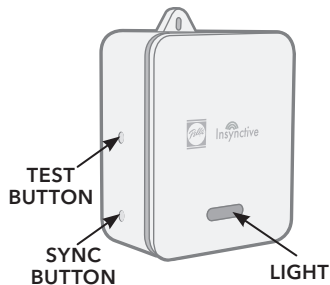
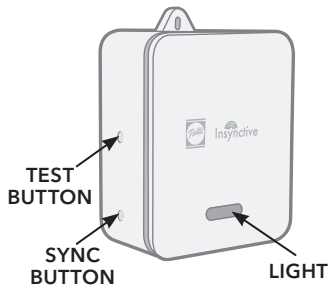
**Operating Humidity:** 5% - 95% RH noncondensing

**Enrollment Capacity:** 128 devices

**Power Supply and Cord:** 5V, 1A. Only use provided Power Supply.

**Indoor Use Only**

# DETAILED INSTRUCTIONS



## BRIDGE SETUP

See [InsynctiveSupport.Pella.com](https://www.insynctive.com/support) for how-to videos.

## INSTALLATION RECOMMENDATIONS

### WITHOUT HOME AUTOMATION (STAND-ALONE MODE):

Locate near home router, ideally in area where chime can be heard. Plug network cable into BRIDGE and open port on router.

## INSTALLATION RECOMMENDATIONS

### 1. Get Started

Using the provided power supply and cord, plug BRIDGE into an electrical outlet. Light will turn green, indicating boot up, and cycle through a color wheel checking for, or updating, firmware, then flash blue to indicate it is in sync mode.

### 2. Sync Your Pella® Insynctive® Smart Products

Press and release the Sync button until the light begins flashing orange.

**NOTE:** BRIDGE is in sync mode while the orange light is flashing.

BRIDGE will remain in sync mode for 2 minutes. BRIDGE will then beep, and orange light will turn off to indicate BRIDGE has exited sync mode.

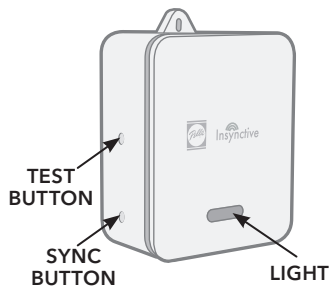
BRIDGE is now ready to sync to Insynctive products.

Refer to the Quick Start Guide included with your Insynctive product(s) for instructions on how to sync with BRIDGE.

## WITH HOME AUTOMATION:

BRIDGE supports two types of home automation systems, Professionally Installed and Do-It-Yourself (DIY) Z-Wave. Visit [Pella.com/Insynctive](https://www.pella.com/insynctive) for a list of compatible home automation systems and additional setup instructions.

## DETAILED INSTRUCTIONS (continued)

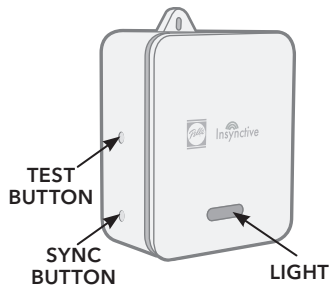


### FACTORY RESET BRIDGE

It may be necessary to restore BRIDGE to its factory default state. This will delete all products that have been synced to BRIDGE and any connections to a home automation system. To perform a factory reset:

- Press and hold both buttons while plugging BRIDGE into wall outlet, using the provided power supply and cord.
- Continue to hold the buttons for about 10 seconds until BRIDGE sounds a long beep and flashes green to acknowledge successful reset. BRIDGE will reboot and light will turn to green, color wheel, then blink blue.

## DETAILED INSTRUCTIONS (continued)



### CLEAR BRIDGE MEMORY

If a SENSOR stops functioning for any reason, the last reported state of the nonfunctioning SENSOR will remain in the memory of BRIDGE.

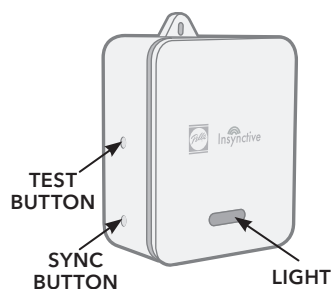
- If the last reported status was unlocked, STATUS INDICATOR will no longer display locked status, even if all functional SENSORS are in the locked state.
- If the last reported status was open, STATUS INDICATOR will no longer display closed status, even if all functional SENSORS are in the closed state.

In addition, BRIDGE will report a supervisory fault when the SENSOR fails to report in for 12 hours. To avoid these issues, BRIDGE memory may be cleared to default the nonfunctioning SENSOR.

To clear the memory:

- While BRIDGE is plugged in, press and hold both the Sync and Test buttons until BRIDGE beeps three times. This will require the buttons to be held for about 5 seconds.
- All SENSORS within memory will then default to locked and closed state, even if some SENSORS are in the unlocked or open state.
- All functional SENSORS must then be operated to update the state within BRIDGE memory, or the state will automatically update in approximately 1 hour when a supervisory signal is sent from each SENSOR.

# ADDITIONAL INSTRUCTIONS



## VOLUME AND CHIME SETTINGS

BRIDGE uses lights and chimes to signal a number of changes within the system, such as unlocking or opening of a window or door, successful sync or deletion of a product, or detection of a fault. (A fault is an occurrence that interferes with the regular operation and function of the product.) For more information on faults, see page 12.

## VOLUME ADJUST MODE

Control the chime volume by pressing and holding the sync button on BRIDGE for approximately 10 seconds, until the light turns solid purple. Then press and release the sync button to change between volume levels of High, Low and Off. Each press of the sync button will change the volume level (BRIDGE light will be purple) and BRIDGE will beep at the corresponding volume level. BRIDGE will exit Volume Adjust Mode and the light will turn off when no buttons are pressed for 10 seconds.

## CHANGING CHIME SETTINGS

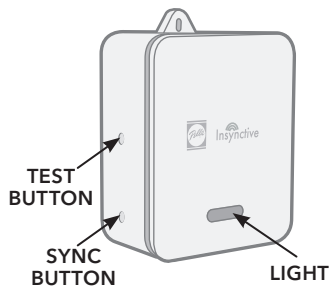
Set the chime control volume to your preference using [the Bridge Configurations web page](#). Note that the chime volume only controls BRIDGE chime when a door or window is opened or unlocked. If volume is set to Off, BRIDGE will not beep when a window or door is opened or unlocked. However, it will continue to beep for other indications such as when a fault is detected or a device is tampered with.

## CARE AND MAINTENANCE

- Use indoors and keep away from sources of water and moisture.
- Test Insynctive® products at least once per year to help ensure proper operation.



# SPECIAL FEATURES

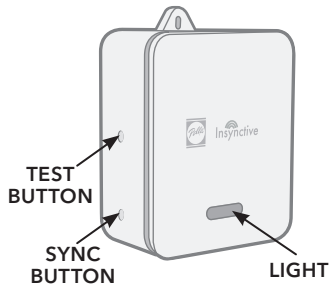


## SENSOR TEST MODE

Sensor test mode may be used to determine if SENSOR is operating properly.

- To enter sensor test mode, press and release the Test button on BRIDGE. BRIDGE will beep and light will turn solid orange.
- Operate any SENSOR (lock or unlock door or window, etc.) to begin the test. If SENSOR is operating properly and signal strength is good, BRIDGE will beep three times and light will turn green.
- If signal strength is poor, BRIDGE will issue a long tone and light will turn red. If this occurs, see troubleshooting information on page 14.
- If there is no response from BRIDGE, try operating SENSOR again. If there is still no response, see troubleshooting information on page 14.

## SPECIAL FEATURES (continued)



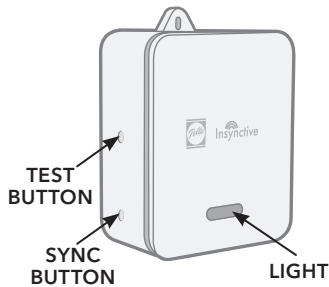
### FAULTS

BRIDGE monitors communication and battery status of synced products. A fault is an occurrence that interferes with the regular operation and function of the product. If one of the faults in the table below is detected:

- BRIDGE will beep and light will flash orange to display a fault code to assist in troubleshooting.
- The fault code will repeat three times.
- BRIDGE will repeat the fault code every 15 minutes until the fault is silenced or the fault is corrected.
- To silence the fault for 24 hours, press the Test button on BRIDGE while the fault code is being displayed.
- The light will remain solid orange to indicate that a fault still exists. The chimes will reoccur in 24 hours.

FAULT	CONDITION	FAULT NOTIFICATION
SENSOR Low Battery Fault	SENSOR reports a low battery.	Three beeps and the orange light flashes one time.
Z-Wave Trouble	BRIDGE sends several commands to the Z-Wave home automation system and receives no response.	Three beeps and the orange light flashes three times.
Supervisory Fault	SENSOR fails to report for 12 hours.	Three beeps and the orange light flashes four times.

## SPECIAL FEATURES (continued)



To check or repeat fault codes, press and release BRIDGE Test button twice. If there is currently an active fault, BRIDGE will beep and orange light will flash as indicated in the table on the previous page.

For example, if SENSOR battery is low, the orange light will turn on as BRIDGE beeps three times; light will turn off.

The fault will then repeat two more times. If additional faults are active, they will be added to the sequence and will repeat three times.

Once all fault codes have been displayed, BRIDGE will go silent.

You can press and release the Test button twice to display the faults again.

Once the fault condition has been corrected, BRIDGE will automatically clear the fault.

# TROUBLESHOOTING

Also refer to [InsynctiveSupport.Pella.com](https://www.insynctive.com/support/pella) for more troubleshooting information, including videos, frequently asked questions and reference materials.

PROBLEM	CAUSE AND POSSIBLE SOLUTION
BRIDGE does not beep when door or window is opened.	Chimes have been turned off. See Volume and Chime section for details on turning chimes back on. Verify that BRIDGE has power.
BRIDGE issues an extra-long beep after a door or window is opened.	SENSOR has a low battery or cover has been tampered with. Check that cover is properly installed or replace battery.
BRIDGE beeps every 15 minutes.	There is a fault within the system. See Faults section on page 12 of this product guide for information on diagnosing faults.
BRIDGE has a supervisory fault.	One or more SENSORS have failed to report for at least 12 hours. Possible causes may include a dead battery in SENSOR, SENSOR is out of range of BRIDGE, or SENSOR is no longer operating. See page 11 for more information on supervisory faults. Refer to <a href="https://www.insynctive.com/support/pella">InsynctiveSupport.Pella.com</a> for additional information.
BRIDGE has a Z-Wave trouble fault.	BRIDGE has lost communication with the Z-Wave home automation system. Verify that Z-Wave home automation system is plugged in and connected to the internet. BRIDGE should be located in the same room as the Z-Wave home automation system to ensure a reliable connection.
BRIDGE doesn't respond, or red light appears during SENSOR test mode.	SENSOR may be out of range of BRIDGE. Move BRIDGE closer to SENSOR and retest. SENSOR battery is low. Replace battery. Follow Sensor Quick Start Guide to sync SENSOR to BRIDGE.

# FCC COMPLIANCE AND INDUSTRY CANADA

This equipment has been tested and found to comply with the limits for Class B digital devices, 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 instruction manual, 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 or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a different circuit from the receiver.
- Consult the dealer or an experienced radio/TV contractor for help.

Changes or modifications not expressly approved by Pella Corporation could void the user's authority to operate the equipment.

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 of this device.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada exempts de licence standard RSS. L'opération est soumise aux deux conditions suivantes: (1) cet appareil ne peut causer d'interférences, et (2) cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil.

FCC ID: SO7-208B0000

IC ID: 11009A-208B0000

# LIMITED WARRANTY

A two-year limited warranty comes standard with purchase.  
For complete warranty details, visit [Insynctive.Pella.com/Bridge](https://www.insynctive.com/bridge).

# SOFTWARE LICENSE AGREEMENT AND PRIVACY POLICY

Pella® Insynctive® products are covered by the Pella Insynctive products Software License Agreement and Pella Insynctive products Privacy Policy in effect at the time of sale, which can be found at [InsynctiveSupport.Pella.com](https://www.insynctivesupport.pella.com). By installing or using your Insynctive products, you are acknowledging that the Insynctive Software License Agreement and Privacy Policy are part of the terms of sale.

