



Insynctive®  
**BRIDGE**



BRIDGE wirelessly connects your Pella Insynctive products to STATUS INDICATOR or a compatible security or home automation system.

#### WHAT'S NEEDED:

- **ONE OR MORE PELLA INSYNCTIVE PRODUCTS** (sold separately).
- **MOTOROLA BP6X RECHARGEABLE BATTERY** (optional – sold separately): Supplies backup power to BRIDGE during power outages.
- **PELLA INSYNCTIVE STATUS INDICATOR** (optional – sold separately): Indicates status of Pella Insynctive SENSORS. Or you can use a compatible security or home automation system.

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# GENERAL AND SAFETY INFORMATION

## REGISTERING PRODUCTS

Visit [Insynctive.Pella.com/Registration](https://Insynctive.Pella.com/Registration) for instant access to instructions, warranties and how-to videos.

## NEED HELP?

Find troubleshooting information and videos at [Insynctive.Pella.com/Support](https://Insynctive.Pella.com/Support) or call 855-473-5524.

## HAVE A HOME AUTOMATION OR SECURITY SYSTEM?

Visit [Insynctive.Pella.com/HomeAutomation](https://Insynctive.Pella.com/HomeAutomation) for instructions on how to sync Pella® Insynctive™ products.

## **⚠️ WARNING**

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

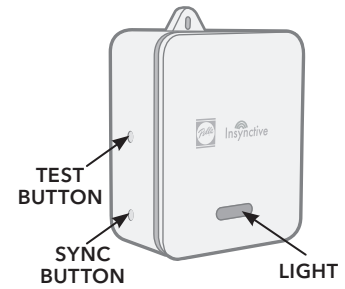
- Pella Insynctive BRIDGE is not 100% reliable for a variety of reasons. For example, BRIDGE:
  - communicates data wirelessly, and wireless data is susceptible to interference or failure.
  - requires proper installation.
  - requires a battery with an adequate charge in the event of a power outage.
  - 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 security or 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 battery and other small parts out of reach of children. If battery or any parts are swallowed, immediately seek medical help.
- Batteries carry the risk of fire, explosion and burns. Do not recharge, disassemble or incinerate.

# PRODUCT OVERVIEW

BRIDGE is the wireless communication hub that connects your Pella® Insynctive™ products to STATUS INDICATOR or a compatible security or home automation system.



BRIDGE can be operated without home automation (stand-alone mode) or can be used with home automation. For more information on compatible home automation systems, see [Insynctive.Pella.com/HomeAutomation](http://Insynctive.Pella.com/HomeAutomation).

## 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 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 50 feet).

## 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

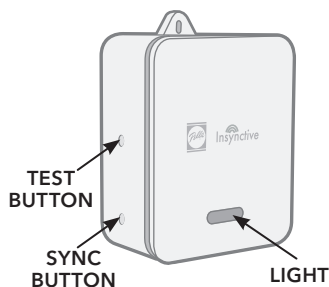
**Optional Battery:** Motorola BP6X 3.7V lithium ion polymer rechargeable battery

**Typical Battery Life:** 4 - 6 hours (may vary by use)

**Enrollment Capacity:** 128 Devices

**Indoor Use Only**

# DETAILED INSTRUCTIONS



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

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

### 1. Get Started

Plug BRIDGE into an electrical outlet (light will turn green and then flash blue).

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

Press and hold the sync button until the light begins flashing orange.

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 devices.

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

## WITH HOME AUTOMATION:

Visit [Insynctive.Pella.com/HomeAutomation](https://www.insynctive.com/homeautomation) for a list of compatible home automation systems. For installations via Ethernet cable, skip Z-Wave sync process below.

### Z-WAVE SYNC PROCESS:

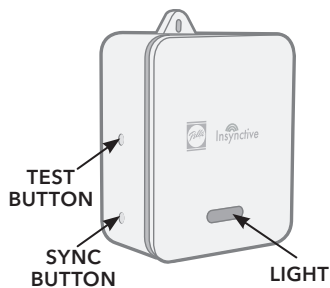
#### 1. Get Started

Plug BRIDGE into an electrical outlet (light will turn green and then flash blue).

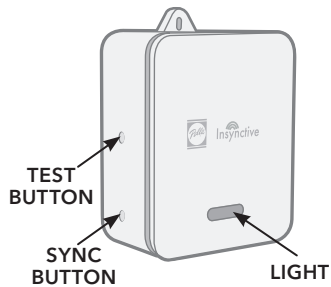
BRIDGE is in Z-Wave sync mode while the light is flashing blue. BRIDGE will remain in Z-Wave sync mode for 2 minutes. BRIDGE will then beep, and blue light will turn off to indicate BRIDGE has exited sync mode.

#### 2. Sync BRIDGE to Z-Wave Home Automation System

While BRIDGE light is flashing blue, initiate the sync or learn process for your Z-Wave home automation system.



## DETAILED INSTRUCTIONS (continued)



BRIDGE will communicate with and attempt to sync to the home automation system.

- If successful, BRIDGE will issue a long tone and light will turn green prior to tone signal ending.
- If unsuccessful, BRIDGE will continue to flash a blue light for up to 2 minutes. Repeat the sync process.
- If unable to sync, see troubleshooting information on page 12.

**NOTE:** When BRIDGE is synced to a Z-Wave home automation system, the light will not blink blue following power startup.

Once BRIDGE is enrolled to the home automation system additional devices must be enrolled using the Z-WAVE PROCESS not STAND-ALONE MODE. STATUS INDICATOR is the only device that is capable of enrolling in STAND-ALONE MODE after BRIDGE is connected to home automation.

### 3. Sync Your Pella® Insynctive™ Smart Products

BRIDGE is now ready to sync to Insynctive devices.

Refer to the Product Guides at [Insynctive.Pella.com/Support](https://Insynctive.Pella.com/Support) for instructions on how to sync with BRIDGE.

**NOTE:** Pella Corporation provides no warranty and is not responsible for the function, reliability, or any damage caused by non-Pella products.

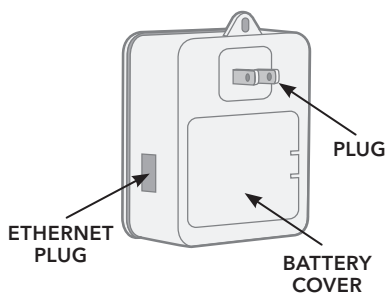
Contact your home automation system provider to sync via Ethernet cable.

**FOR SYSTEM PROVIDERS:** Follow steps for Without Home Automation (Stand-Along Mode) on page 5. Upon completion of stand-alone mode steps, visit [Insynctive.Pella.com/HomeAutomation](https://Insynctive.Pella.com/HomeAutomation) for Pella Insynctive programming details.

### FACTORY RESET BRIDGE

It may be necessary to restore BRIDGE to its factory default state. This will delete all devices that have been learned to BRIDGE and any association to a Z-wave gateway. To perform a Factory Reset:

- Press and hold both buttons while plugging BRIDGE into wall outlet.
- Continue to hold the buttons for about 5 seconds until BRIDGE sounds a long beep and flashes green to acknowledge deletion.



## DETAILED INSTRUCTIONS (continued)

**NOTE:** Factory Reset deletes the devices from BRIDGE, but not from the home automation systems user interface. To delete devices from the user interface, follow the instructions provided by the home automation provider for deleting or removing non-functioning devices or nodes.

### DELETE BRIDGE FROM Z-WAVE HOME AUTOMATION SYSTEM

To delete BRIDGE from a Z-wave Home Automation System, you must first Factory Reset BRIDGE. The light on BRIDGE will turn solid blue following a successful Factory Reset. While the light is solid blue, BRIDGE is waiting to be deleted from a Z-wave Home Automation System.

**NOTE:** The light will remain blue for two minutes before timing out. If the blue light turns off prior to successfully deleting BRIDGE from the Z-wave Home Automation System, unplug BRIDGE from the wall outlet and plug it back in. The light will turn green and then solid blue.

Initiate the deletion process for your Z-wave Home Automation System. If successful, BRIDGE will beep three times and light will turn off. Unplug BRIDGE and plug it back into the wall outlet. The light should turn green and then begin blinking blue.

### CLEAR MEMORY OF BRIDGE

If a sensor stops functioning for any reason it cannot be deleted from BRIDGE. The last reported state of the non-functioning sensor will remain in the memory of BRIDGE.

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

## DETAILED INSTRUCTIONS (continued)

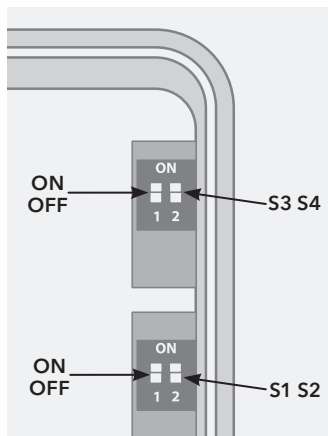
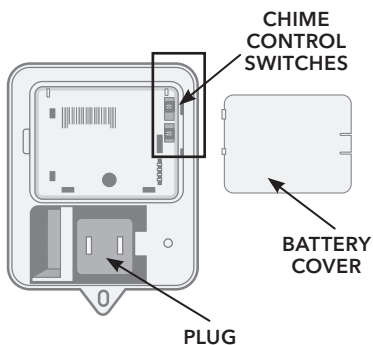
To avoid these issues, BRIDGE memory may be cleared to default the non-functioning sensor.

To clear the memory,

- Press and hold both the Sync and Test button 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 opened 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



CLOSEUP OF CHIME CONTROL SWITCHES

## 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 device, or detection of a fault. (A fault is an occurrence that interferes with the regular operation and function of the device.) For more information on faults, see page 12. For a complete list of chimes, please see the Chime Indications Table below.

You can control the chime functions on BRIDGE by setting small switches located in the battery compartment. With the battery compartment door removed and BRIDGE oriented with the plug at the bottom (see illustration), the bottom two switches are S1 and S2 and the top two switches are S3 and S4.

## CHANGING CHIME SETTINGS

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

Set the chime control switches to your preference using the table below as a guide. Note that the chime switches only control BRIDGE chime when a door or window is opened or unlocked. If switches are set to No chime, BRIDGE will not beep when a window or door is opened or unlocked. However, it will continue to beep for other indications such as successful sync or deletion of a device, during testing of a device, or when a fault is detected.

## CHIME INDICATION TABLE

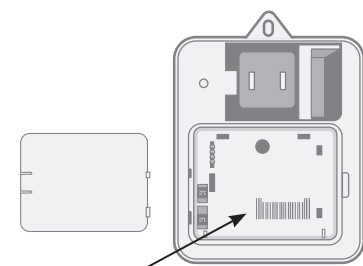
### VOLUME

S1	S2	Operation
on	on	High volume (default setting from factory)
on	off	Med volume
off	on	Low volume
off	off	Volume controlled by Z-Wave home automation system

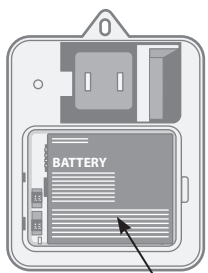
### CHIME

S3	S4	Operation
on	on	Chime when window or door is opened or unlocked (default setting from factory)
on	off	Chime when entry door is unlocked
off	on	Chime when window or door is opened
off	off	No chime

## ADDITIONAL INSTRUCTIONS (continued)



MANUFACTURER'S  
CODE INSIDE  
BATTERY COVER



BATTERY

### INSTALLATION RECOMMENDATIONS

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

Locate in area where chime can be heard.

#### WITH HOME AUTOMATION:

Locate in same room as the home automation system.

### HOW TO FIND PRODUCT MANUFACTURER'S CODE

Each Insynctive™ product contains a label with a Manufacturer's Code that will be required to help Pella Customer Service identify the product if service is required. To locate the Manufacturer's Code for BRIDGE, remove the battery cover. The label is located on the interior of the Bridge.

### 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.

### INSTALLING OR REPLACING BACKUP BATTERY (OPTIONAL)

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

A backup battery (Motorola BP6X 3.7V lithium ion polymer rechargeable battery) may be purchased separately to maintain power to BRIDGE during power outages. To install battery, remove battery cover. Install battery as shown.

BRIDGE backup battery is charging when plugged into an outlet and there is power to the outlet. Battery life of backup battery is expected to be 4 - 6 hours maximum when the power is out within the home.

Backup battery also allows you to unplug BRIDGE and move throughout the home during setup or while testing device.

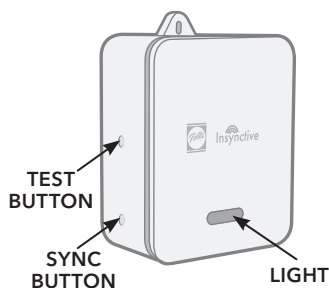
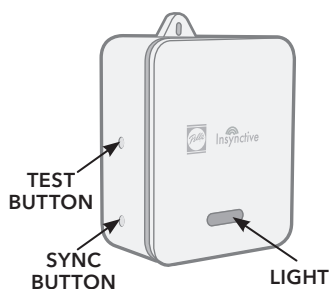


**WARNING:** Batteries carry the risk of fire, explosion and burns. Do not disassemble or incinerate.

### IMPORTANT NOTES:

- Previously synced Insynctive products do not need to be resynced after loss of power or battery change.
- Properly dispose of used batteries based on your local requirements. A best practice is to dispose of batteries at your local home chemical collection center.

# SPECIAL FEATURES



## SENSOR TEST MODE

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

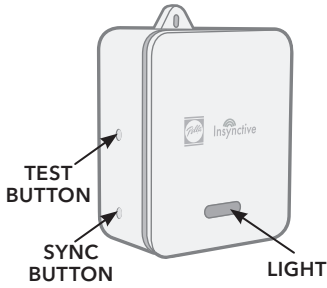
- To enter SENSOR test mode, press and release the Test button on BRIDGE. BRIDGE will beep and light will turn solid orange.
- Operate any SENSOR (open or close SENSOR, lock or unlock deadbolt, etc.) to begin the test. If SENSOR is operating properly and signal strength is good, BRIDGE will beep three 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.

## Z-WAVE TEST MODE

Z-Wave test mode can be used to verify that BRIDGE is able to communicate with the Z-Wave home automation system.

- Press and hold the Test button on BRIDGE, and release when the light turns blue.
- BRIDGE will issue two long tones and the light will be solid blue as it attempts to communicate with the Z-Wave home automation system.
- If communication is successful, BRIDGE will beep three times and light will turn green.
- If communication is unsuccessful, BRIDGE will issue a long tone and light will turn red. If this occurs, see troubleshooting information on page 14.

## SPECIAL FEATURES (continued)



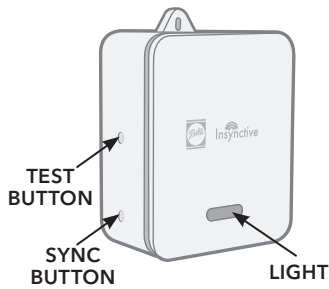
### FAULTS

BRIDGE monitors communication and battery status of synced devices. A fault is an occurrence that interferes with the regular operation and function of the device. 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	A Pella® Insynctive™ SENSOR reports a low battery.	Three beeps with one flash of orange light
BRIDGE Low Battery Fault	Battery in BRIDGE is low and needs to be recharged or replaced. Can be silenced by pressing Test button.	Three beeps with two flashes of orange light
Z-Wave Trouble	BRIDGE sends several commands to the Z-Wave home automation system and receives no response.	Three beeps with three flashes of orange light
Supervisory Fault	SENSOR fails to report for 12 hours.	Three beeps with four flashes of orange light

## 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 BRIDGE battery is low, the orange light will turn on as BRIDGE beeps three times; light will turn off and then turn on a second time.

The fault will then repeat two more times. If additional faults are active, they will be added to the sequence and will also 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 [Insynctive.Pella.com/Support](https://www.insynctive.pella.com/Support) 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 the 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. SENSOR has low battery. Replace battery.
BRIDGE beeps every 15 minutes.	There is a fault within the system. See Faults section of this product guide for information page 12 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 12 for more information on supervisory faults. Refer to <a href="https://www.insynctive.pella.com/Support">Insynctive.Pella.com/Support</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 attempt 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 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: SO7-205X0000  
IC ID: 11009A-205X0000

## LIMITED WARRANTY

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

