

# DETAILED INSTRUCTIONS

## INTEGRATED WINDOW SENSOR SETUP

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

### 1. Get Started

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

### 2. Prepare INTEGRATED WINDOW SENSOR

NOTE: Pella offers INTEGRATED WINDOW SENSORS in multiple window styles. Choose the appropriate instructions for the window style needing prepared. For help determining the window style refer to the images a, b, and c. *(show images of casement, DS DH and AS DH but leave branding out of the title of the images)*

#### For Window Style A: *(casement)*

To access INTEGRATED WINDOW SENSOR, unlatch the window and use handle to open the sash. The transmitter is located in the jamb stop behind the latching mechanism.

Remove the transmitter from the window, and lift up a corner of the plastic cover to expose the battery.

**WARNING:** Use caution when windows are open and when removing the transmitter to avoid a fall out of a window. Keep children and pets away from open windows.

Remove the plastic tab separating the battery from the device. Push down on the battery to ensure that the battery is firmly in place. Make sure plastic cover is flat and in place.

NOTE: Once the plastic tab is removed from the battery, you will have 2 minutes for your transmitter to learn what type of window it will be housed in. If 2 minutes pass without the transmitter successfully learning your window type, follow steps for removing and reinserting the battery on page 8.

Insert the transmitter back into the window; close and latch the window, then wait 10 seconds.

**NOTE:** Any time power is lost on the transmitter, e.g., during a battery change, the steps above will need to be repeated.

You are ready to sync INTEGRATED WINDOW SENSOR to BRIDGE. Move to Step 3.

#### For Window Style B: *(DS double hung)*

To access INTEGRATED WINDOW SENSOR, engage the tilt feature by unlatching then opening the window slightly. Depress the jamb liner with one hand and pull the sash toward you with the other hand. Repeat on the other side and tilt the bottom sash down.

Remove the transmitter from the window, and lift up a corner of the plastic cover to expose the battery.

**WARNING:** Use caution when windows are open and when removing the transmitter to avoid a fall out of a window. Keep children and pets away from open windows.

Remove the plastic tab separating the battery from the device. Push down on the battery to ensure that the battery is firmly in place. Make sure plastic cover is flat and in place.

**NOTE:** Once the plastic tab is removed from the battery, you will have 2 minutes for your transmitter to learn what type of window it will be housed in. If 2 minutes pass without the transmitter successfully learning your window type, follow steps for removing and reinserting the battery on page 8.

Insert the transmitter back into the window; close and latch the window, then wait 10 seconds. The transmitter has now learned what type of window it is housed in.

**NOTE:** Any time power is lost on the transmitter, e.g., during a battery change, the steps above will need to be repeated.

You are ready to sync INTEGRATED WINDOW SENSOR to BRIDGE. Move to Step 3.

**For Window Style C:** *(AS double hung, also will be used for Proline eventually)*

To access INTEGRATED WINDOW SENSOR, engage the tilt feature by unlatching then opening the window slightly. Depress both tilt latches at the same time and pull the sash toward you.

**WARNING:** Use caution when windows are open and when removing the transmitter to avoid a fall out of a window. Keep children and pets away from open windows.

Remove the plastic tab separating the battery from the device. Ensure that the battery is firmly in place.

**NOTE:** Once the plastic tab is removed from the battery, you will have 2 minutes for your transmitter to learn what type of window it will be housed in. If 2 minutes pass without the transmitter successfully learning your window type, follow steps for removing and reinserting the battery on page 8.

Close and latch the window.

**NOTE:** Any time power is lost on the transmitter, e.g., during a battery change, the steps above will need to be repeated.

You are ready to sync INTEGRATED WINDOW SENSOR to BRIDGE. Move to Step 3.

### **3. Sync INTEGRATED WINDOW SENSOR to BRIDGE**

Each INTEGRATED WINDOW SENSOR will need to be synced to Bridge.

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

Press and release BRIDGE Sync button until light begins flashing orange. The Sync button is the bottom button located on the side of BRIDGE.

**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 exited sync mode.

To sync INTEGRATED WINDOW SENSOR to BRIDGE, unlatch and then latch the window; repeat 2 times within 10 seconds.

Wait for the light on BRIDGE to flash green and beep for 2 seconds. This will indicate a successful sync.

If INTEGRATED WINDOW SENSOR sync is unsuccessful, unlatch and then latch the window 2 more times within 10 seconds. Then wait until BRIDGE indicates a successful sync.

Repeat the previous steps until all INTEGRATED WINDOW SENSORS have been synced to BRIDGE.

To exit sync mode, press and hold Sync button on BRIDGE until light stops flashing orange

#### WITH HOME AUTOMATION

BRIDGE supports two types of home automation systems, Professionally Installed and Do-It-Yourself (DIY) Z-Wave. For a list of compatible home automation systems or syncing instructions, visit **[Insynctive.Pella.com](https://www.insynctive.com)**.

#### 4. TEST INTEGRATED WINDOW SENSORS

Each INTEGRATED WINDOW SENSOR should be tested to ensure proper function after it is synced. To test INTEGRATED WINDOW SENSORS, use the following procedure:

- Unlatch the window and verify that SENSOR reports the product as opened on your STATUS INDICATOR or home automation system. BRIDGE will beep twice.
- **For Casement Windows only:** Open the window. Move the latch lever into the closed position and then back into the opened position. Ensure that SENSOR does not report the window as closed. (BRIDGE will not beep.) Or verify status on your STATUS INDICATOR or compatible home automation system. Close and latch the window. Unlatch the window and verify that SENSOR reports the window as opened.
- If any of these steps fail, see the troubleshooting information on page 11.

**NOTE:** If you have selected the chimes to be off, BRIDGE will not beep. See Bridge Product Guide for information on setting up chimes.

### ADDITIONAL INSTRUCTIONS

#### HOW TO FIND PRODUCT MANUFACTURER'S CODE

Each Pella® 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 INTEGRATED WINDOW SENSOR, pull transmitter from your window. The label is on the circuit board next to the battery.

##### **For Window Style C only:**

Use Phillips screwdriver to remove screws from lock. Once the lock is removed turnover transmitter housing. The label is on the circuit board next to the battery.

**NOTE:** Electrostatic-sensitive. Avoid touching the antenna or circuit board when accessing the Manufacturer's Code.

### CARE AND MAINTENANCE

- Test Insynctive products at least once per year to help ensure proper operation.
- Do not paint over SENSORS.

### REPLACING BATTERIES

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

When INTEGRATED WINDOW SENSOR battery is low, a signal will be sent to BRIDGE. To aid in identifying which SENSOR has a low battery, BRIDGE will beep twice and then issue a long tone when INTEGRATED WINDOW SENSOR with the low battery changes from closed to opened. To replace the battery:

#### **For Window Style A and B only:**

- Remove the transmitter from the window, then lift up the corner of the plastic cover to reveal the battery.
- Carefully replace with a CR2032 battery, ensuring that the plus (+) side of the battery faces toward you.
- Replace clear plastic cover over battery and ensure that battery is seated, then insert transmitter back into window unit.

#### **For Window Style C only:**

- Use Tweezers or similar tool to remove the battery from the transmitter housing.
  - Carefully replace with a CR2032 battery, ensuring that the plus (+) side of the battery faces toward up.
- Close and latch the window within 2 minutes of replacing the battery to teach SENSOR what type of product it is installed in.
  - Wait 2 minutes, then test SENSOR by unlatching the window with installed SENSOR. BRIDGE should beep twice. Resyncing SENSOR is not required after battery change.

**WARNING:** Use caution when windows are open and when removing the transmitter to avoid a fall out of a window. Keep children and pets away from open windows.

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

#### **IMPORTANT NOTES:**

Electrostatic-sensitive. Avoid touching the antenna or circuit board when changing the battery.

Failure to change battery promptly when low will impair SENSOR performance.

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. California Only: Contains perchlorate material. See [dtsc.ca.gov/hazardouswaste/perchlorate](http://dtsc.ca.gov/hazardouswaste/perchlorate) for any special handling regulations.

## **DELETING INTEGRATED WINDOW SENSOR**

Deleting INTEGRATED WINDOW SENSORS may be needed if you no longer have a use for INTEGRATED WINDOW SENSORS. See [Insynctive.Pella.com/Support](http://Insynctive.Pella.com/Support) for how-to videos.

### **1. Prepare INTEGRATED WINDOW SENSOR**

Remove transmitter from window and lift up a corner of the clear plastic cover to expose the battery. Remove and reinsert the battery to place SENSOR in deletion mode for 2 minutes.

#### **For Window Style C:**

Use tweezers to remove the battery from the transmitter housing, replace the battery back in the housing to place the SENSOR in deletion mode for 2 minutes.

NOTE: If 2 minutes pass without a successful deletion, remove and insert the battery again.

**WARNING:** Use caution when windows are open and when removing the transmitter to avoid a fall out of a window. Keep children and pets away from open windows.

Insert the transmitter back into the window, close and latch the window, then wait 10 seconds.

You are ready to delete INTEGRATED WINDOW SENSOR from BRIDGE.

### **2. Delete INTEGRATED WINDOW SENSOR from BRIDGE**

For directions on how to delete INTEGRATED WINDOW SENSOR from home automation, visit [Insynctive.Pella.com](http://Insynctive.Pella.com).

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

Press and hold BRIDGE Sync button until light begins flashing orange. The Sync button is the bottom button located on the side of BRIDGE.

**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 exited sync mode.

To delete INTEGRATED WINDOW SENSOR from BRIDGE, unlatch and then latch the window; repeat 2 times within 10 seconds.

Wait for the light on BRIDGE to flash red and beep 3 times. This will indicate a successful deletion.

If INTEGRATED WINDOW SENSOR deletion is unsuccessful, return to Step 1 and retry the process.

Repeat the above steps until all INTEGRATED WINDOW SENSORS have been deleted from BRIDGE.

To exit sync mode, press and hold Sync button on BRIDGE until light stops flashing orange.

## TROUBLESHOOTING

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

| PROBLEM                                         | CAUSE AND POSSIBLE SOLUTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cannot sync INTEGRATED WINDOW SENSOR to BRIDGE. | <p>Verify SENSOR battery is installed correctly and plastic battery tab has been removed. See page 5 for additional information.</p> <p>Remove and reinstall battery to restart sync mode.</p> <p>Move BRIDGE to same room as SENSOR to ensure that range is not an issue.</p> <p>Make sure window latch is moved to the fully latched position during unlatch/latch/unlatch cycling.</p> <p>Make sure SENSOR is fully snapped or inserted into the housing.</p> <p>SENSOR failed to learn the product type. User failed to wait 10 seconds. Repeat Prepare INTEGRATED WINDOW SENSOR step.</p> <p>Make sure BRIDGE is in sync mode (orange light should be flashing).</p> <p>Casement window is missing the magnet behind the strike. This would be a manufacturing error.</p> <p>Double-hung window does not have the Insynctive® lock assembly. This would be a manufacturing error.</p> |
| BRIDGE does not beep when window is opened.     | <p>Verify that BRIDGE chime feature is turned on. See Bridge Product Guide for details.</p> <p>Battery may be too low to operate SENSOR. Replace battery. See page 8 for additional information.</p> <p>SENSOR may be out of range. Move BRIDGE closer to SENSOR.</p> <p>Verify that BRIDGE has power.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| BRIDGE beeps 3 times when window is opened.     | <p>Battery is low in SENSOR; replace battery.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## 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. 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.

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

FCC ID: SO7-13N80000 IC ID: 110009A-13N80000

FCC ID: SO7-13P20000 IC ID: 11009A-13P20000

## LIMITED WARRANTY

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

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