

Pella® Insynctive® App Overview



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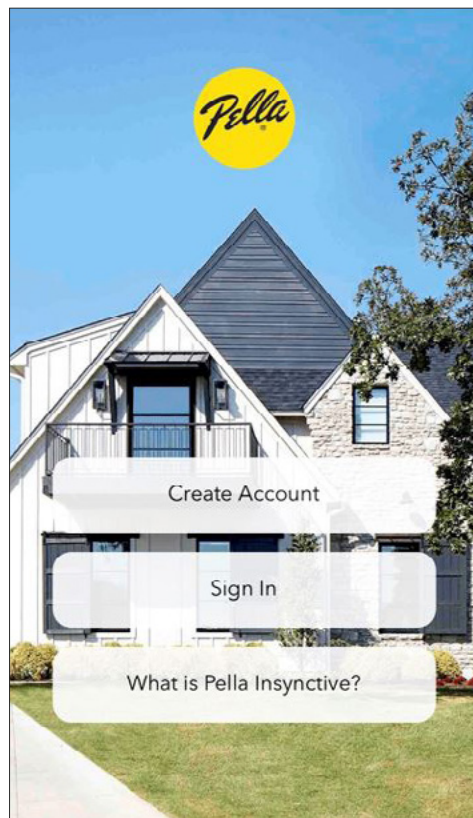
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App Setup

- If you are a new user, you will need to create an account.
See "[New Account Creation](#)" section for detailed steps.
- If you are an existing user, sign in. A password reset will be required.
See "[Existing Users](#)" section for more details.
- If you would like an overview of the Insynctive app capabilities, click the 'What is Pella Insynctive' button.



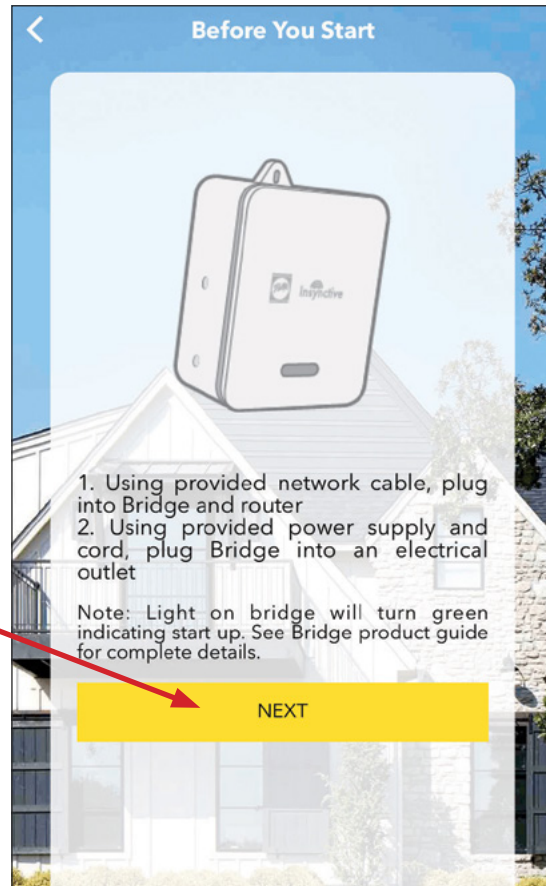
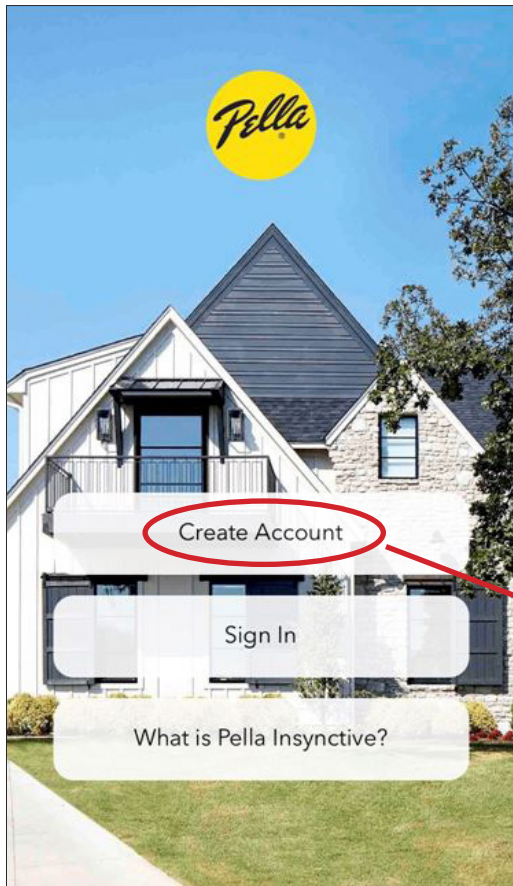
NEW ACCOUNT CREATION



New Account Creation Flow

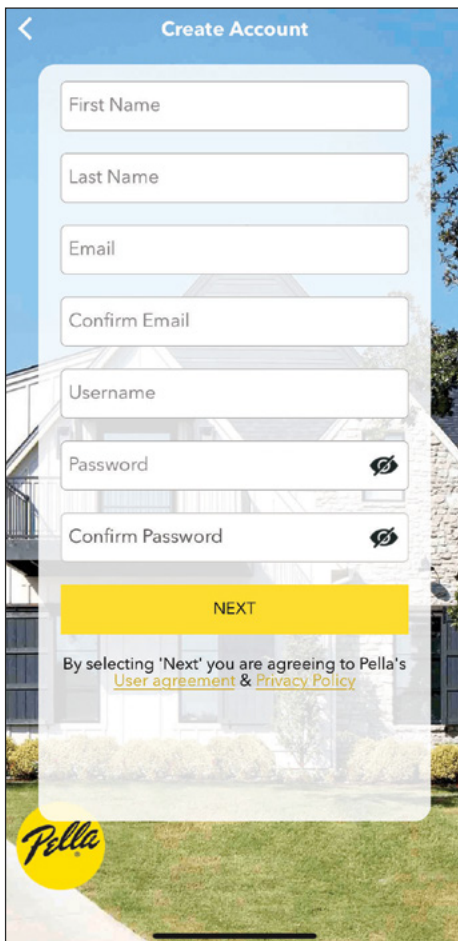
If Create Account is chosen, next screen will provide instructions to plug Bridge into router and electric outlet.

- Click on Create Account.
- Follow instruction to setup Bridge, then click Next.



Account Information

- Enter name, email and create a username and password.
- Error messages will appear if password does not meet requirements or if passwords do not match.
- On the next screen, enter mobile phone number and address information. Then click Next.



Create Account

First Name

Last Name

Email

Confirm Email

Username

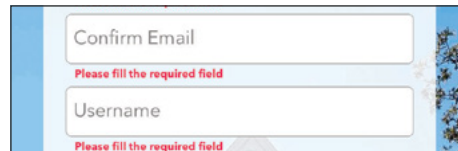
Password

Confirm Password

NEXT

By selecting 'Next' you are agreeing to Pella's [User agreement](#) & [Privacy Policy](#)

Pella

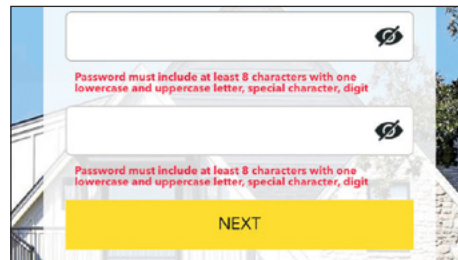


Confirm Email

Please fill the required field

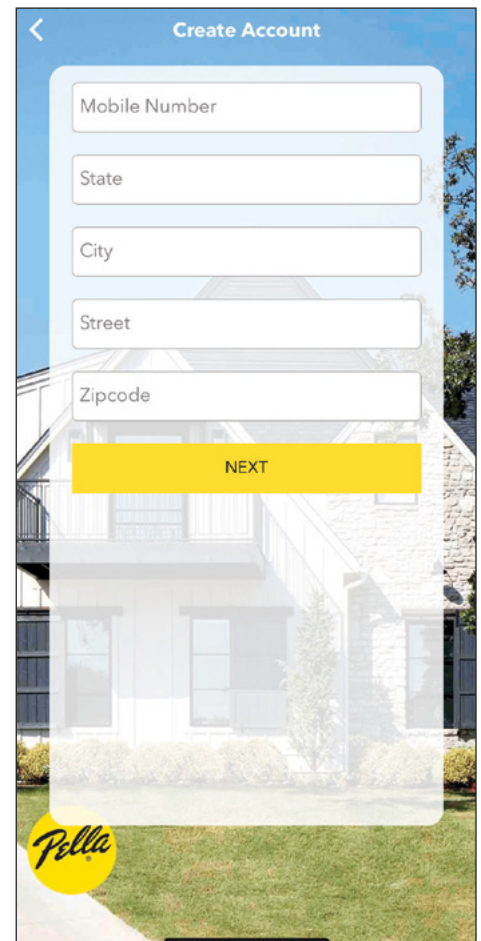
Username

Please fill the required field



Password must include at least 8 characters with one lowercase and uppercase letter, special character, digit

NEXT



Create Account

Mobile Number

State

City

Street

Zipcode

NEXT

Pella

Pair Bridge

The next screen is for Pairing the Bridge to the account. If the phone or tablet is logged into the same WiFi network as the router that the Bridge is plugged into, the Bridge MAC Address and Setup Code should be displayed on the Pair Bridge screen. The MAC Address and Setup Code are provided on the label on the back of the Bridge. If the MAC and Setup Code do not display, press Add Manually and enter this information into the Setup Code and MAC Address boxes. If the entered information is valid, the Bridge will be added to the account after clicking NEXT.

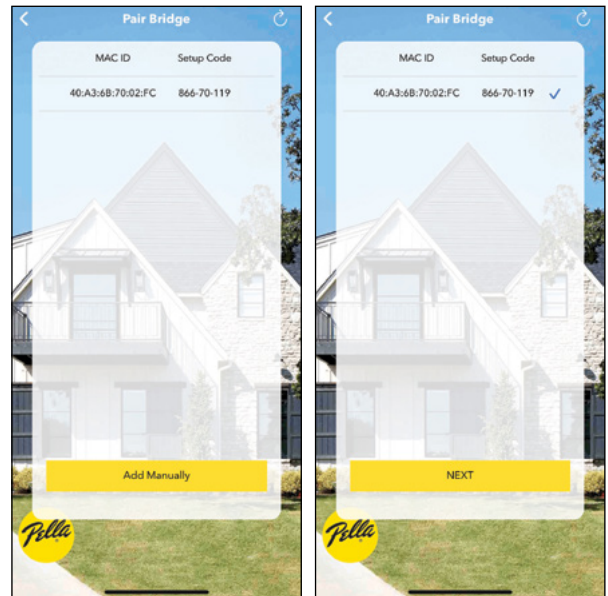
SAME NETWORK AS BRIDGE:

- If your mobile device or tablet is logged onto the same network as your Bridge, the Bridge's MAC ID and setup code will be displayed on the Pair Bridge Screen.



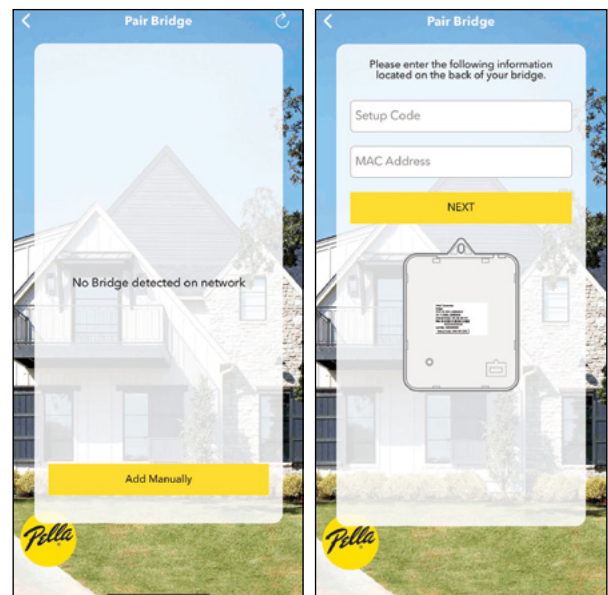
The MAC ID and setup code are provided on the label on the back of the Bridge.

- Click on the Bridge MAC ID or setup code to select it and a check mark will appear. Click next.



NOT SAME NETWORK:

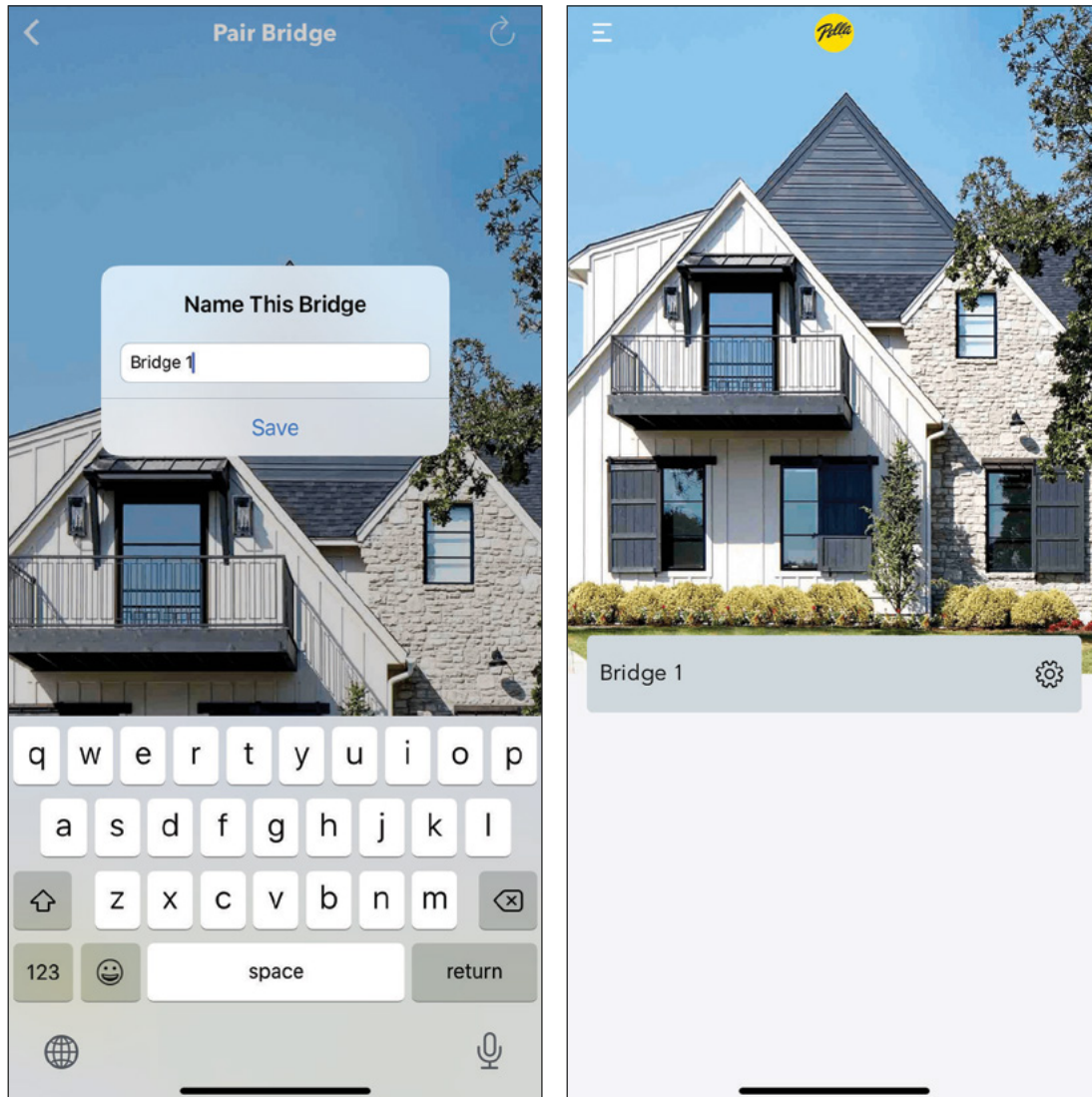
- If your mobile device is not on the same network as the Bridge, click Add Manually.
- Type in the setup code and MAC ID found on the label on the back of the Bridge. Click Next.



Name Bridge

The next screen will prompt to name the Bridge.

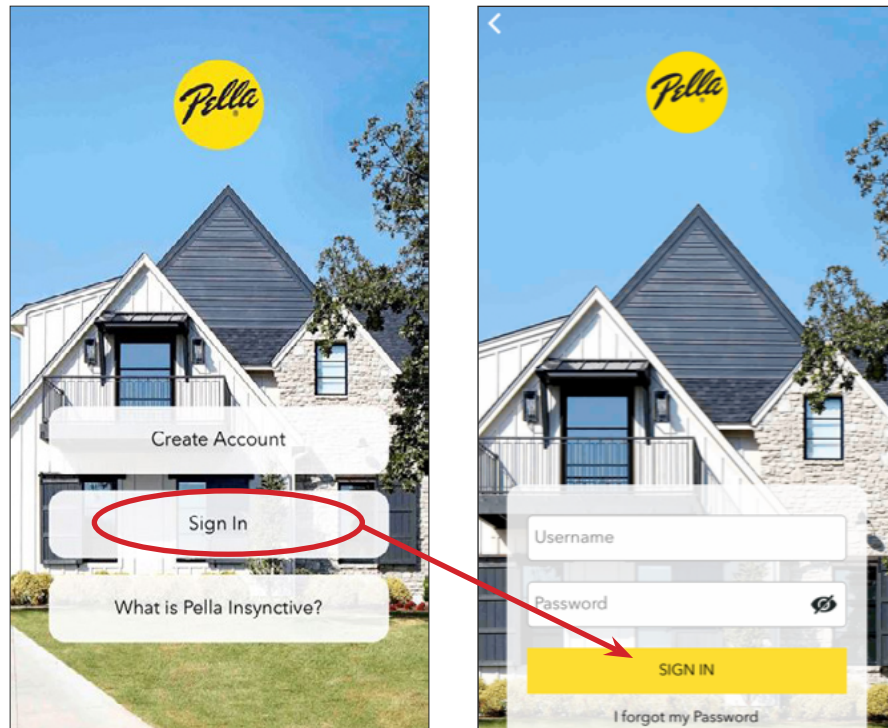
- Name the Bridge or keep the default name Bridge 1.
- Click SAVE.
- The App will open to the Home Screen. You are now ready to add devices.



EXISTING USERS



Existing User Process



As an existing user, after downloading the new app version, click Sign In.

- Enter Username and Password.
- After clicking SIGN IN, you will be asked to reset your password.
- A new password will be sent to the email address provided when account was first set up.
- Navigate to email and follow instructions for changing password upon sign in.

A total of five devices may be logged in to an account at one time.

CREATING PRODUCTS AND ADDING DEVICES



Creating Products and Adding Devices - Overview

PRODUCTS - representation of a window or door or group of windows or doors, which includes at least one sensor or motorized blind/shade

DEVICES - individual sensors or motorized blind/shade

There are two ways in which Products are Created and Devices are added because the type of product determines the way in which devices are added:

1. Creating a Window, Patio Door or Entry Door Product
2. Creating a Garage Door, Universal Sensor or Bridge Product

PRODUCT TYPES INCLUDE:

- Window - Casement or Double Hung
- Patio Door - Sliding or Hinged
- Entry Door - w/ Deadbolt Lock or w/ Multipoint Lock
- Garage Door - a Tilt Sensor Device treated as a Product
- Universal - an Open/Close Sensor Device treated as a Product
- Bridge - Multiple Bridges may be added to an account. This may be required in situations such as a large home where range is an issue with a single Bridge or multiple homes with a Bridge in each home.

Multiple Product types can be created, but each follows a similar process that includes the following steps:

- Navigate to the Products screen
- Click the + button in the upper right corner or select the "Add a Product" option in the menu.
- Select the type of Product you want to create.



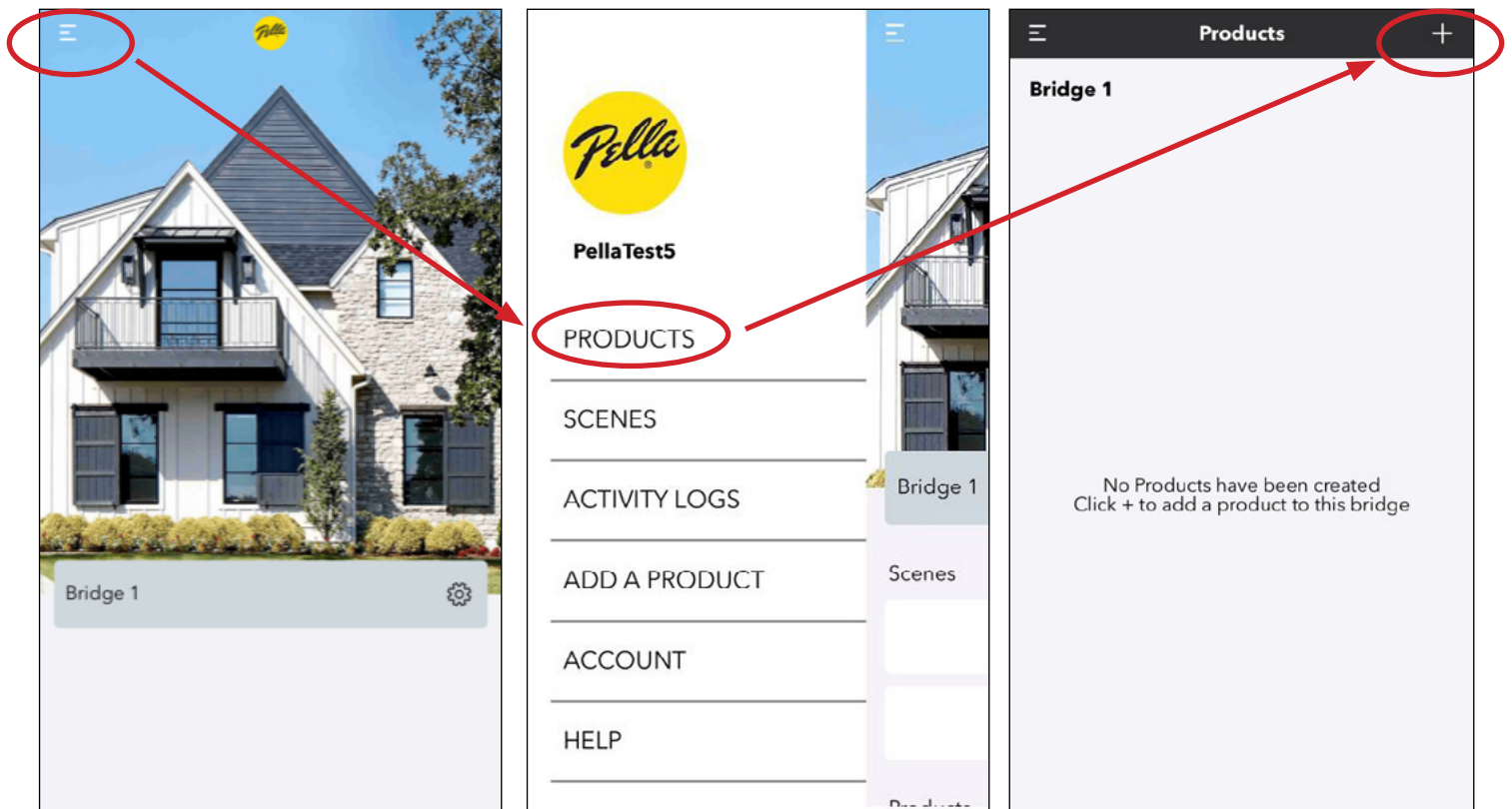
- Product selection determines which devices are available to add.
- This will impact the icon shown for the product on the Home and Product screens.
- The selections also determine which instructions are displayed for pairing a device to the Bridge.

The following pages provide examples for creating Products and adding Devices.

CREATING PRODUCT TYPE: **WINDOW, PATIO DOOR, ENTRY DOOR**



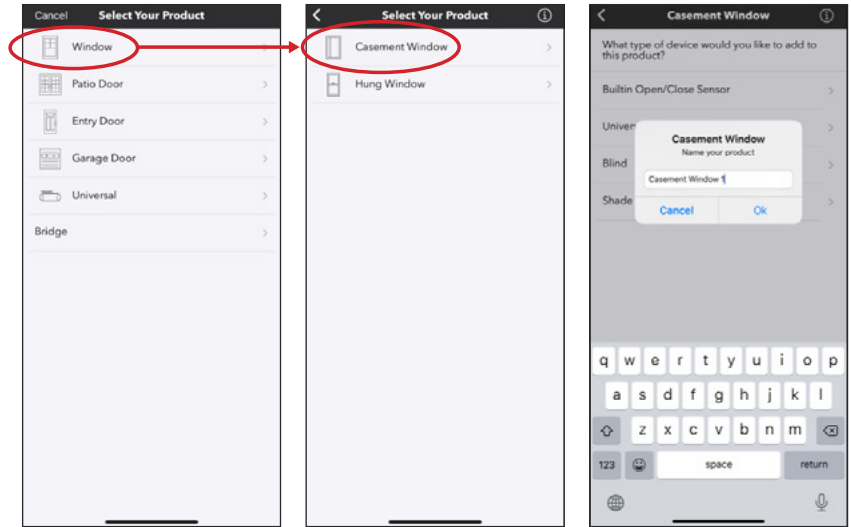
Create a Window, Patio Door, or Entry Door Product



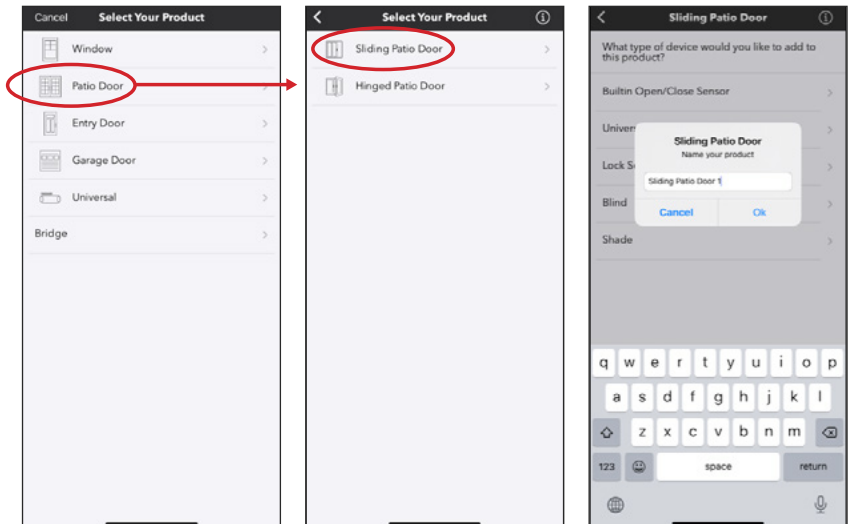
- Click the Menu icon in the upper left corner
- Select PRODUCTS from the menu options
- Click the + button in the upper right corner

Select Product Type, Name Product

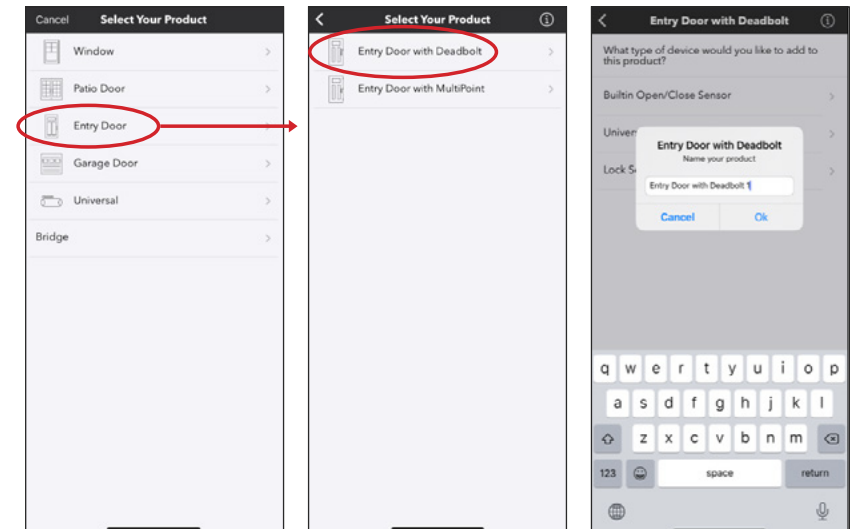
WINDOW PRODUCT



PATIO DOOR PRODUCT



ENTRY DOOR PRODUCT



Select Device Type

A mobile app interface for selecting a device type for a Casement Window. The screen has a dark header with a back arrow, the title "Casement Window", and an information icon. Below the header is a light gray section with the question "What type of device would you like to add to this product?". Underneath is a list of four options, each with a right-pointing chevron: "Builtin Open/Close Sensor", "Universal Open/Close Sensor", "Blind", and "Shade".

WINDOWS

A mobile app interface for selecting a device type for a Sliding Patio Door. The screen has a dark header with a back arrow, the title "Sliding Patio Door", and an information icon. Below the header is a light gray section with the question "What type of device would you like to add to this product?". Underneath is a list of four options, each with a right-pointing chevron: "Builtin Open/Close Sensor", "Universal Open/Close Sensor", "Lock Sensor", "Blind", and "Shade".

PATIO DOORS

A mobile app interface for selecting a device type for an Entry Door with Deadbolt. The screen has a dark header with a back arrow, the title "Entry Door with Deadbolt", and an information icon. Below the header is a light gray section with the question "What type of device would you like to add to this product?". Underneath is a list of three options, each with a right-pointing chevron: "Builtin Open/Close Sensor", "Universal Open/Close Sensor", and "Lock Sensor".

ENTRY DOORS

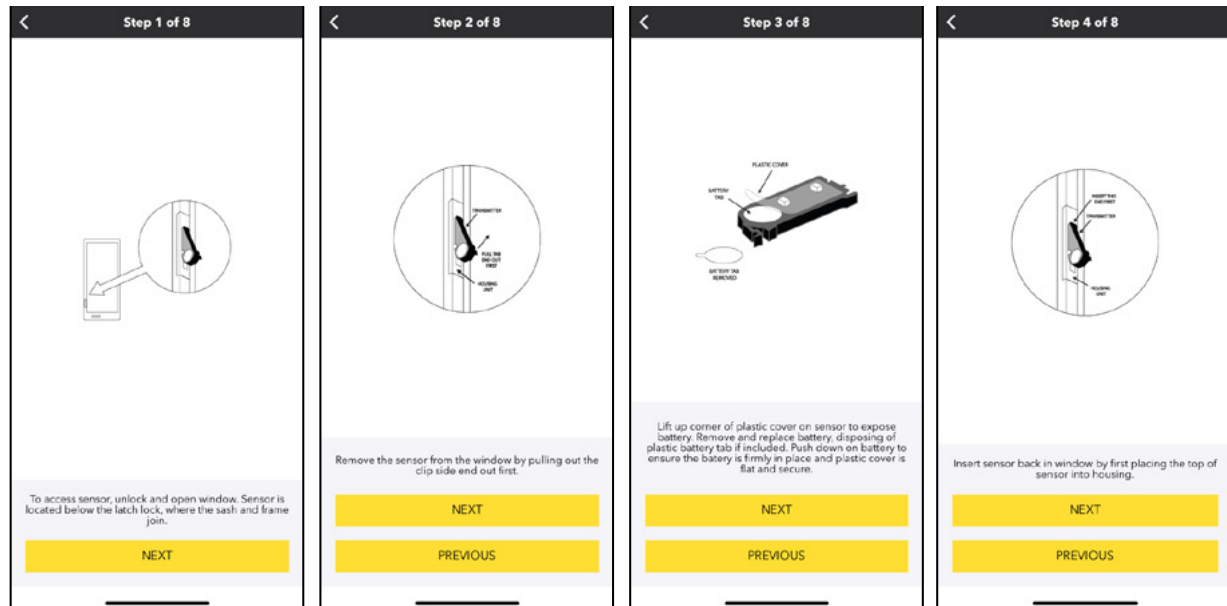


- Product Type determines which devices are available to add.
- After selecting the Device Type, step-by-step instructions will be displayed to pair the device for the chosen Product Type.
- Select the type of Device to add to the Product.

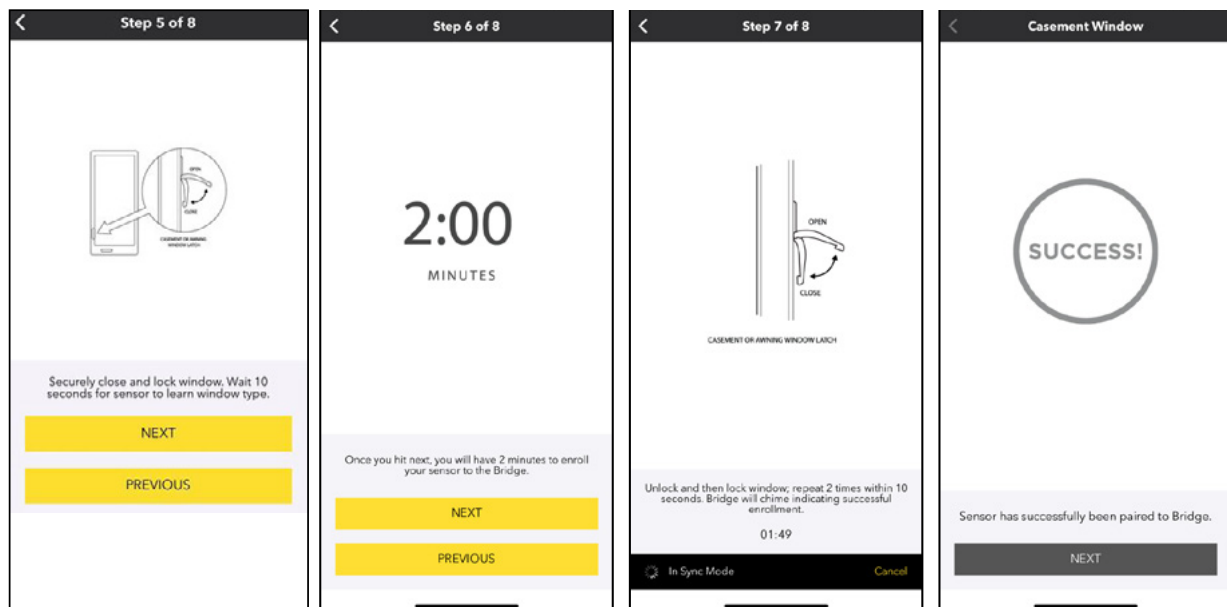
Follow Steps to Add Chosen Device

CASEMENT BUILT-IN OPEN/CLOSE SENSOR SHOWN

STEPS 1-4:

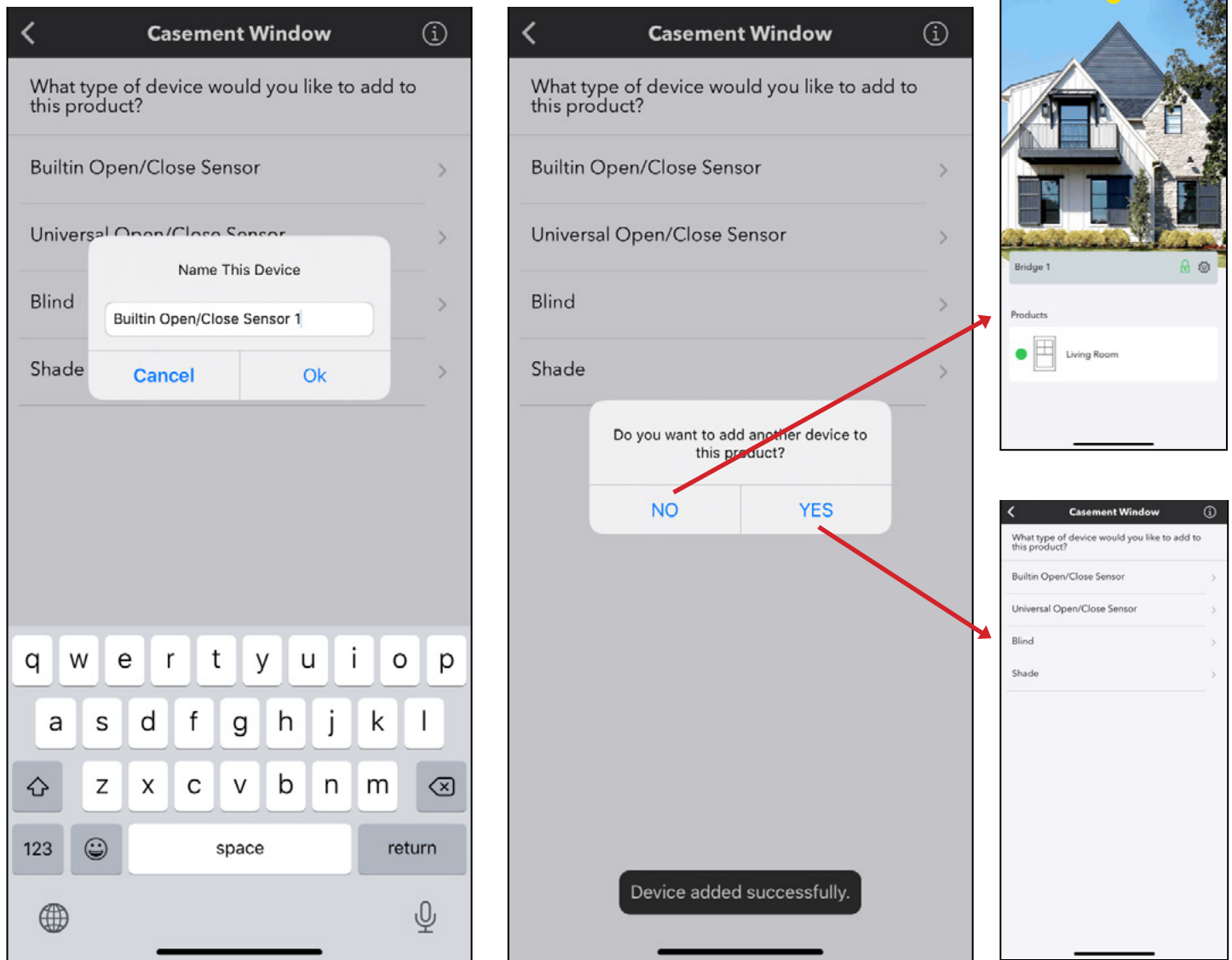


STEPS 5-6:



- Steps provided are specific to the Product Type and Device.
- A Casement Built-in Sensor has different steps than a Double Hung or Sliding Patio Door Built-in Sensor.
- If two minutes expire, the app will return to Step 1 so that the process may be attempted again.

Name Device and Select Whether to Add Another Device to Product



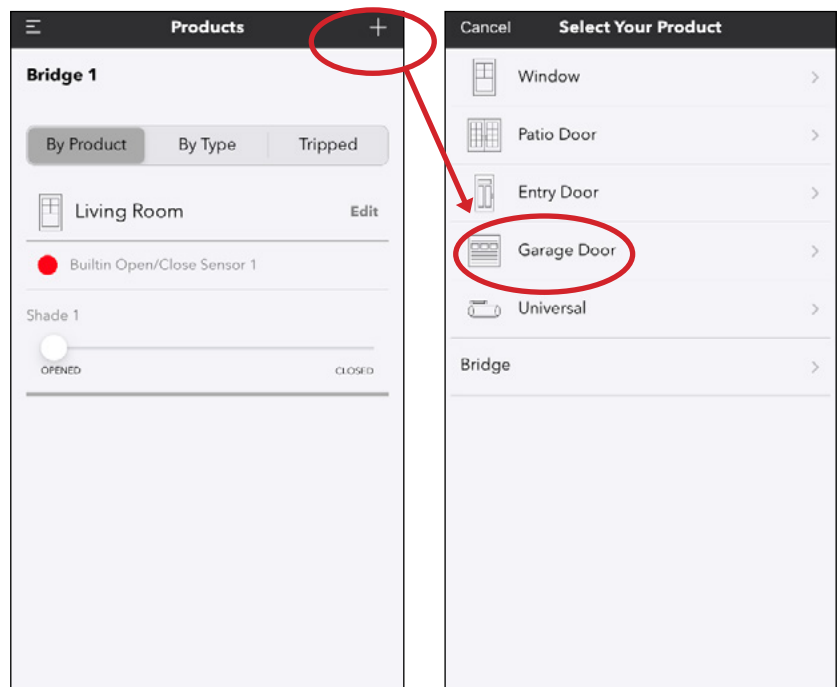
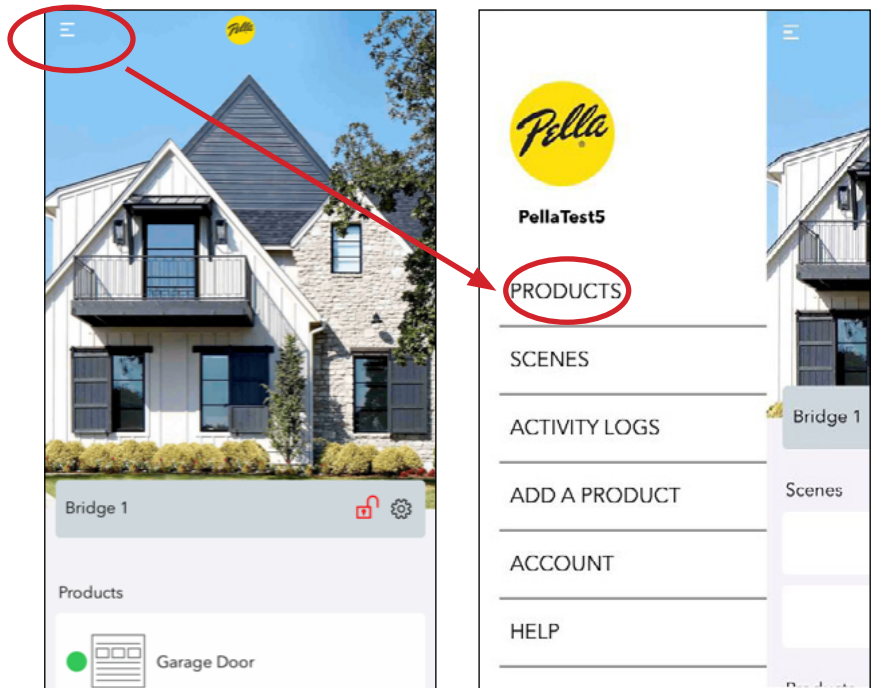
- After successfully adding device, provide a unique name for the device or select the default name provided.
- Choose whether to add another device to the product.
 - If choose YES, select the next device type to add and process repeats
 - If choose NO, return to HOME screen
 - More devices may be added to a product at a later time

CREATING PRODUCT TYPE: **GARAGE DOOR SENSOR, UNIVERSAL SENSOR, BRIDGE**



Add Garage Door Sensor

- Click on Menu icon in upper left corner of Home screen
- Select PRODUCTS
- Click + in upper right corner of Products screen
- Select device type Garage Door

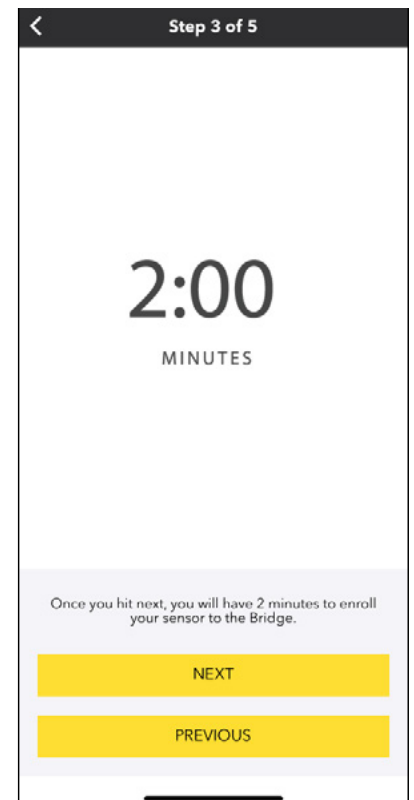
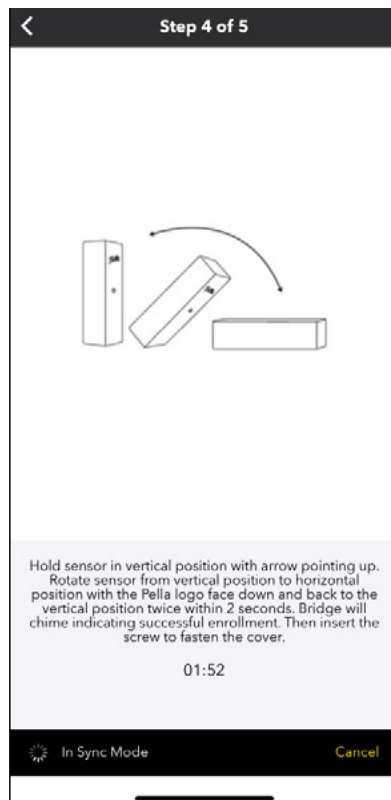
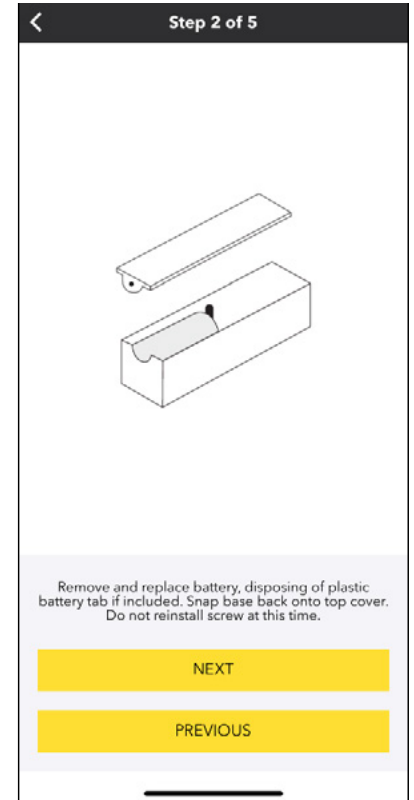
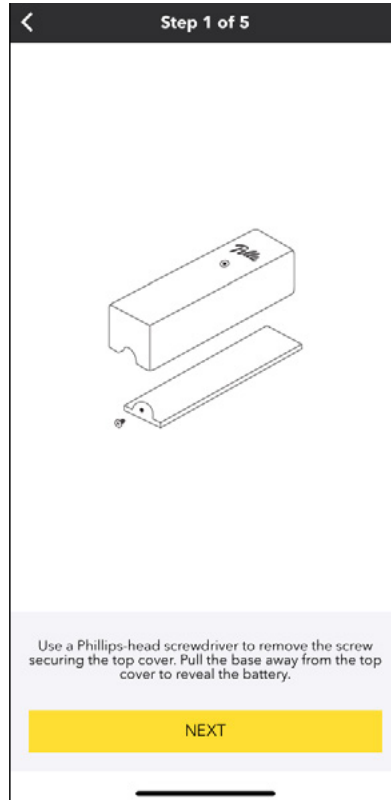


Add Garage Door Sensor

Follow Steps to add device:



- The Bridge will remain in pairing mode for two minutes.
- If the two minutes expire, the app will transition back to Step 1 to allow the process to be tried again.
- It is important to remove and replace the battery in the sensor again to restart the learn mode on the sensor.

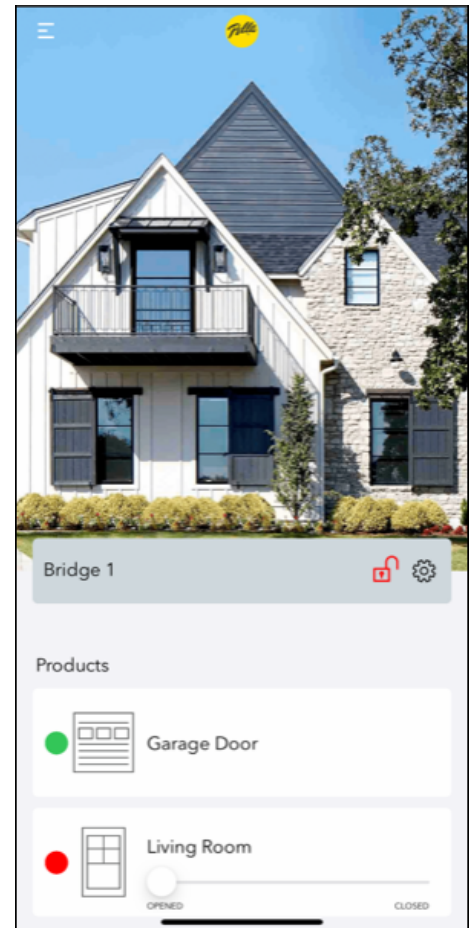
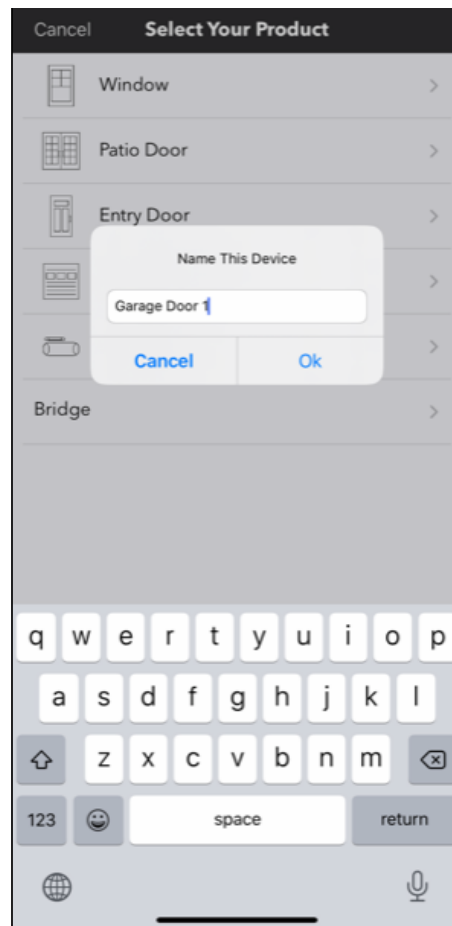


Add Garage Door Sensor

- Once the sensor is paired, the screen will show Success.
- After clicking Next, a unique name can be assigned to the sensor.
- After clicking OK, the app will transition to the Home Screen and the Garage Sensor will be listed in the Products.

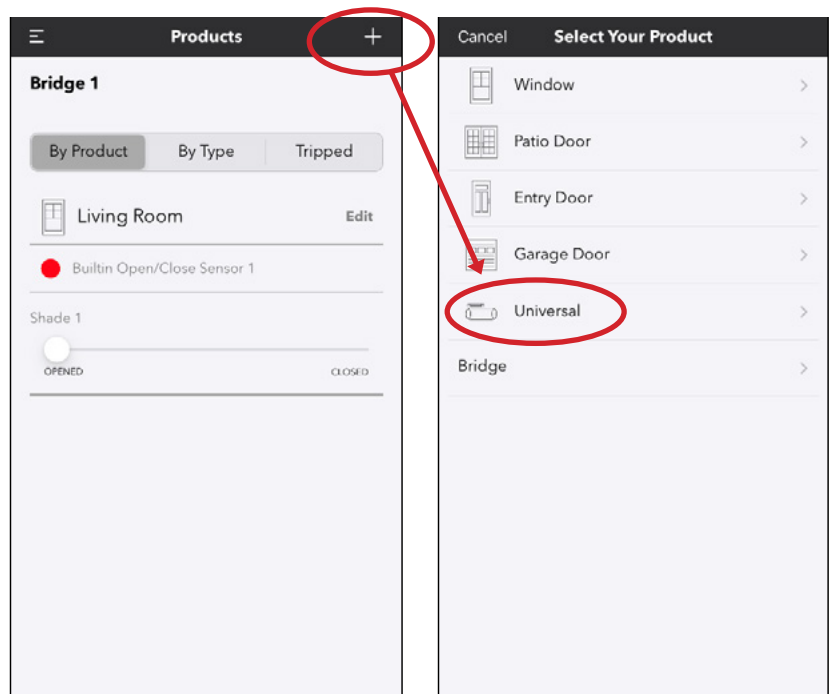
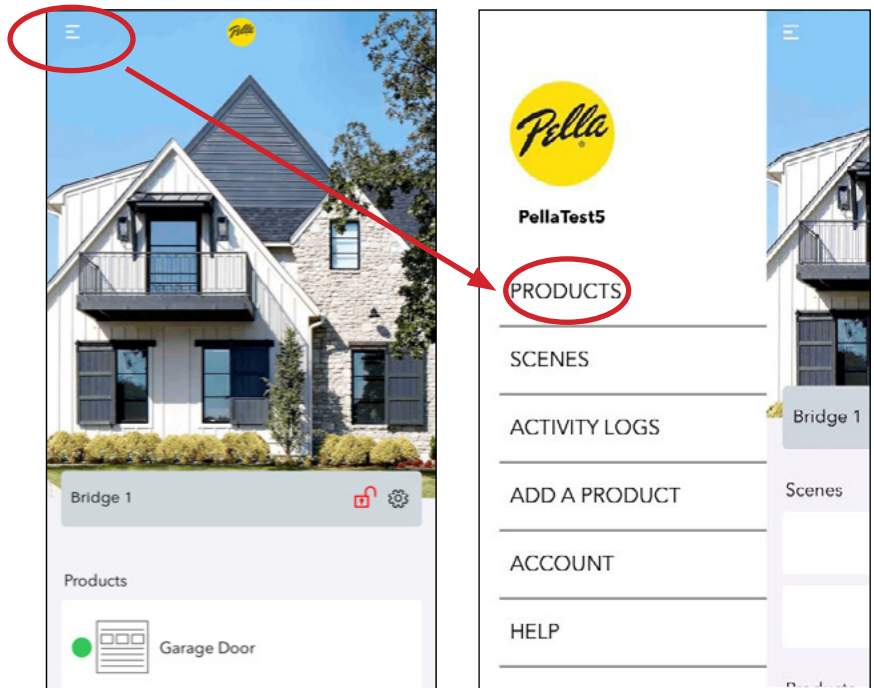


Note that products are listed Alphabetically.



Add Universal Sensor

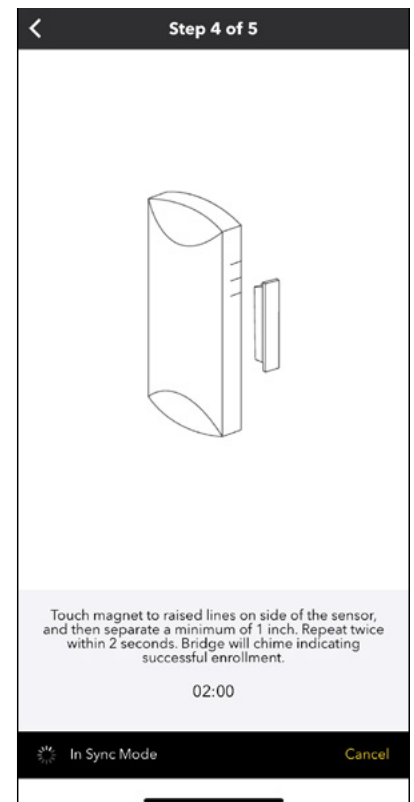
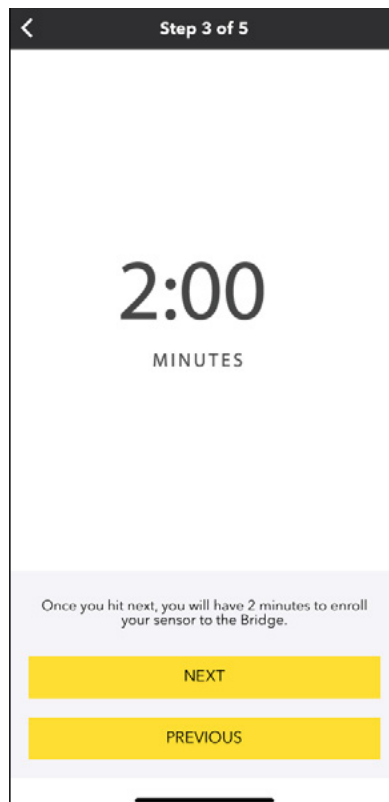
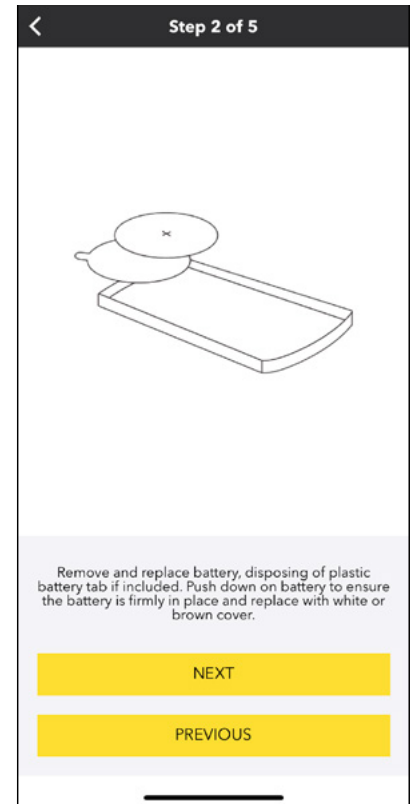
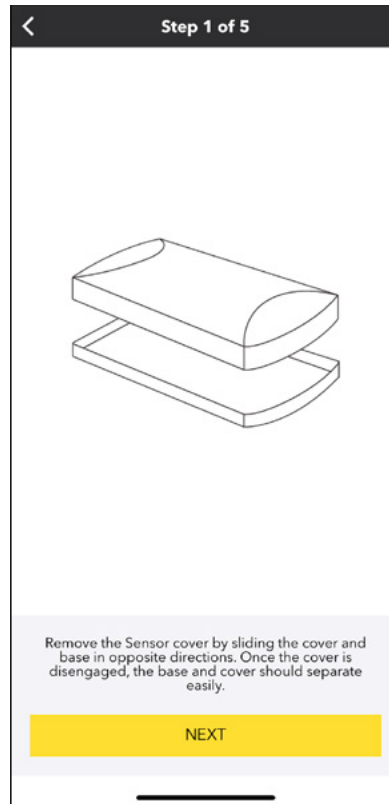
- Click on Menu icon in upper left corner of Home screen
- Select PRODUCTS
- Click + in upper right corner of Products screen
- Select device type Universal



Add Universal Sensor

Follow Steps to add device:

- The Bridge will remain in pairing mode for two minutes.
- If the two minutes expire, the app will transition back to Step 1 to allow the process to be tried again.
- It is important to remove and replace the battery in the sensor again to restart the learn mode on the sensor.

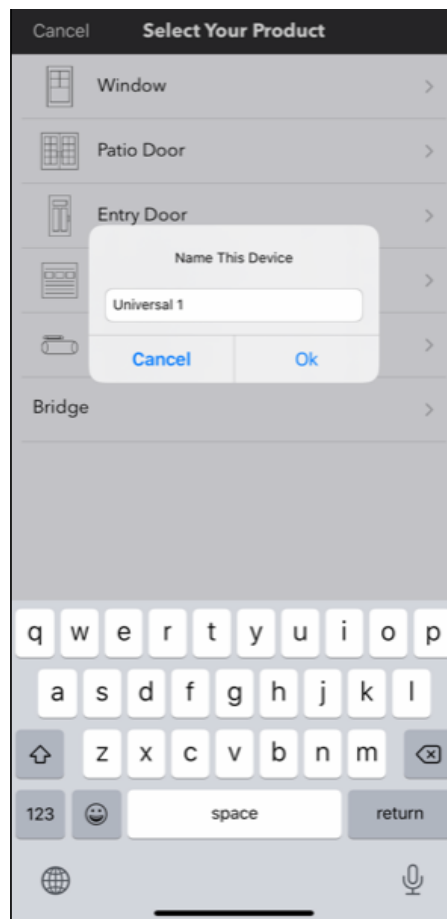


Add Universal Sensor

- Once the sensor is paired, the screen will show Success.
- After clicking Next, a unique name can be assigned to the sensor.
- After clicking OK, the app will transition to the Home Screen and the Universal Sensor will be listed in the Products.

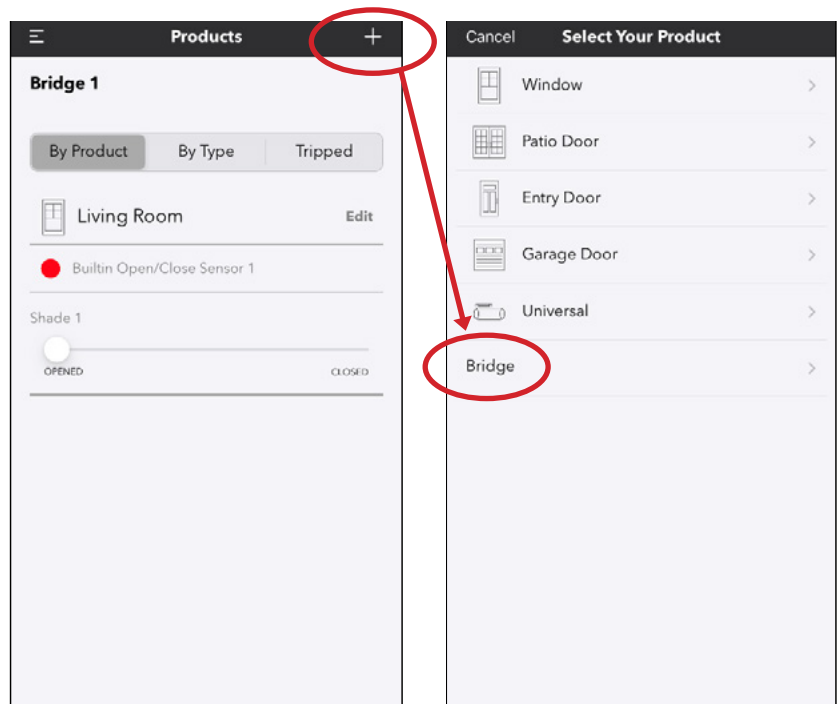
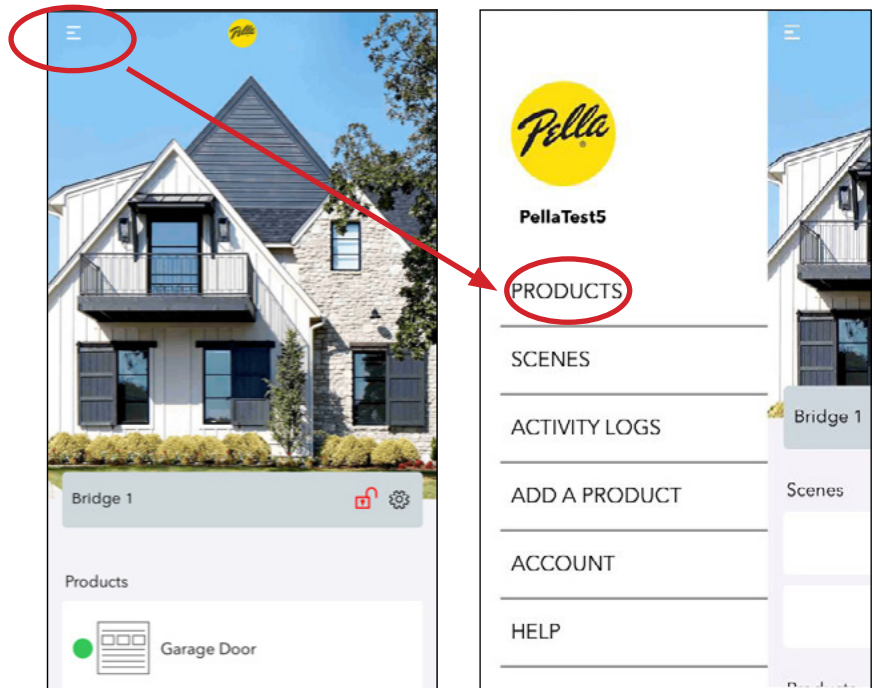


Note that products are listed Alphabetically.



Add Bridge

- Click on Menu icon in upper left corner of Home screen
- Select PRODUCTS
- Click + in upper right corner of Products screen
- Select device type Bridge

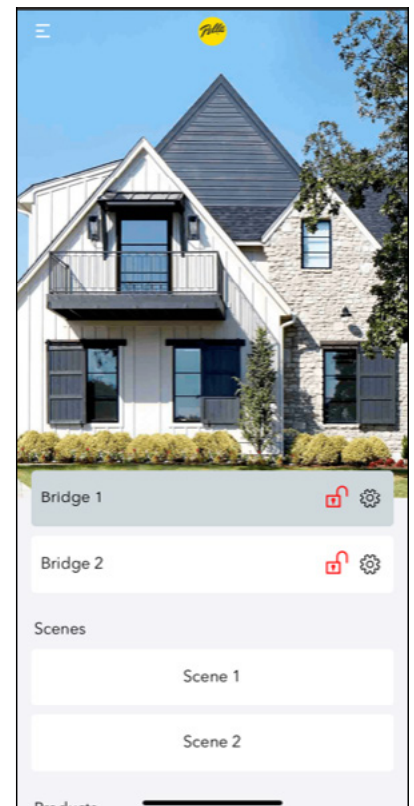
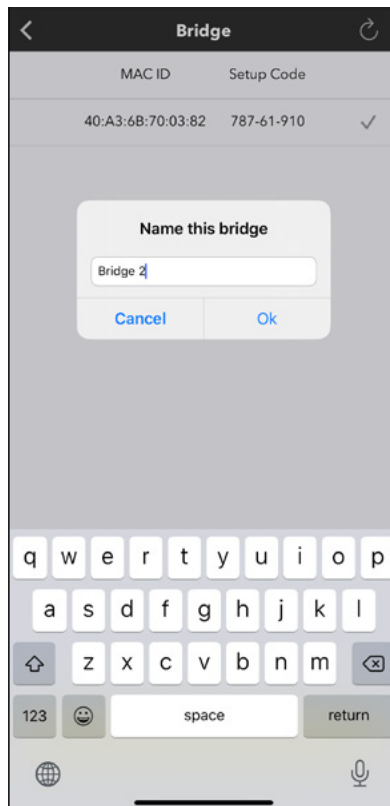
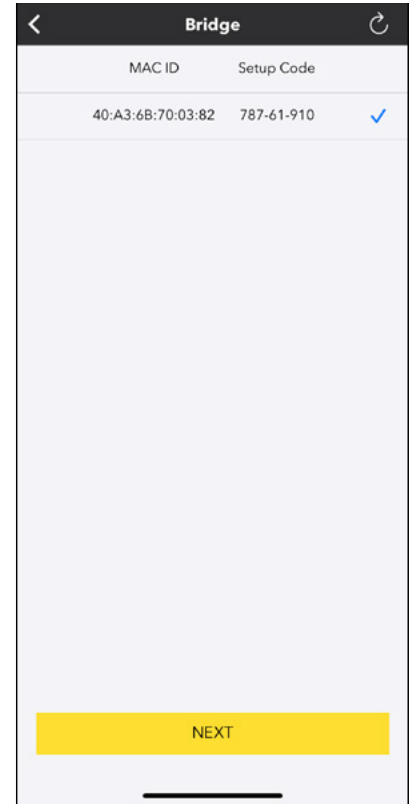
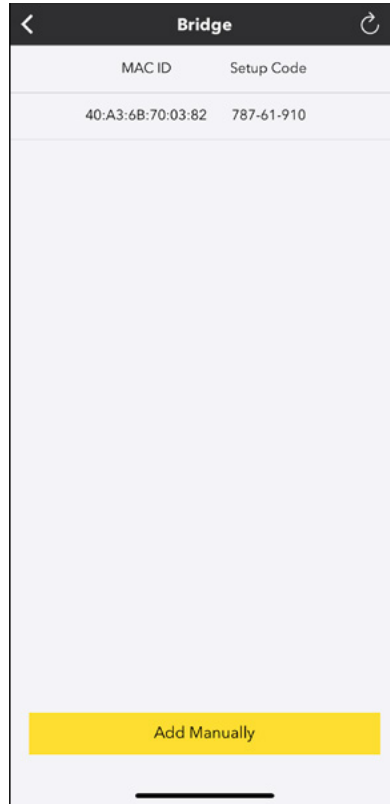


Add Bridge

- Select the Bridge to add from the list and then click Next.
- Assign a name to the Bridge or accept the default.



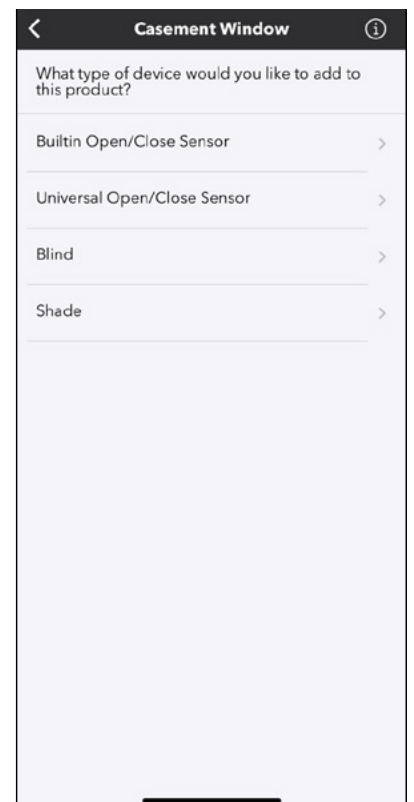
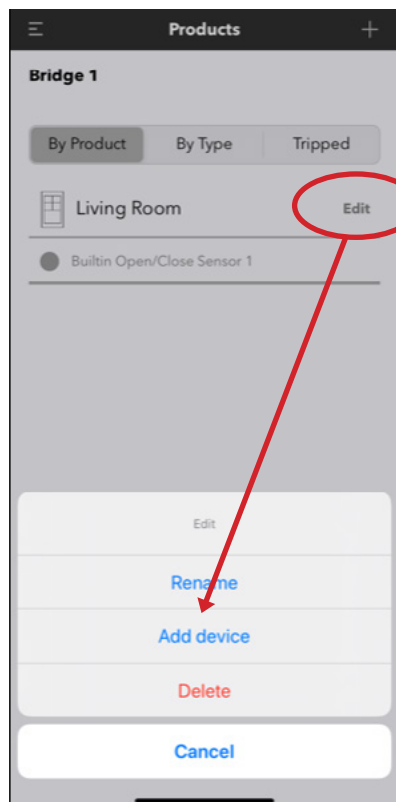
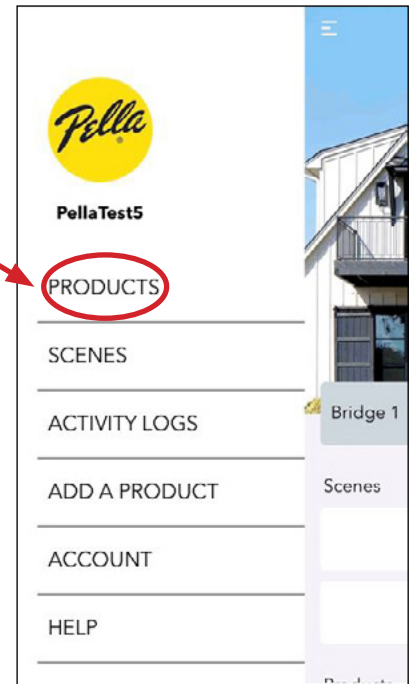
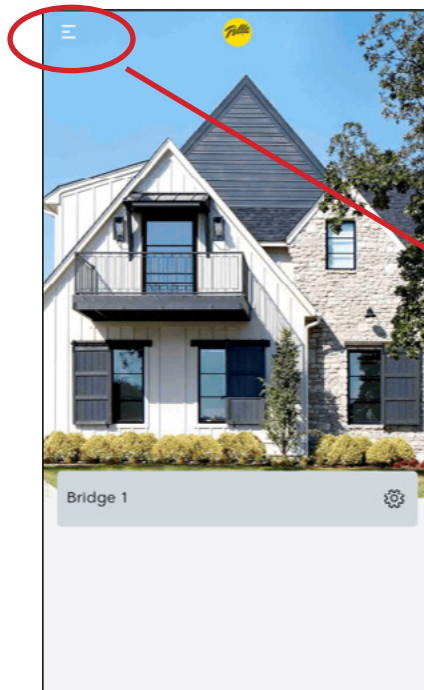
- The new Bridge will be on the Home Screen.
- Devices will need to be added to the Bridge.



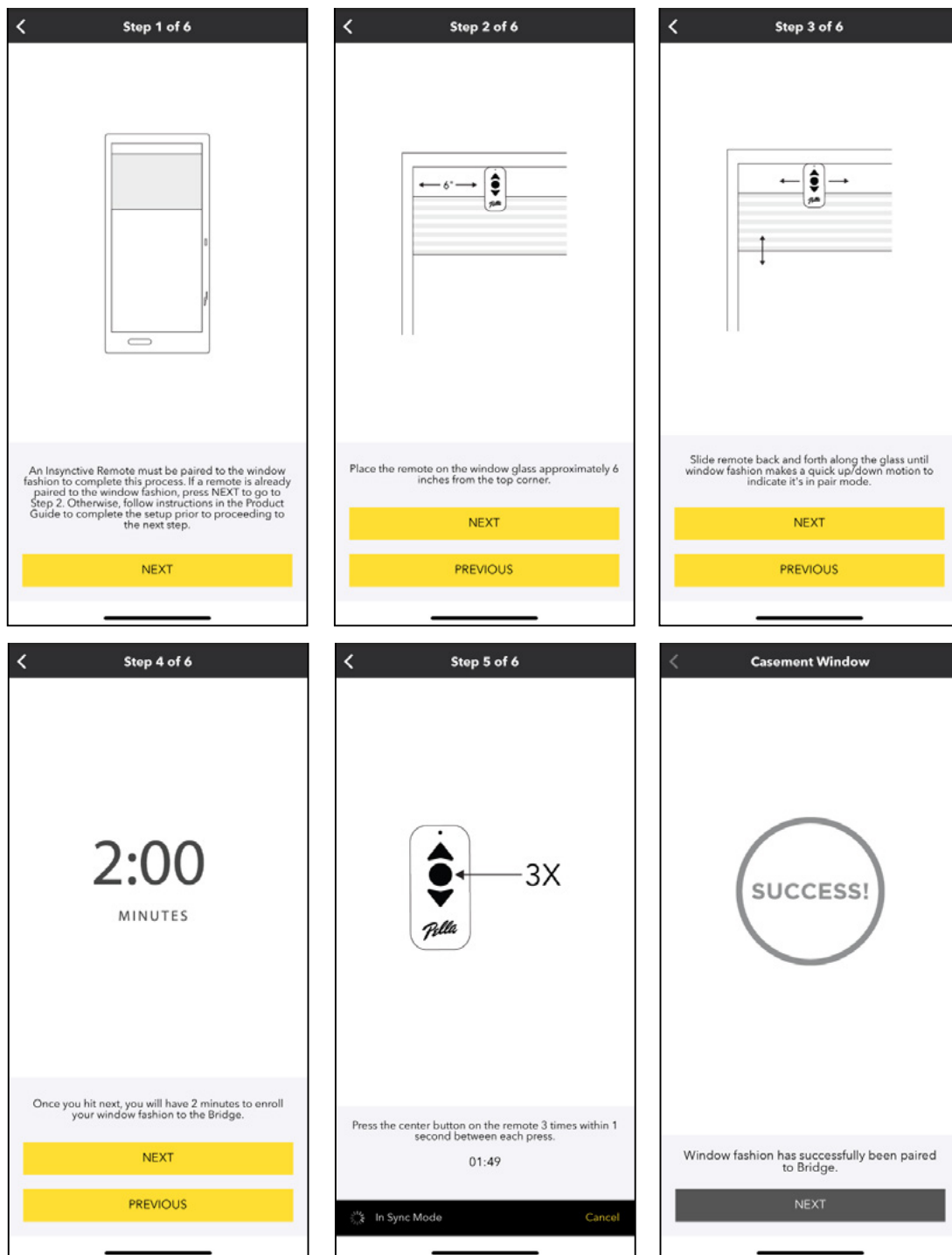
ADDING DEVICES TO EXISTING PRODUCT

Add Device to Existing Product

- Click on Menu icon in upper left corner of Home screen.
- Select PRODUCTS.
- Click Edit to the right of the Product that the device will be added to.
- Select Add device from the pop-up menu.
- Select device type.

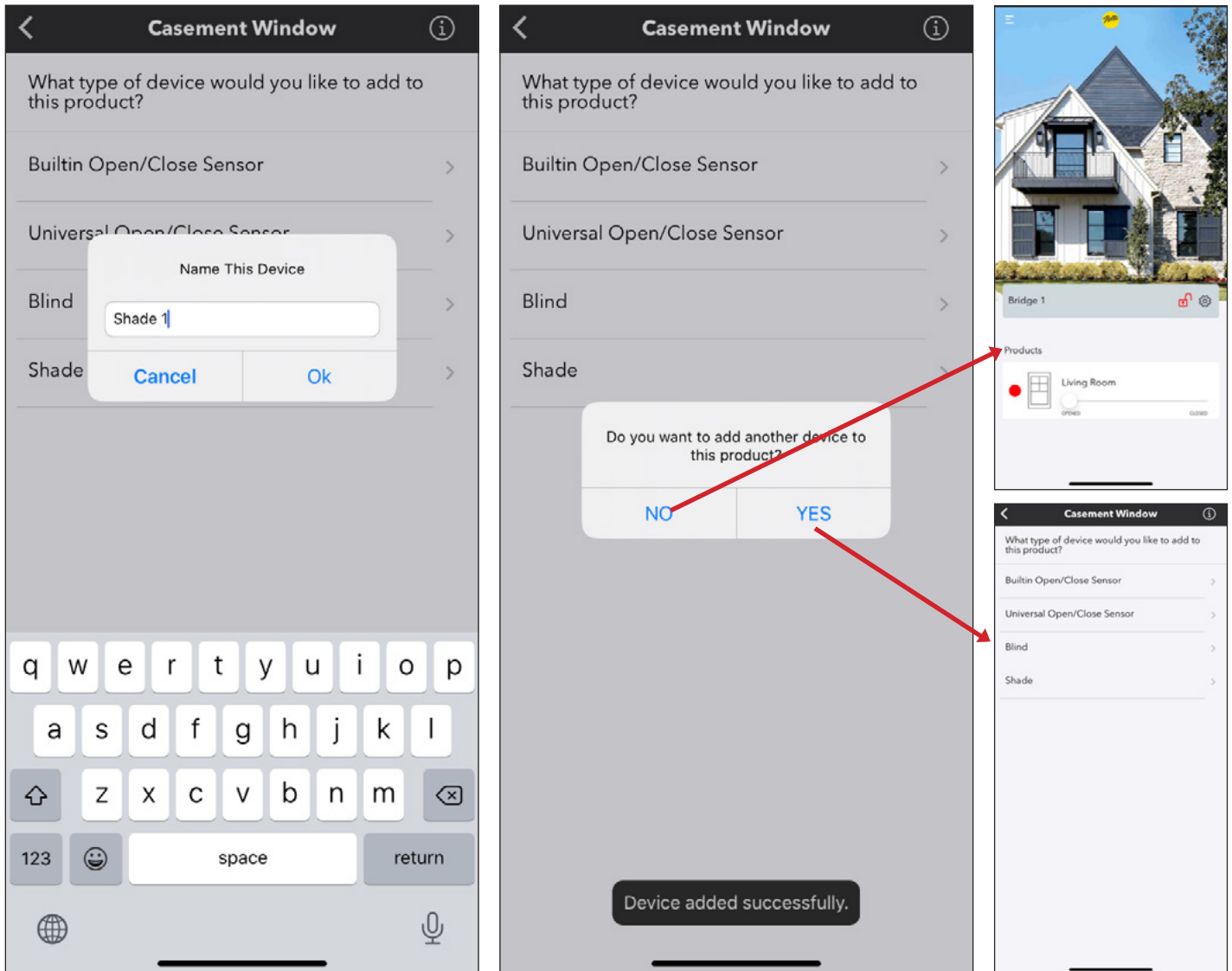


Add Device to Existing Product - Blind/Shade Process Steps Shown



- Follow steps to add the product.
- If two minutes expire, the app will return to Step 1 so that the process may be attempted again.

Name Device and Select Whether to Add Another Device to Product

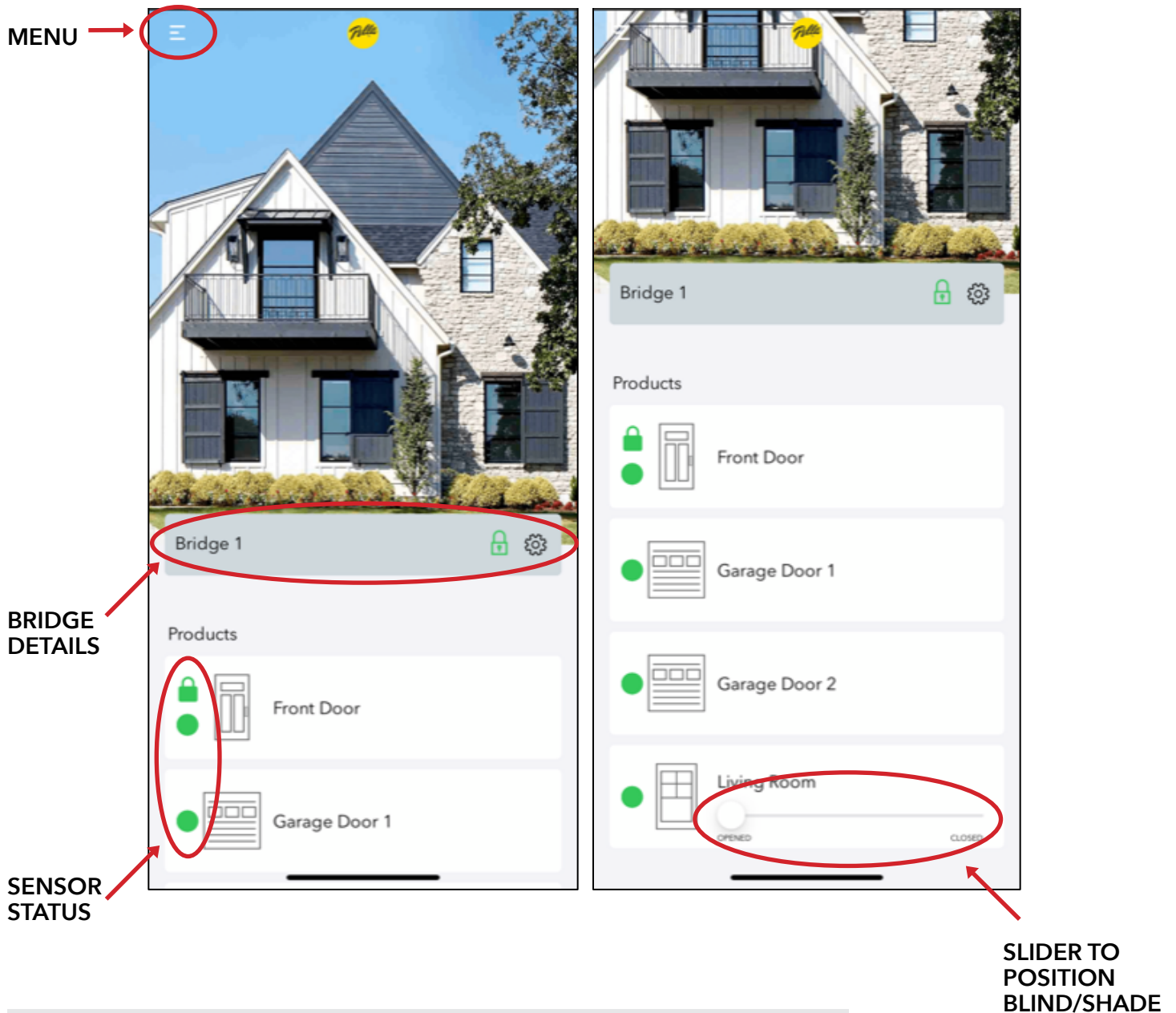


- After successfully adding device, you can choose to provide a unique name for the device or select the default name provided.
- Then choose to add another device to the product.
 - If choose YES, select the next device type to add and process repeats.
 - If choose NO, return to HOME screen and new Product is added.
 - You may add more devices to a product at a later time.

HOME SCREEN



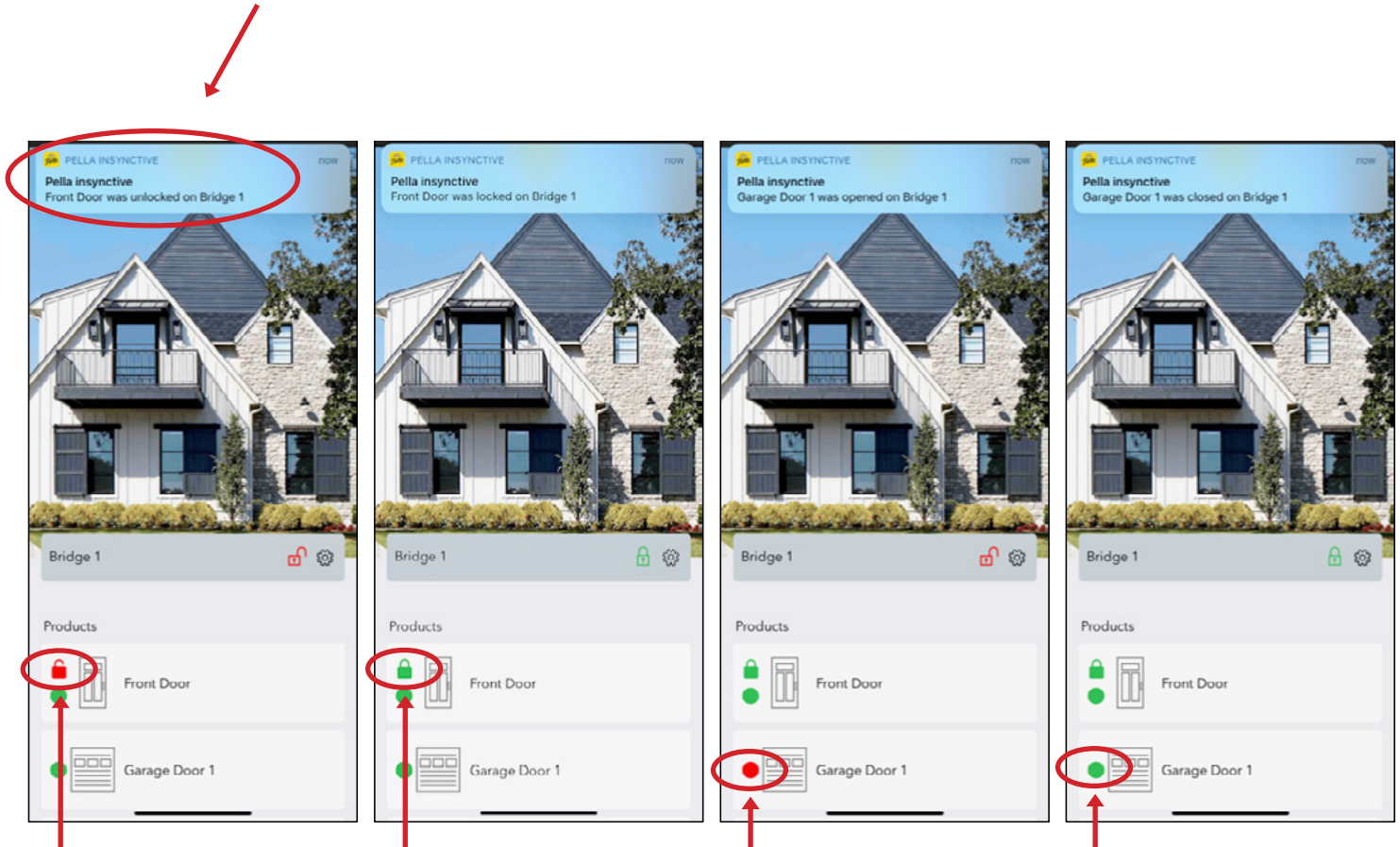
Home Screen



- Scenes only appear when setup. See "Creating a Scene" for details. Clicking a Scene on the Home screen will run the Scene.
- Swipe up to scroll through Products paired to Bridge.
- Products are displayed in alphabetical order.

Sensor Symbols

NOTIFICATIONS



SYMBOL: Red Padlock

MEANING: Product Unlocked

SYMBOL: Green Padlock

MEANING: Product Locked

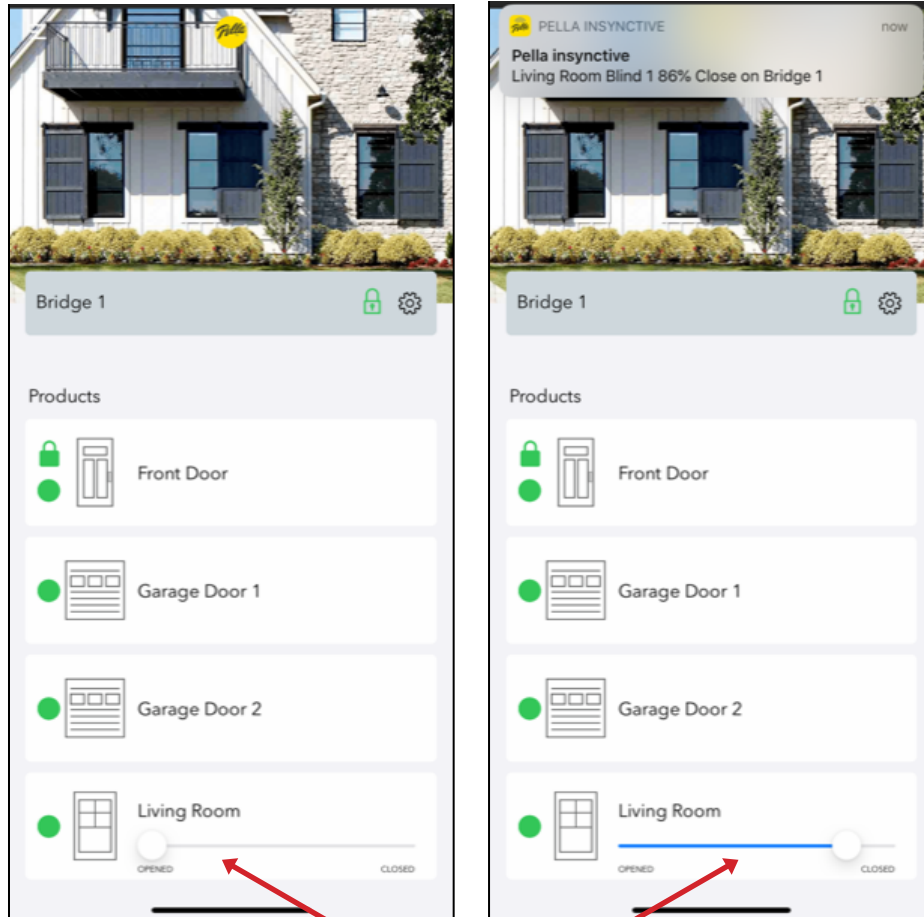
SYMBOL: Red Circle

MEANING: Product Open

SYMBOL: Green Circle

MEANING: Product Closed

Blind/Shade Symbols

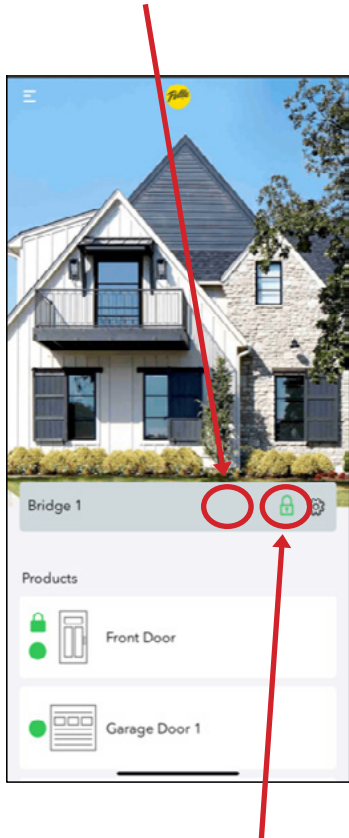


BLIND/SHADE POSITION SLIDER BAR:

All blinds and shades learned to product will move to position.

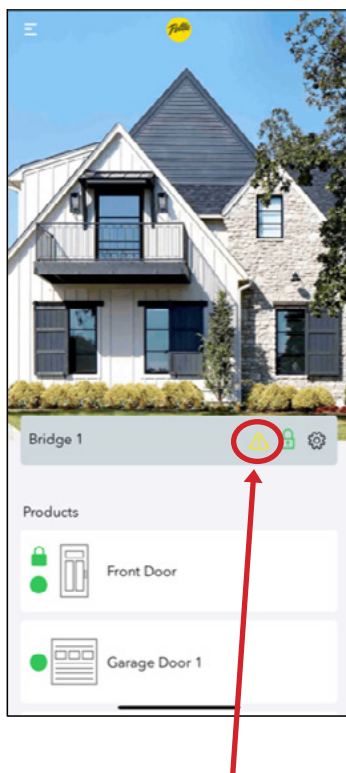
Bridge Symbols

SYSTEM STATUS: No faults



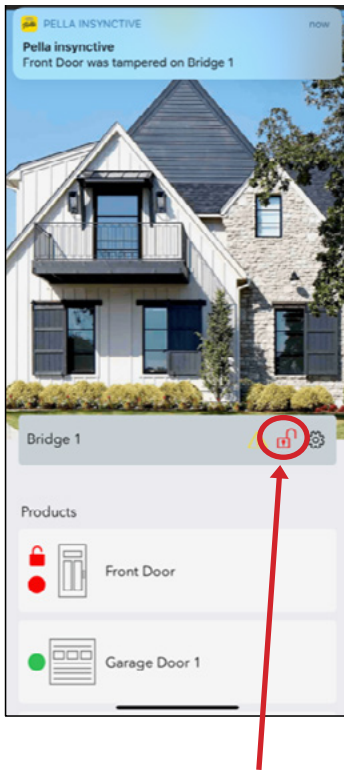
SYMBOL: Green Locked Padlock

MEANING: All sensors closed and locked.



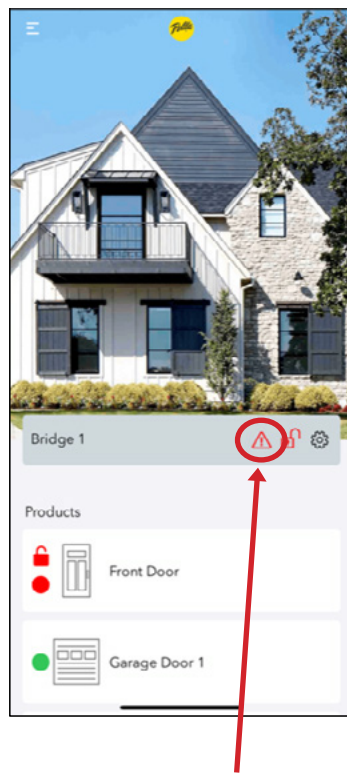
SYMBOL: Yellow Triangle and Exclamation Point

MEANING: Device Faulted - Low Battery or Tamper



SYMBOL: Red Unlocked Padlock

MEANING: At least one device opened or unlocked.

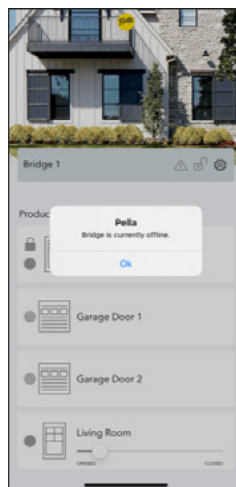


SYMBOL: Red Triangle and Exclamation Point

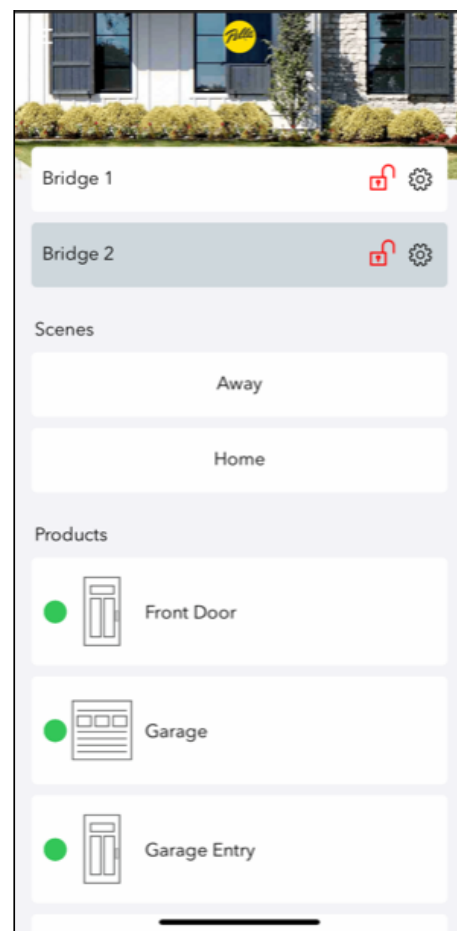
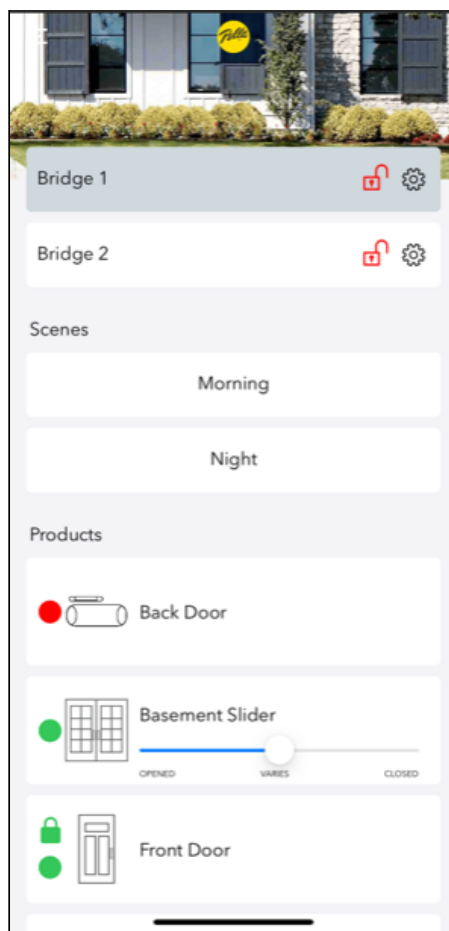
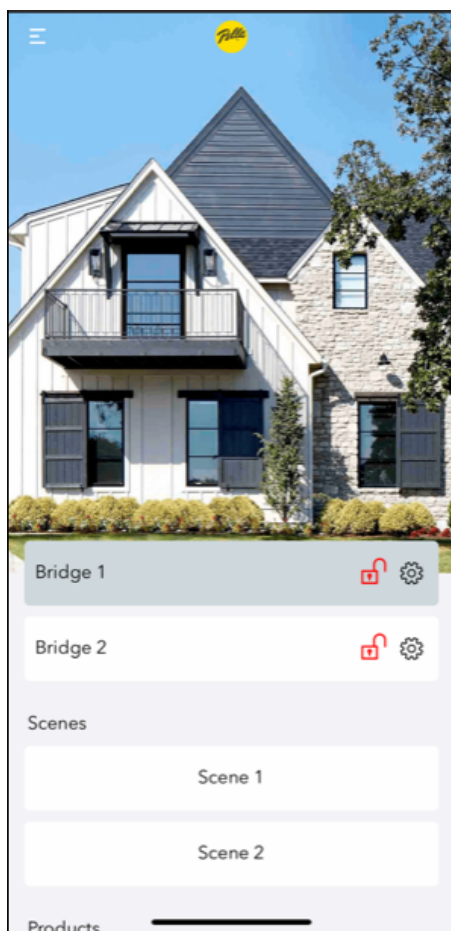
MEANING: Bridge Offline



When Bridge is offline, you will receive message when attempting to operate a blind or shade. You will also receive a notification.



Multiple Bridges



- If multiple Bridges are learned to the account, the currently selected Bridge will be highlighted in gray.
- Only the Scenes and Products for the selected Bridge are displayed on the Home screen.
- To select another Bridge, click on its name and it will highlight in gray. The Home screen will update to show the Scenes and Products for the newly selected Bridge.
- You will receive notifications from all devices that have notifications turned on, even if the Bridge they are paired to is not currently selected.

PRODUCT SCREEN

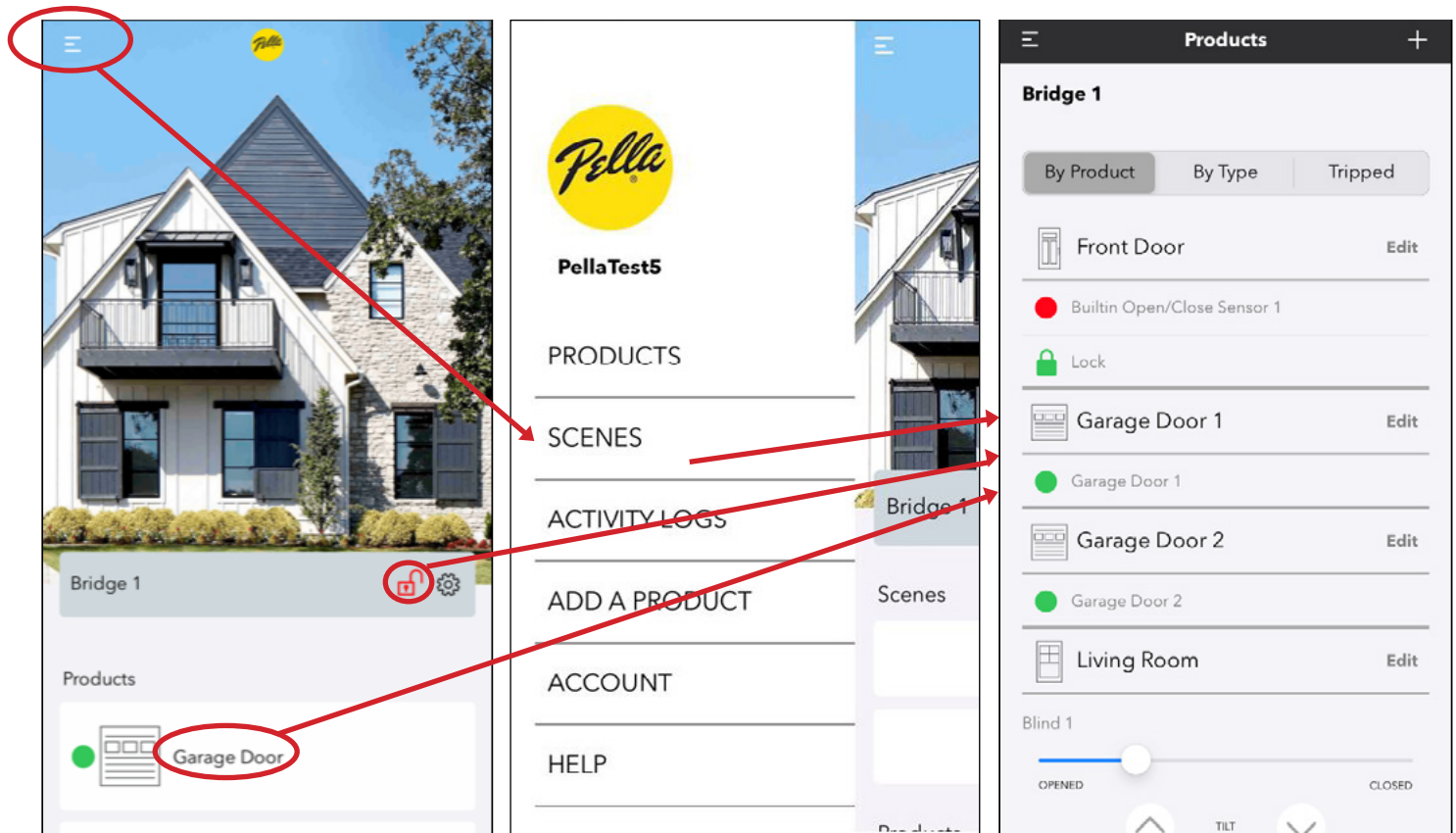


Product Screen Overview

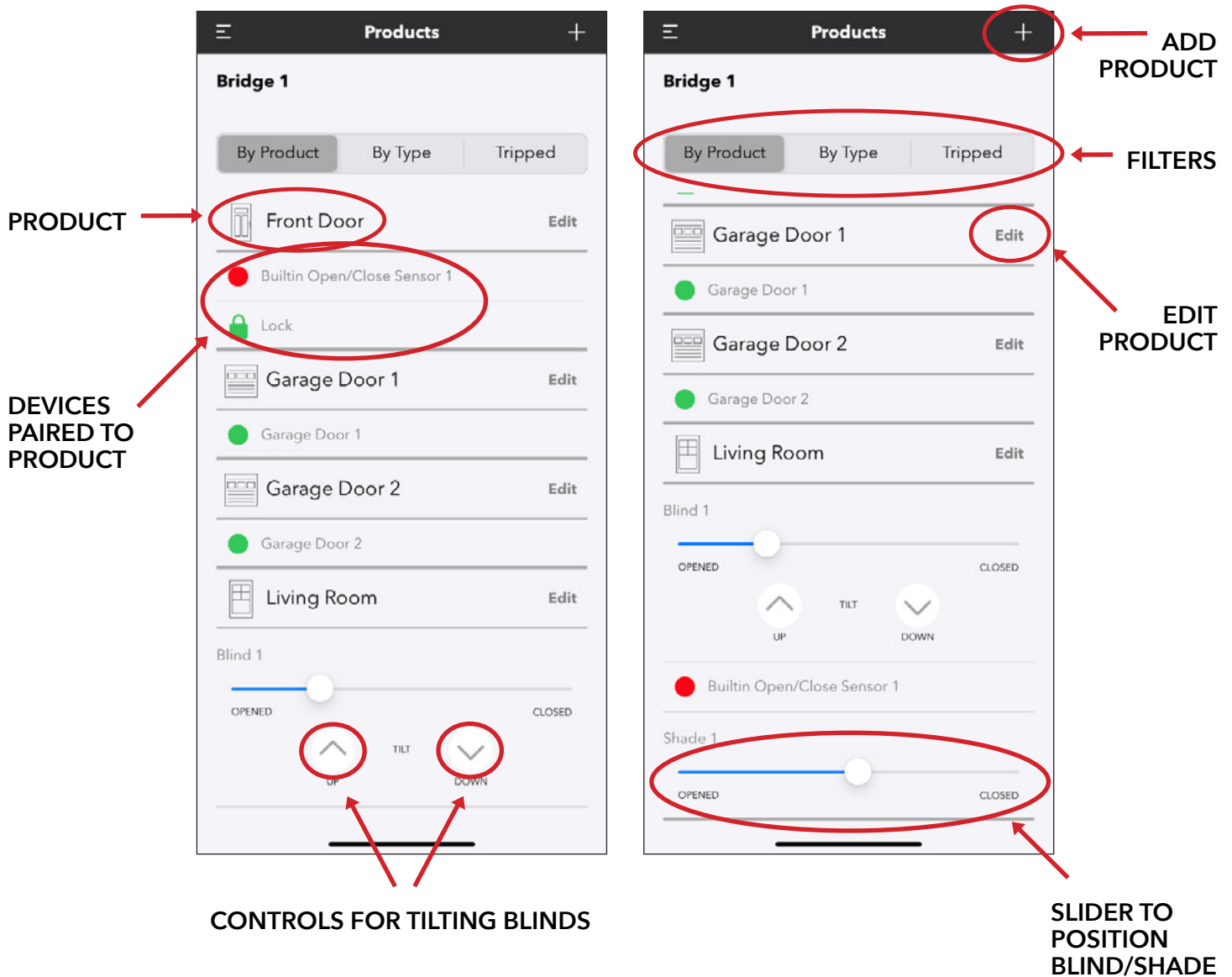
THREE WAYS TO REACH PRODUCT SCREEN:



1. Menu → PRODUCTS
2. Click on the Padlock in Bridge line
3. Click on a Product Name



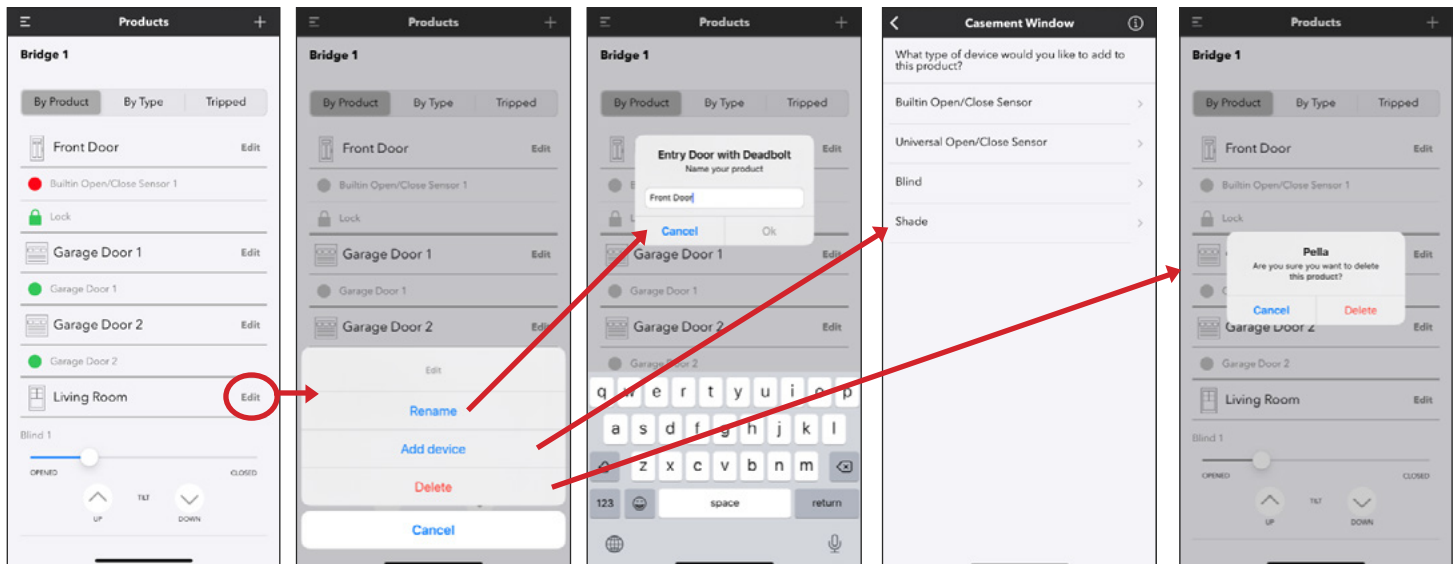
Product Screen Overview



- Devices are shown individually under the Product to which they are paired.
- Swipe up to scroll through Products and Devices paired to Bridge.
- Products and Devices are displayed in alphabetical order.

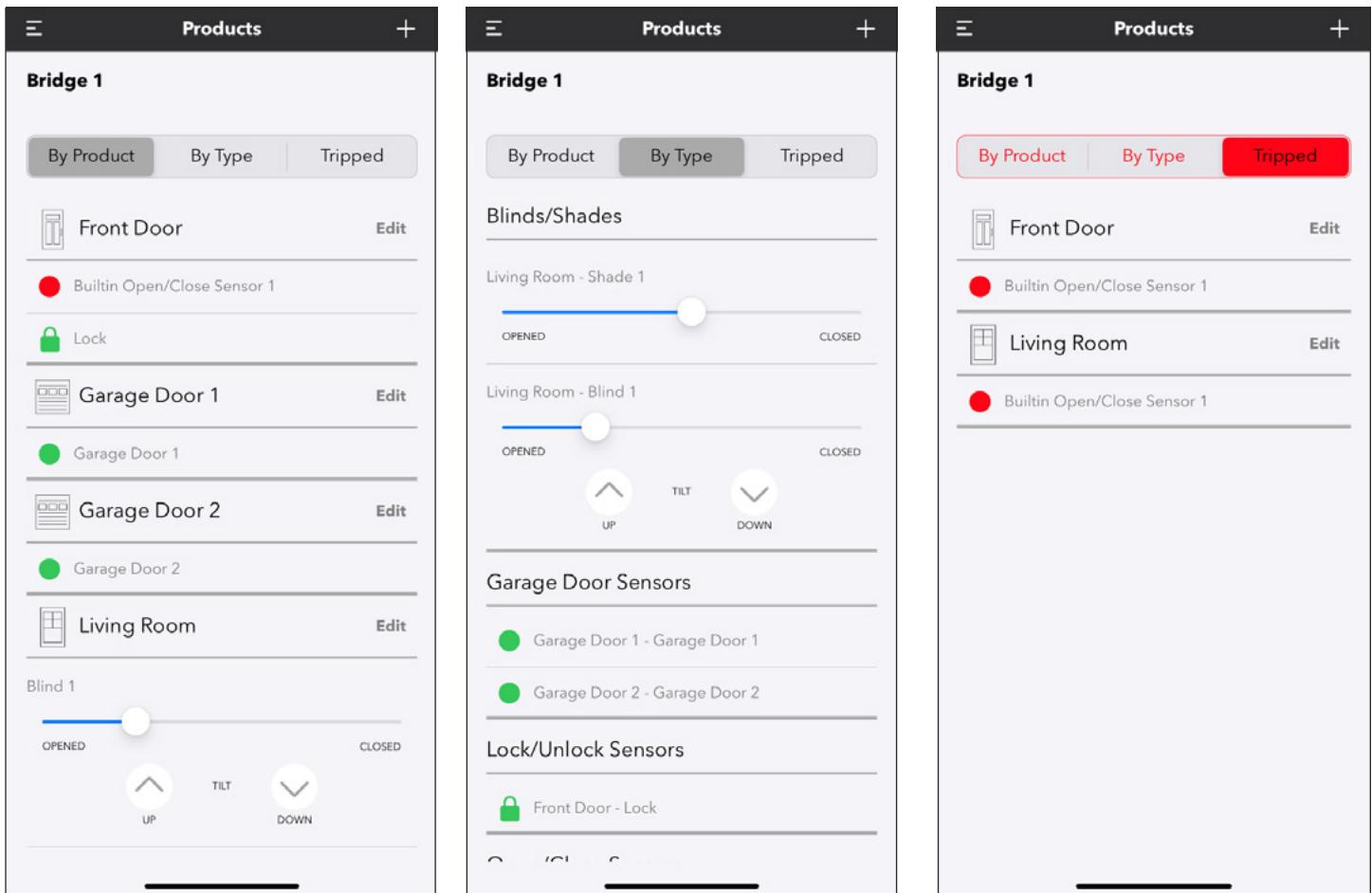
Edit a Product

- To Edit a Product, click Edit to the right of the Product Name



- Options include: Rename the Product, Add device to the Product, Delete the Product.
- If Product is deleted, devices paired to Product become unassigned devices. The unassigned devices are not deleted from the Bridge and may be added to a different Product at any time.

Product Filters Overview



THREE PRODUCT FILTERS AVAILABLE:

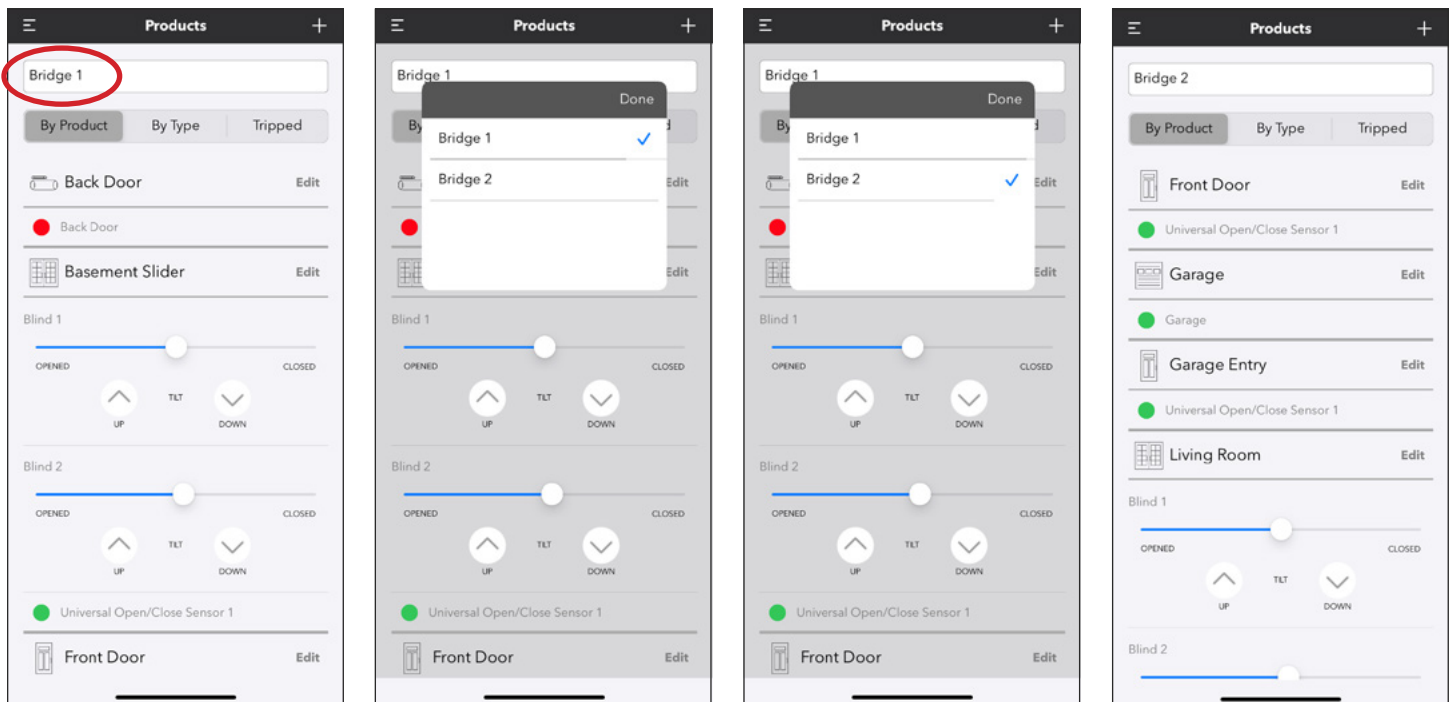


BY PRODUCT - Products listed in alphabetical order with devices underneath

BY TYPE - Devices are listed based on Type - Blind/Shade, Garage Door, Lock/Unlock, Open/Close

TRIPPED - Displays sensors that are Opened, Unlocked, or Faulted (low battery, supervisory, tamper)

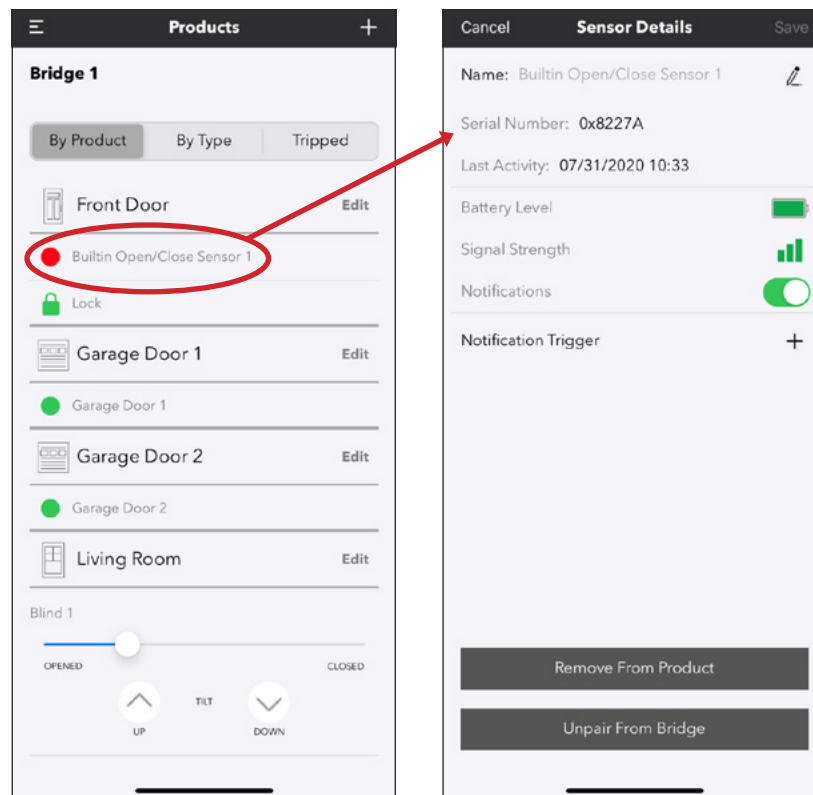
Product Filters - Multiple Bridges



- Products and Devices shown on Product Screen are for the currently selected Bridge.
- Toggle between Bridges by clicking on the Bridge at the top of the page, which brings up a selection menu.

DEVICE DETAIL SCREENS

Sensor Details Screen



- To access sensor details, click on the name of a sensor
- Edit device name by clicking on Pencil icon to right of name

The Sensor Details screen provides the following information about the sensor:

SERIAL NUMBER - serial number assigned to the sensor device

LAST ACTIVITY - last time the sensor changed state

BATTERY LEVEL

- **LOW** - Red, empty battery icon
- **GOOD** - Green, full battery icon

SIGNAL STRENGTH - based on number of signals received from sensor each time it changes state

- **LOW** - single red bar
- **GOOD** - two yellow bars
- **GOOD** - three green bars

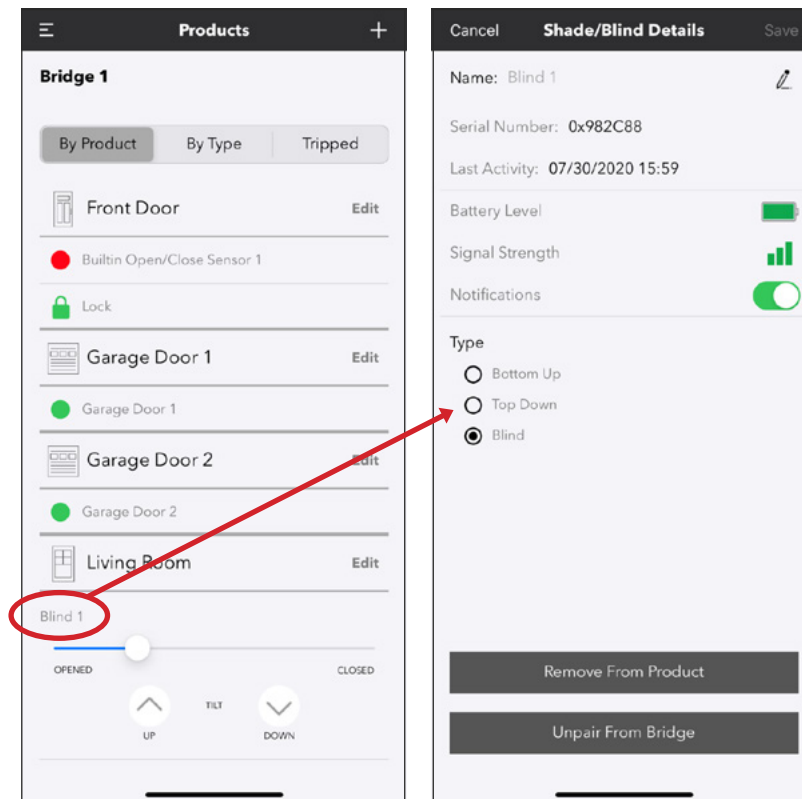
NOTIFICATIONS - turn On/Off for this sensor

NOTIFICATION TRIGGER - add constraints to when notifications are received from sensor

REMOVE FROM PRODUCT - becomes unassigned device and may be added to a different product

UNPAIR FROM BRIDGE - delete device from Bridge

Blind/Shade Details Screen



- To access blind/shade details, click on the name of a blind or shade
- Edit device name by clicking on Pencil icon to right of name

The Blind/Shade Details screen provides the following information about the blind or shade:

SERIAL NUMBER - serial number assigned to the blind or shade device

ACTIVITY - last time the blind or shade changed position

BATTERY LEVEL

- **LOW** - Red, empty battery icon, < 10%
- **GOOD** - Green, battery icon shows percent remaining 11%-100%

SIGNAL STRENGTH - based on number of signals received from blind or shade each time it changes state

- **LOW** - single red bar
- **GOOD** - two yellow bars
- **GOOD** - three green bars

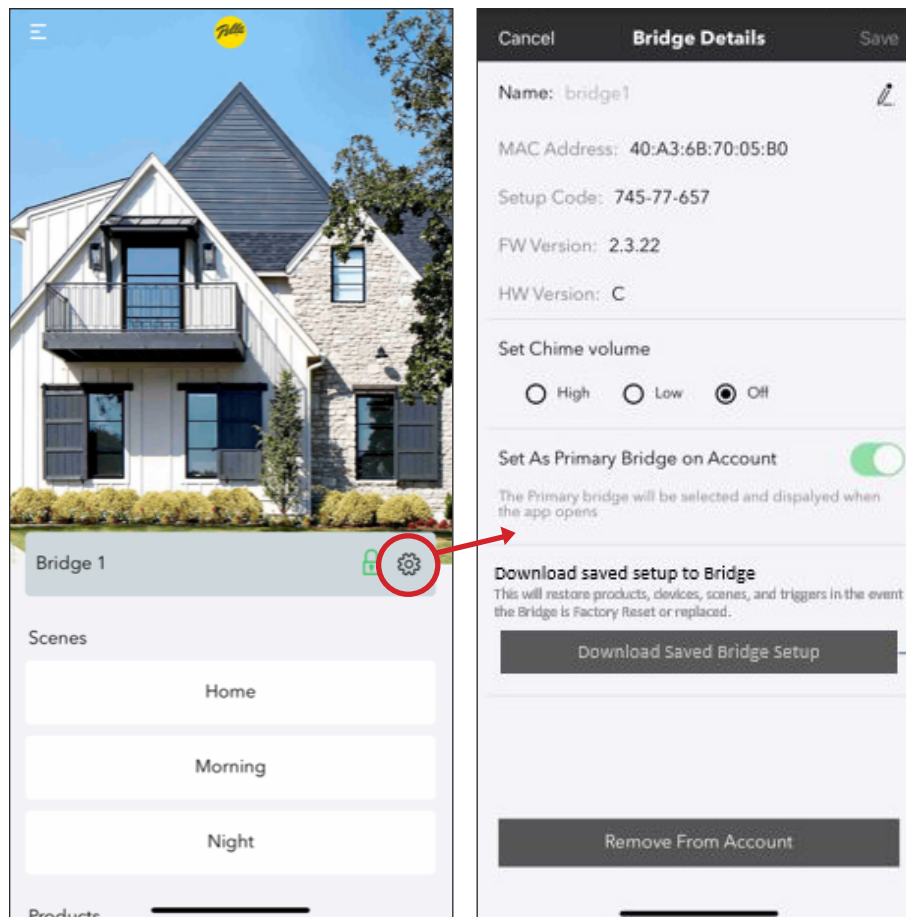
NOTIFICATIONS - turn On/Off for this blind/shade

TYPE - select Bottom Up, Top Down, or Blind

REMOVE FROM PRODUCT - becomes unassigned device and may be added to a different product

UNPAIR FROM BRIDGE - delete device from Bridge

Bridge Details Screen



- To access Bridge details, click on gear icon on the Bridge line
- Edit name by clicking on Pencil icon to right of name
- Provides MAC Address and Setup Code (also on label on back of Bridge)

The Bridge Details screen provides the following information:

FIRMWARE VERSION - will change as new firmware is released for download

HARDWARE VERSION - determined at time of manufacture, never changes

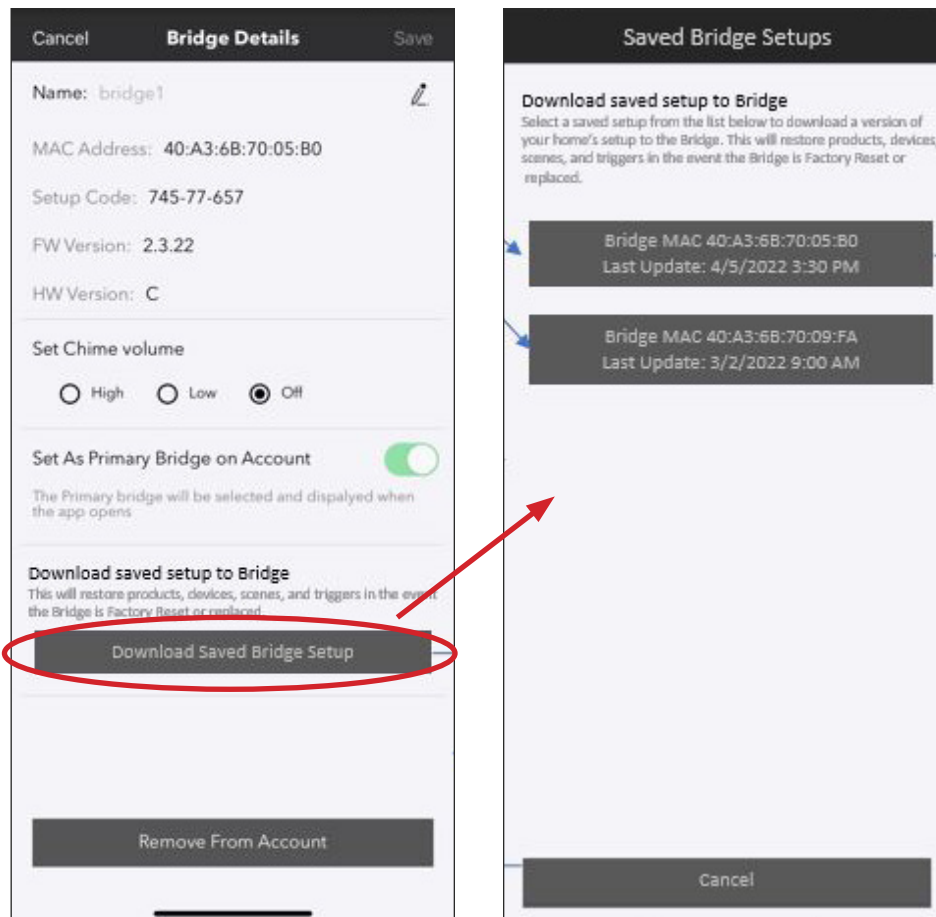
CHIME VOLUME - volume of Bridge beep, can toggle between High, Low, Off

SAVED BRIDGE SETUP - (next page)



If account has multiple Bridges, can toggle which Bridge is the primary. Primary Bridge displays when the app is opened.

Saved Bridge Setup



SAVED BRIDGE SETUP

- Allows user to download the database to their bridge after a factory reset to avoid having to setup again
- Allows user to download the database to a new, replacement bridge that they add to their account
- Process should only allow database to be downloaded if no devices are present on the bridge

SENSOR NOTIFICATION TRIGGERS

Sensor Notification Trigger Types



MORE THAN TRIGGER

- Notify when a sensor has been in a certain state for more than a given amount of time.

Example - notify me if my garage door is open for more than 10 minutes.

Example - notify me if my front door is unlocked for more than 30 minutes.

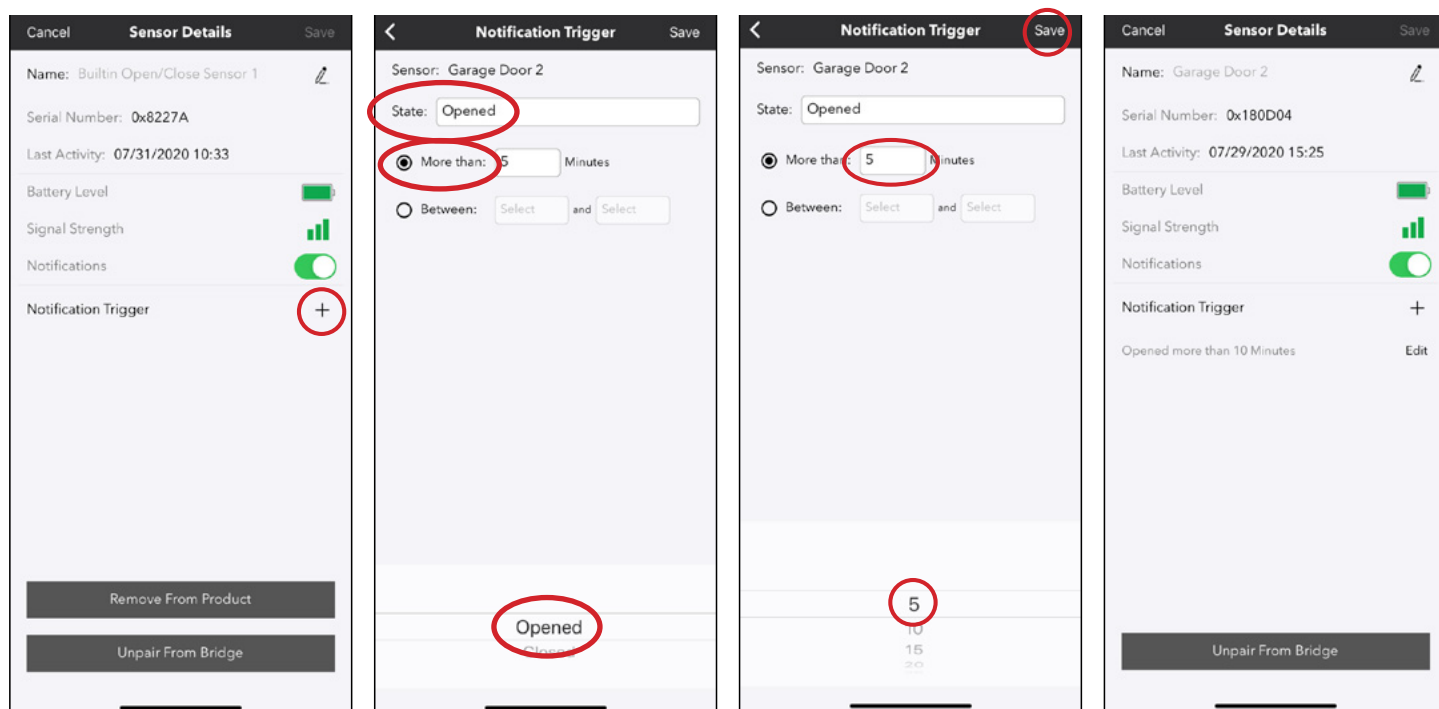
TIME FRAME TRIGGER

- Notify when a sensor changes to a certain state during a specified time period.

Example - I want to know if the garage door opens or closes between 3:30 and 4:30 PM.

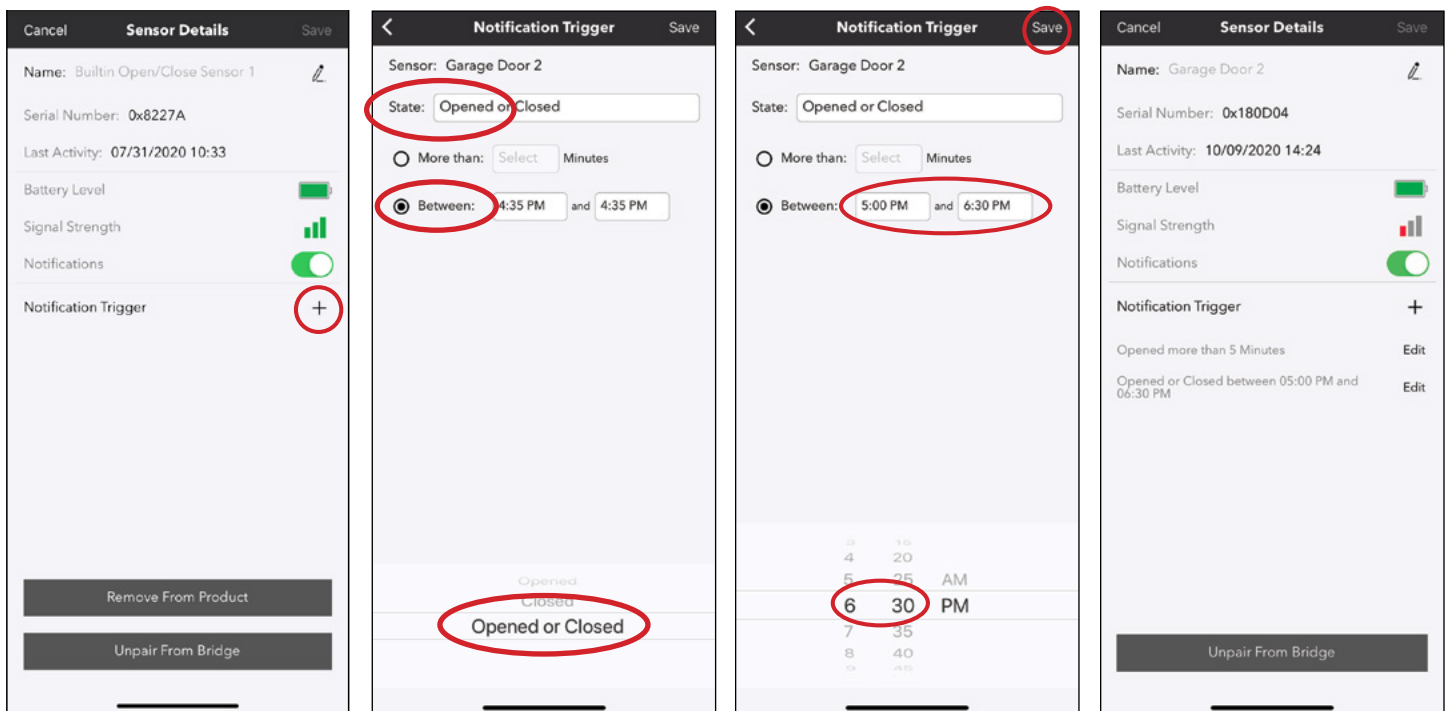
Example - I want to know if my front door opens while I'm at work between 7:30 AM and 5:00 PM.

More Than Trigger



- On Sensor Details screen, click on the “+” to right of Notification Trigger
- Select “More Than” trigger type
- Select “State” to trigger the notification - Opened, Closed, Locked, Unlocked
- Select “Max Time” to trigger the notification - 5 minute increments up to 60 minutes
- Save the trigger
- The newly created Notification Trigger will appear on the Sensor Details screen

Time Frame Trigger

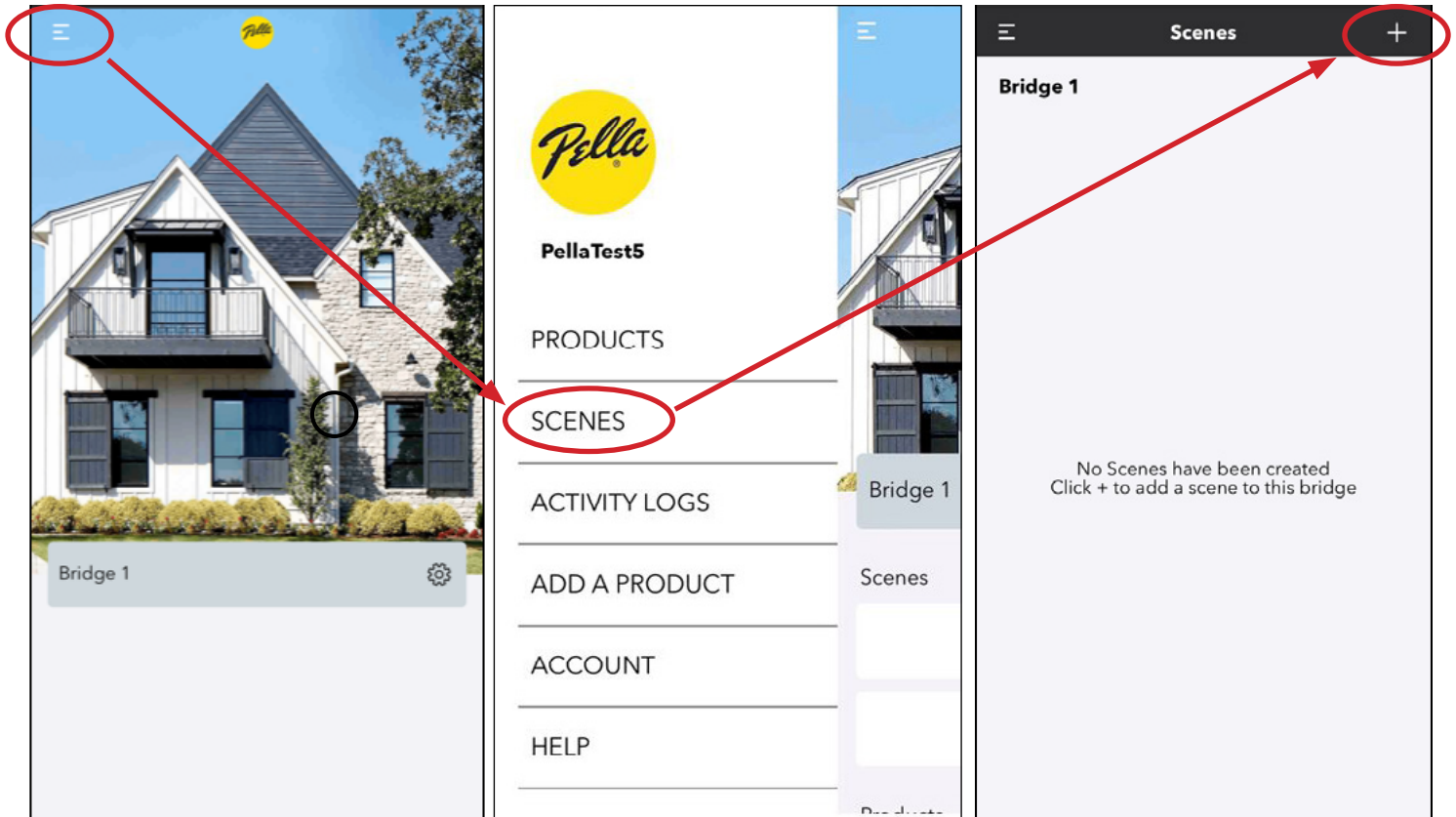


- On Sensor Detail screen, click on the "+" to right of Notification Trigger
- Select "Between" notification type
- Select "State" to trigger the notification - Opened, Closed, Opened or Closed, Locked, Unlocked, Locked or Unlocked
- Select "Time Frame" during which the notification will be triggered
- Save the trigger
- The newly created Notification Trigger will appear on the Sensor Details screen

CREATING SCENES AND TRIGGERS

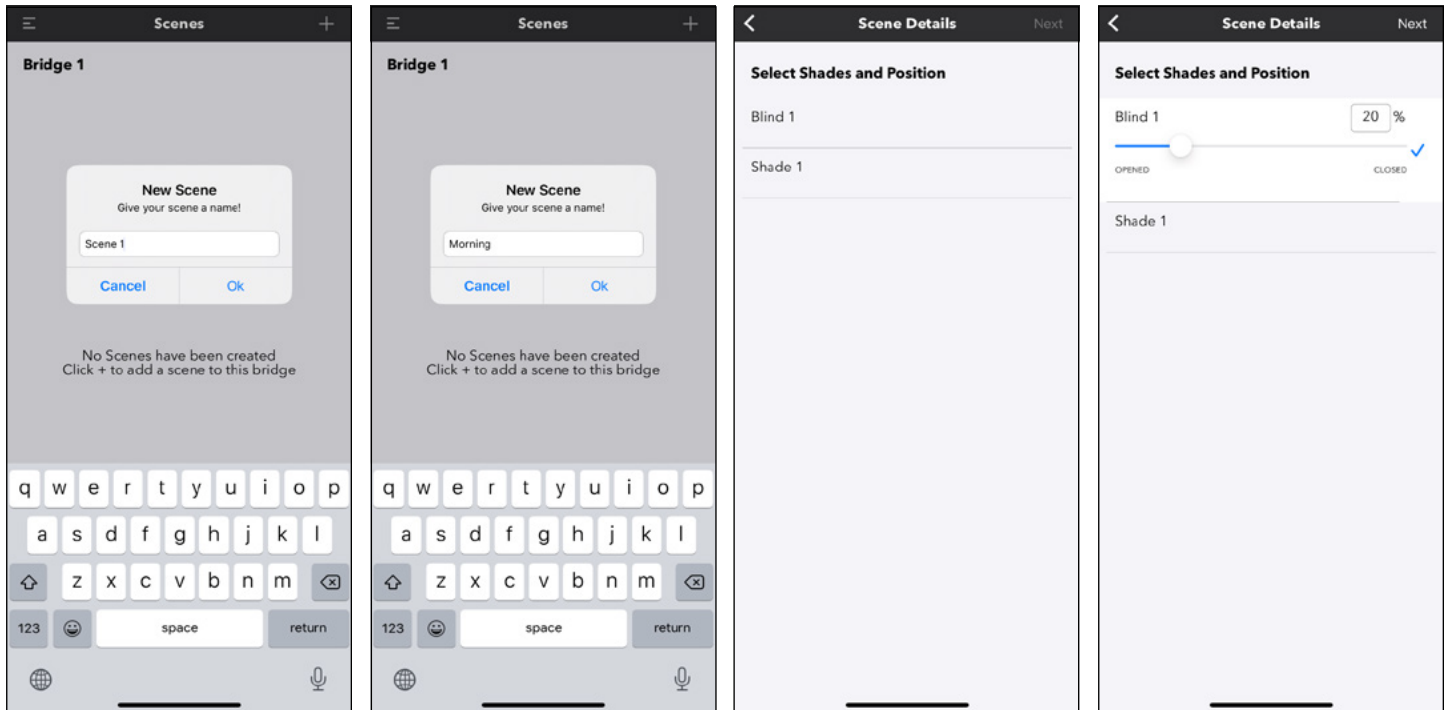


Creating a Scene



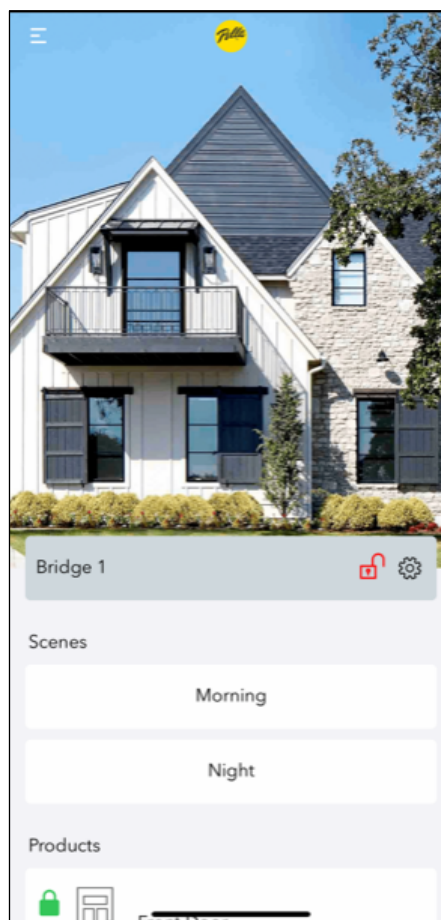
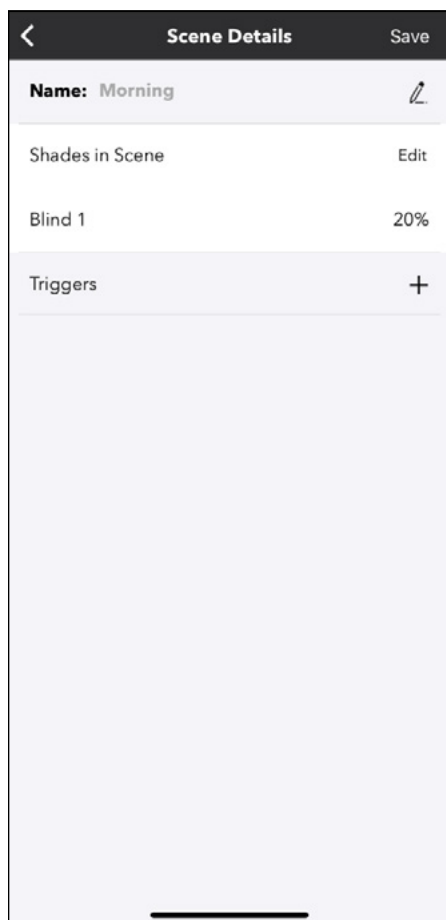
- Scenes may be created if at least one blind or shade has been paired to Bridge
- Click on Menu icon in upper left corner of Home screen
- Select SCENES
- If multiple Bridges are added to the account, select the Bridge that contains the blinds/shades to control with the scene
- Click + in upper right corner of Scenes screen

Scene Details



- Name Scene
- Click on Blinds or Shades to include in scene
- Select Position that Blinds or Shades should move to when scene is executed

Scene Details



- Add Triggers and/or Save the scene
- Scenes will populate on the Home screen below the Bridge(s) and above the Product(s)

SCENE TRIGGERS



Scene Trigger Types

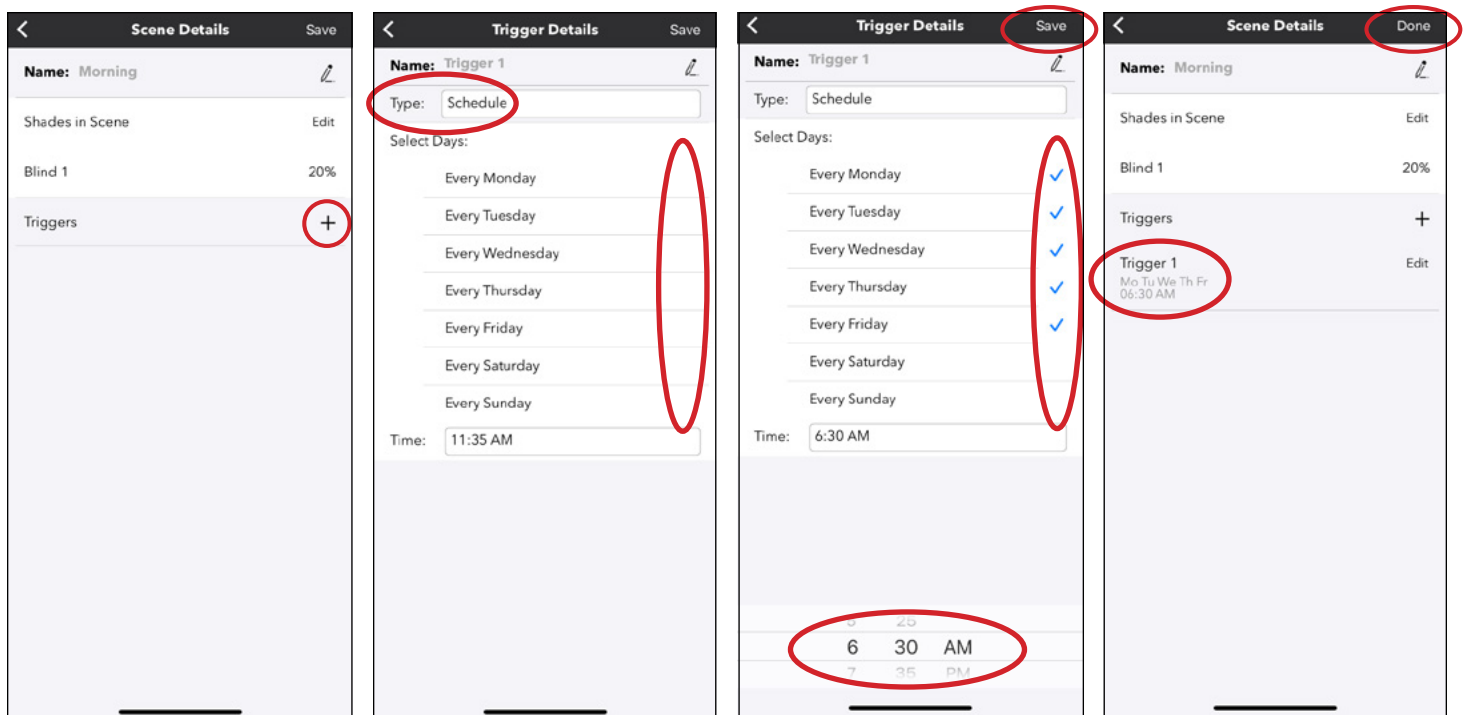
SCHEDULE BASED

- Execute the scene on specified days at a chosen time.
Example - I want my shades to close at 8:00 PM on weeknights.

EVENT BASED

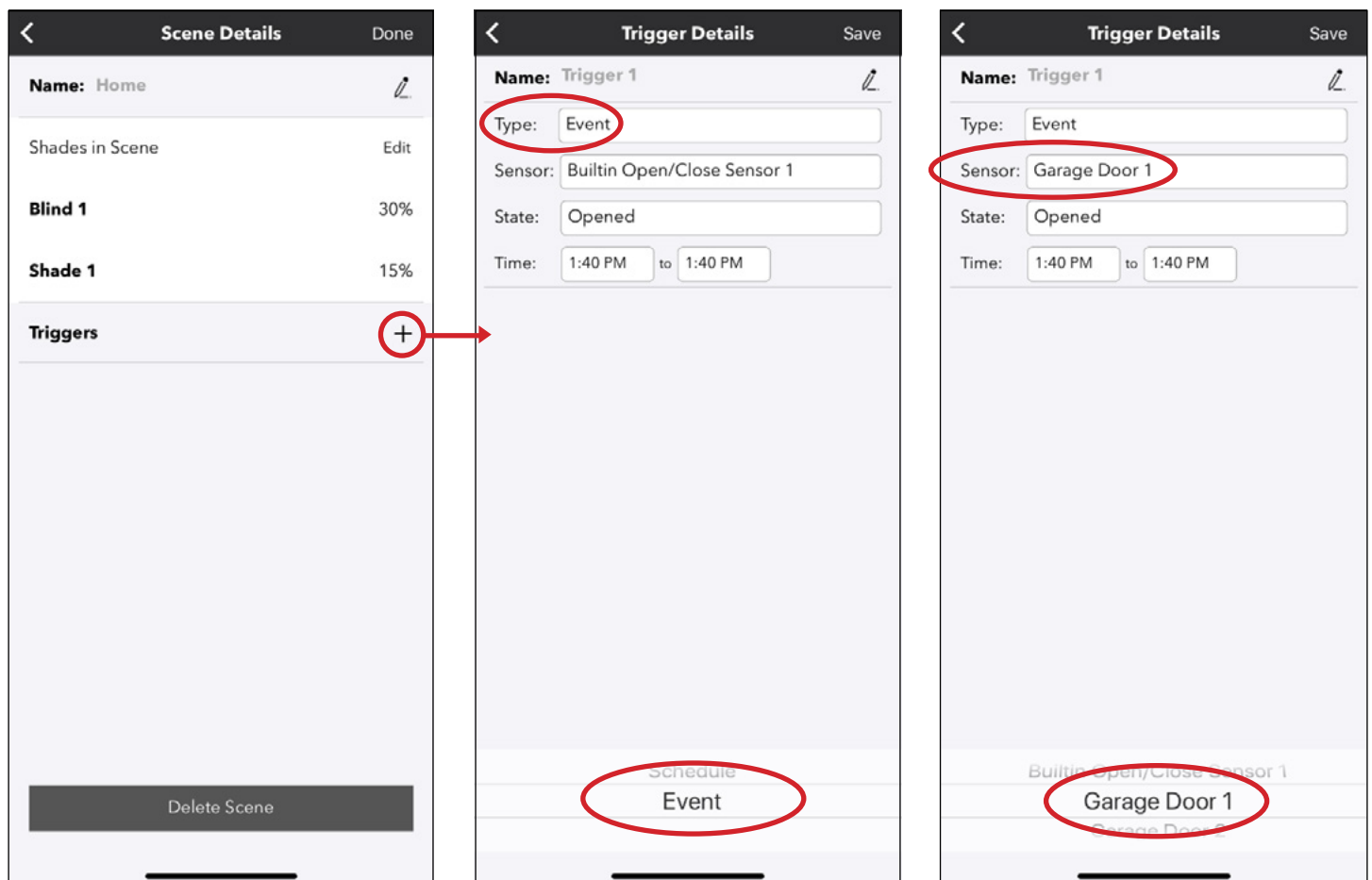
- Execute the scene when a specified sensor changes state (opens, closes, locks, unlocks) during a certain time period.
Example - I want my blinds to open when my garage door opens when I return home from work between 5:30 and 6:00 PM.

Add Schedule Trigger to a Scene



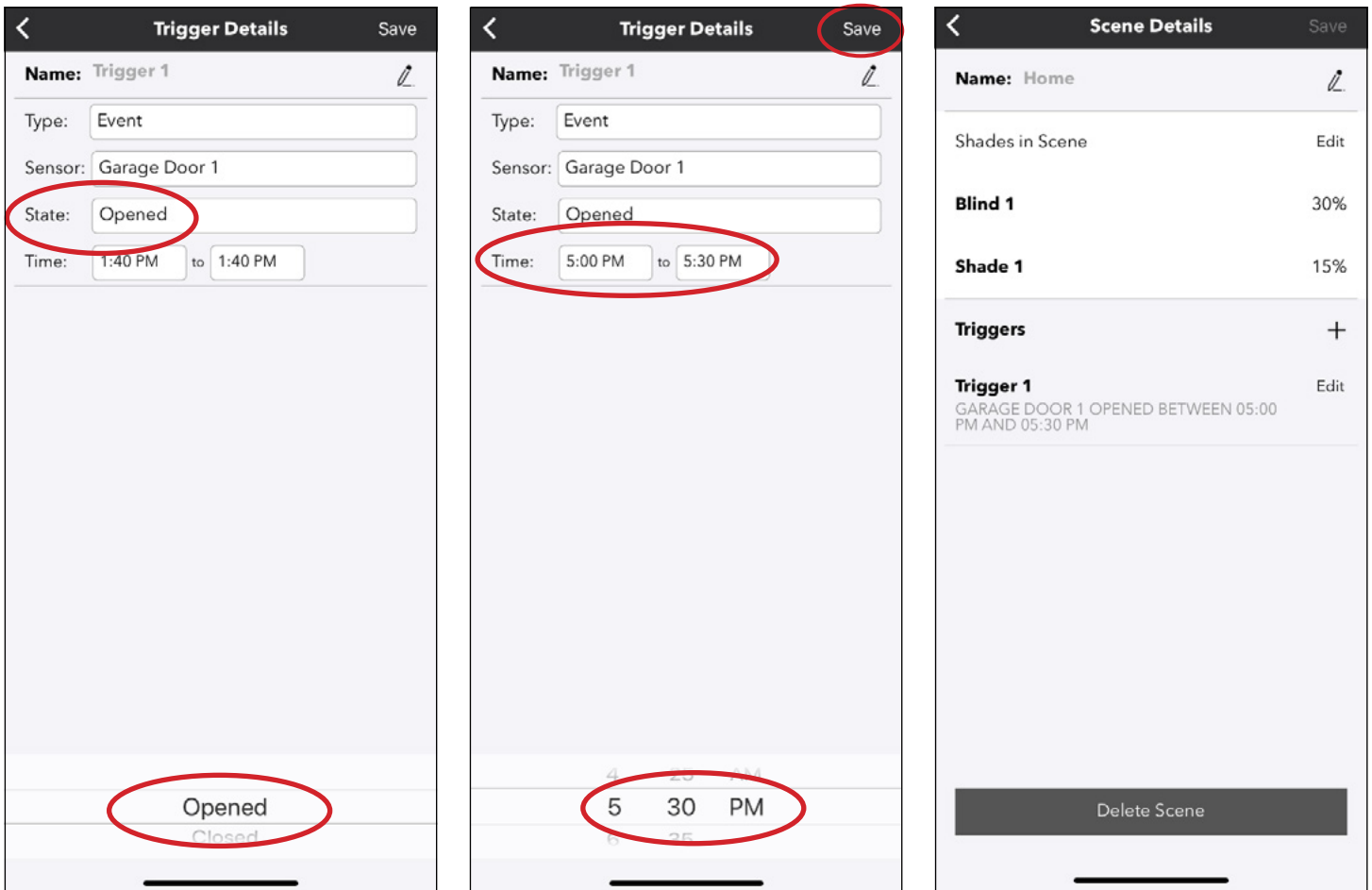
- Click + to the right of Triggers
 - Select Type to be "Schedule"
 - Select the Days that the scene should run
 - Select the Time that the scene should run
 - Click Save
 - The newly created Trigger will appear on the Scene Details screen.
- Add additional triggers if desired or click Done to exit.

Add Event Trigger to a Scene



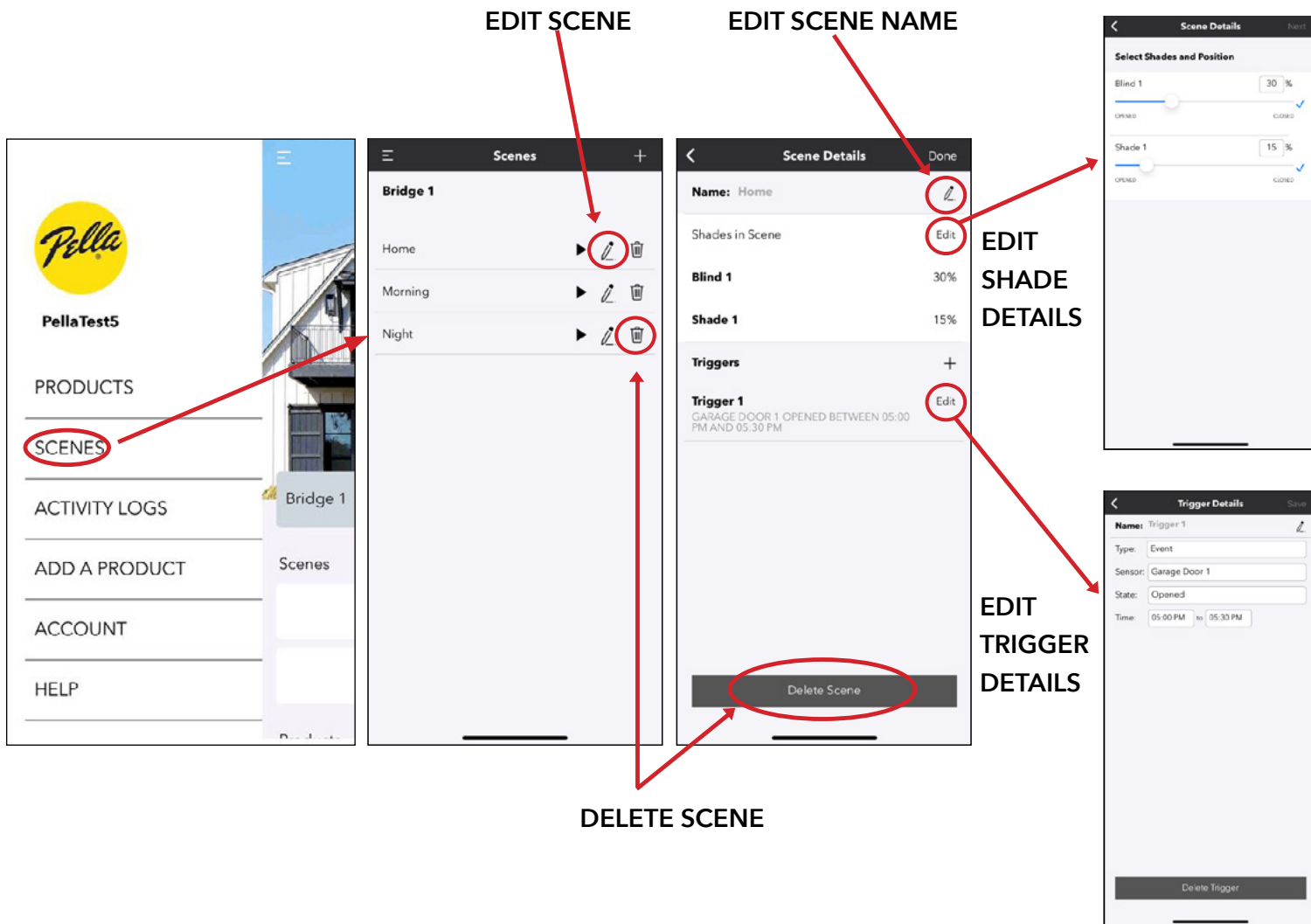
- Click + to the right of Triggers
- Click on Type and select "Event"
- Select the sensor that should trigger the scene to run

Add Event Trigger to a Scene



- Click the sensor state that should trigger the scene to run
- Select the period of time during which the scene should run
- Click Save
- The newly created Trigger will appear on the Scene Details screen.
Add additional triggers if desired or click Done to exit.

Editing/Deleting a Scene or Trigger

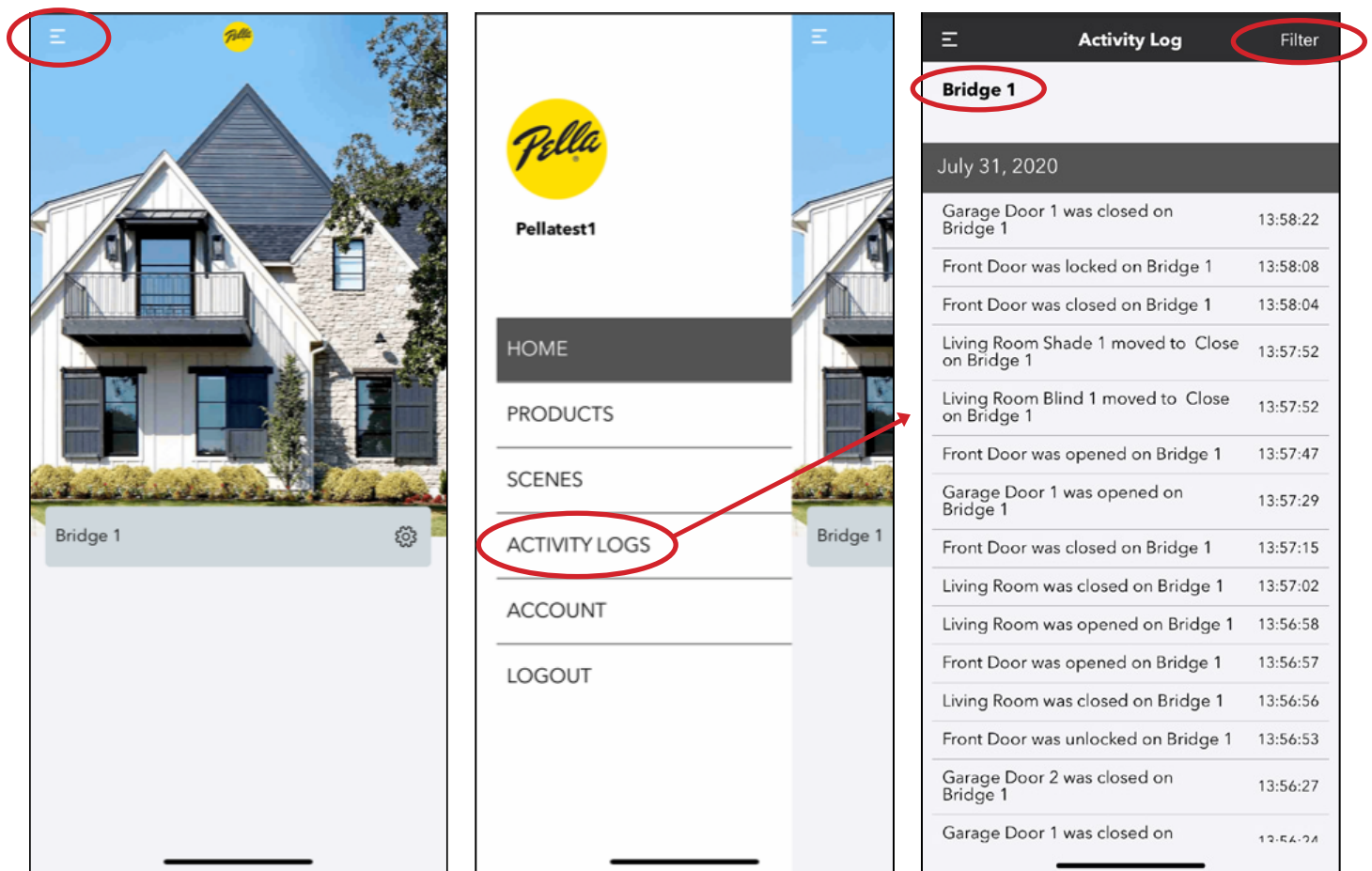


- Scenes may be edited by going to the Scenes screen.
- To edit a scene, click on the Pencil icon to the right of the scene. This will open the Scene Details screen.
- On the Scene Details screen, you may edit the Scene Name by clicking the Pencil icon to the right of the name, the Shades in the Scene by clicking Edit to the right of Shades in Scene, or Triggers by clicking Edit to the right of the Trigger.
- A scene may be deleted by clicking the Trash Can icon to the right of the scene name on the Scenes screen or by clicking Delete Scene at the bottom of the Scene Details screen.
- A Trigger may be deleted by clicking Delete Trigger on the bottom of the Trigger Details screen.

ACTIVITY LOGS



Activity Logs Screen

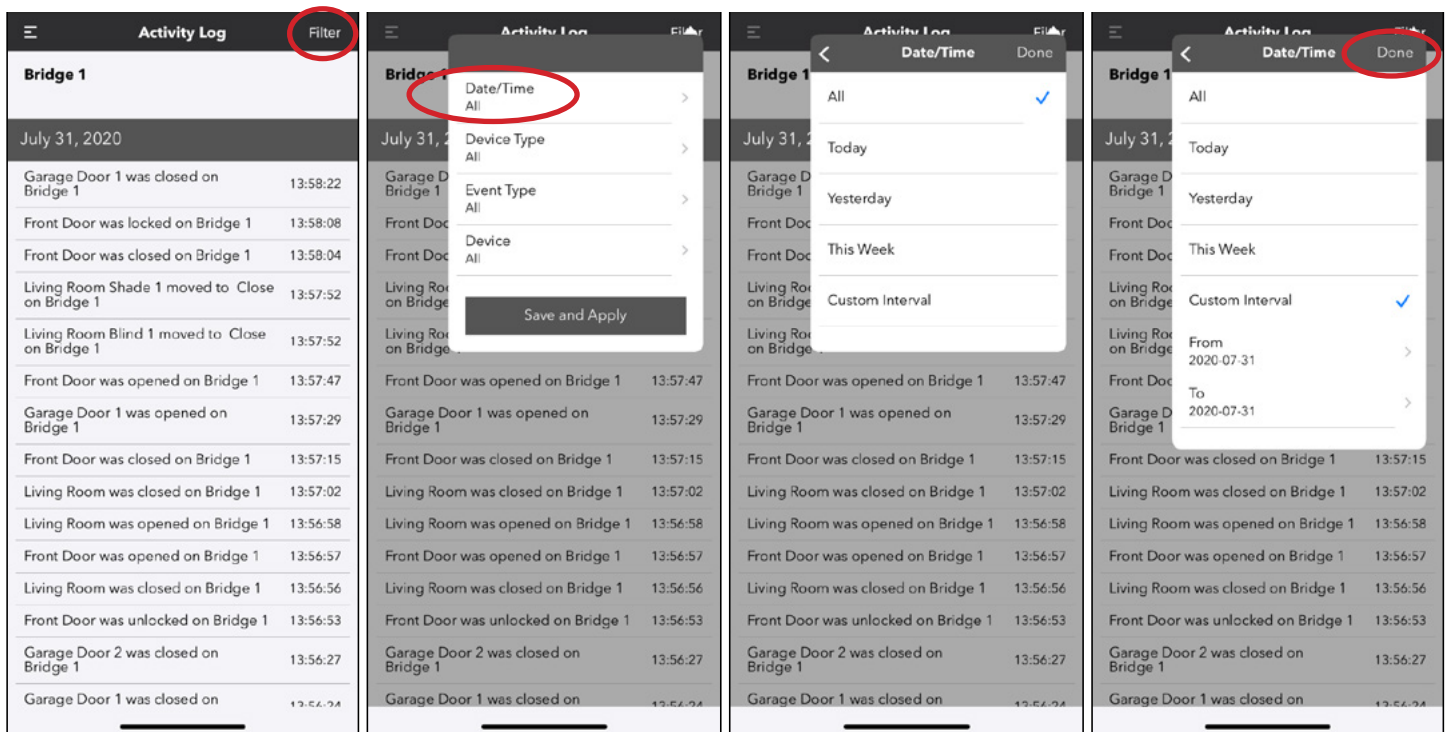


- Activity Logs display all state changes that have occurred on a Bridge. To access Activity Logs, click the Menu in the upper left corner
- Click on ACTIVITY LOGS
- If multiple Bridges learned to account, can toggle between Bridges by clicking on Bridge name
- Filters located in upper right corner allow information to be sorted by Date, Device Type, Event Type, Device



May apply more than one filter at a time.

Date Filter



To filter the Activity Log by Date and Time

- Click Filter in the upper right corner
- Click on Date/Time

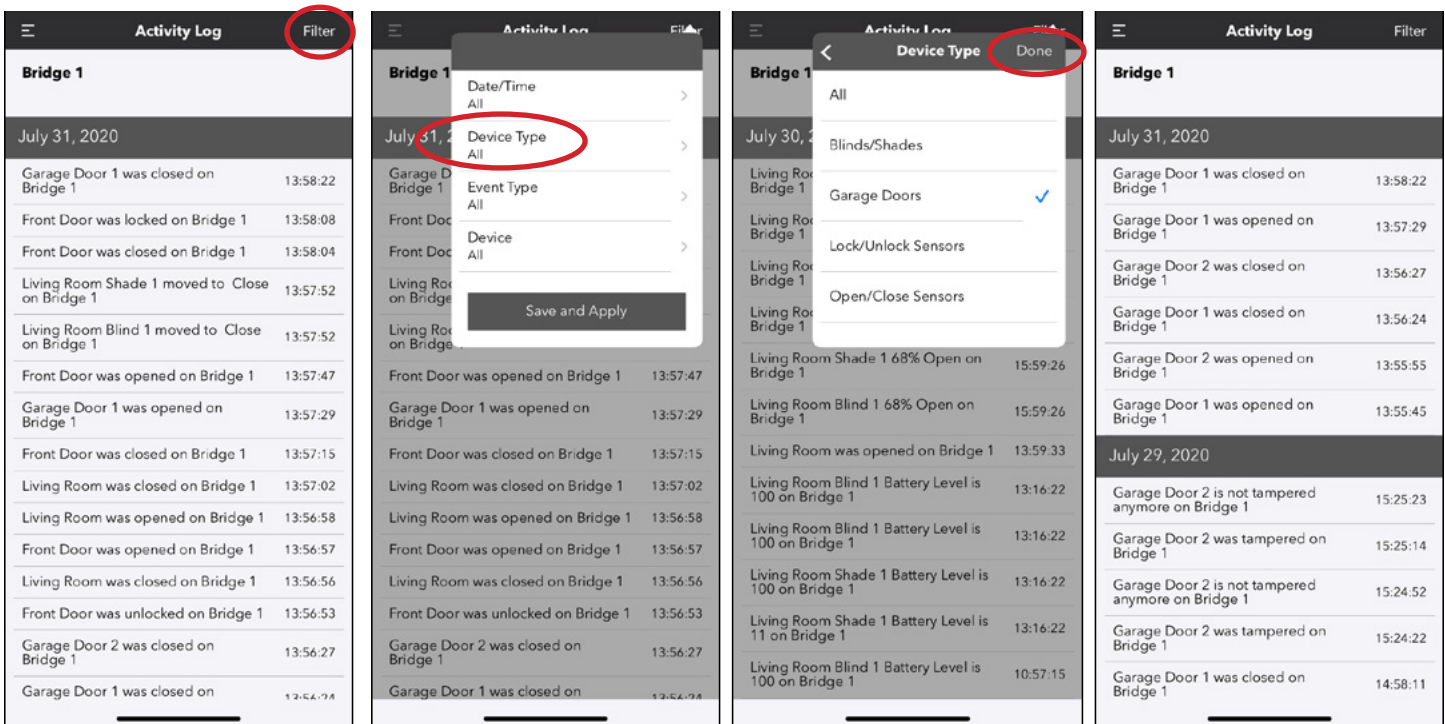
DATE/TIME OPTIONS INCLUDE:

- Today
- Yesterday
- This Week
- Custom Interval
- Click on the desired Date/Time Filter option
- If Custom Interval is chosen, select the From and To date range
- Click Done
- Click Save and Apply



The activity log will only display activity for the selected time period.

Device Type Filter



• OPTIONS INCLUDE:

- All
- Blinds/Shades
- Garage Doors
- Lock/Unlock Sensors
- Open/Close Sensors

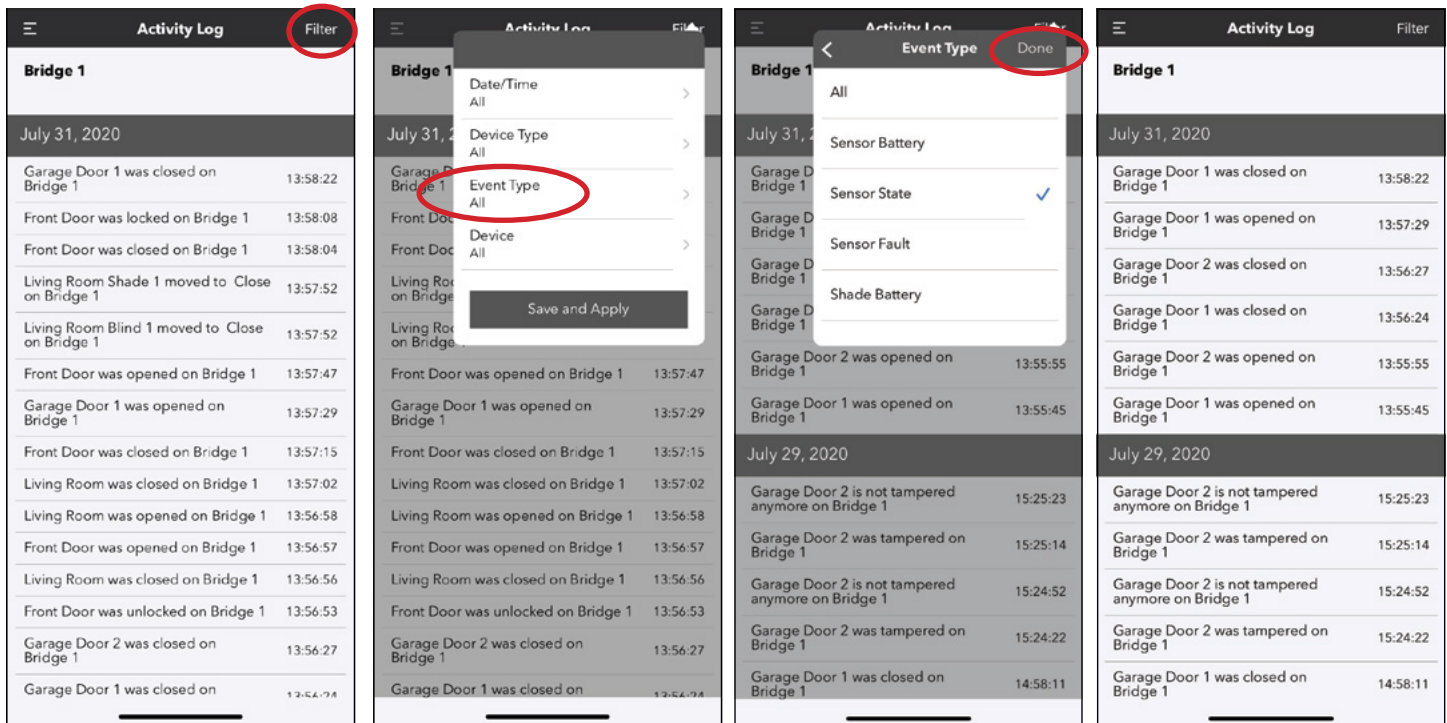
To filter the Activity Log by a Device Type

- Select Filter in the upper right corner
- Click on Device Type
- Device Type Options Include
 - All
 - Blinds/Shades
 - Garage Doors
 - Lock/Unlock Sensors
 - Open/Close Sensors
- Click on the desired Device Type
- Click on Done
- Click on Save and Apply



The activity log will only display activity for the selected Device Type.

Event Type Filter



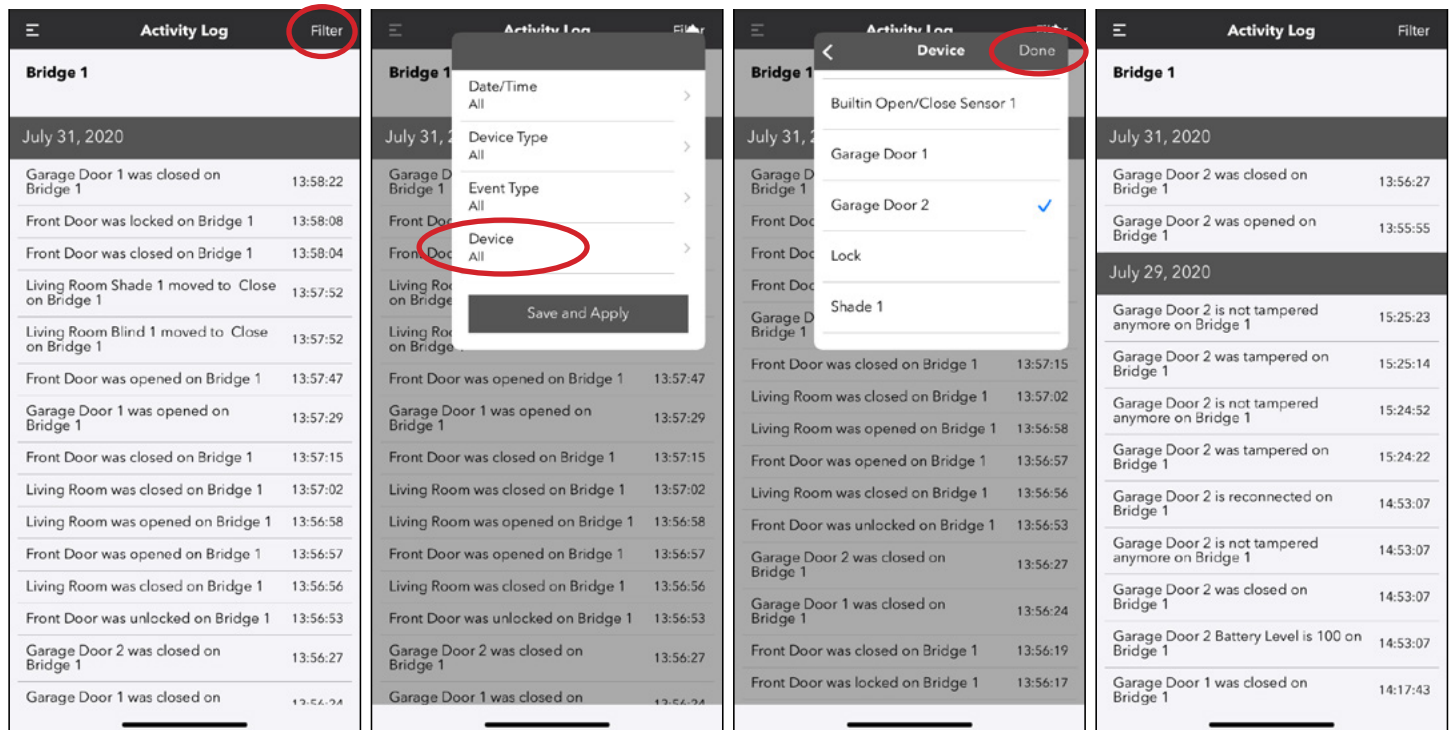
To filter the Activity Log by an Event Type

- Select Filter in the upper right corner
- Click on Event Type
- Event Type Options Include
 - All
 - Sensor Battery
 - Sensor State
 - Sensor Fault
 - Shade Battery
- Click on the desired Event Type
- Click on Done
- Click on Save and Apply



The activity log will only display activity for the selected Event Type.

Device Filter



To filter the Activity Log by a specific Device

- Select Filter in the upper right corner
- Click on Device
- Click on the desired Device
- Click on Done
- Click on Save and Apply

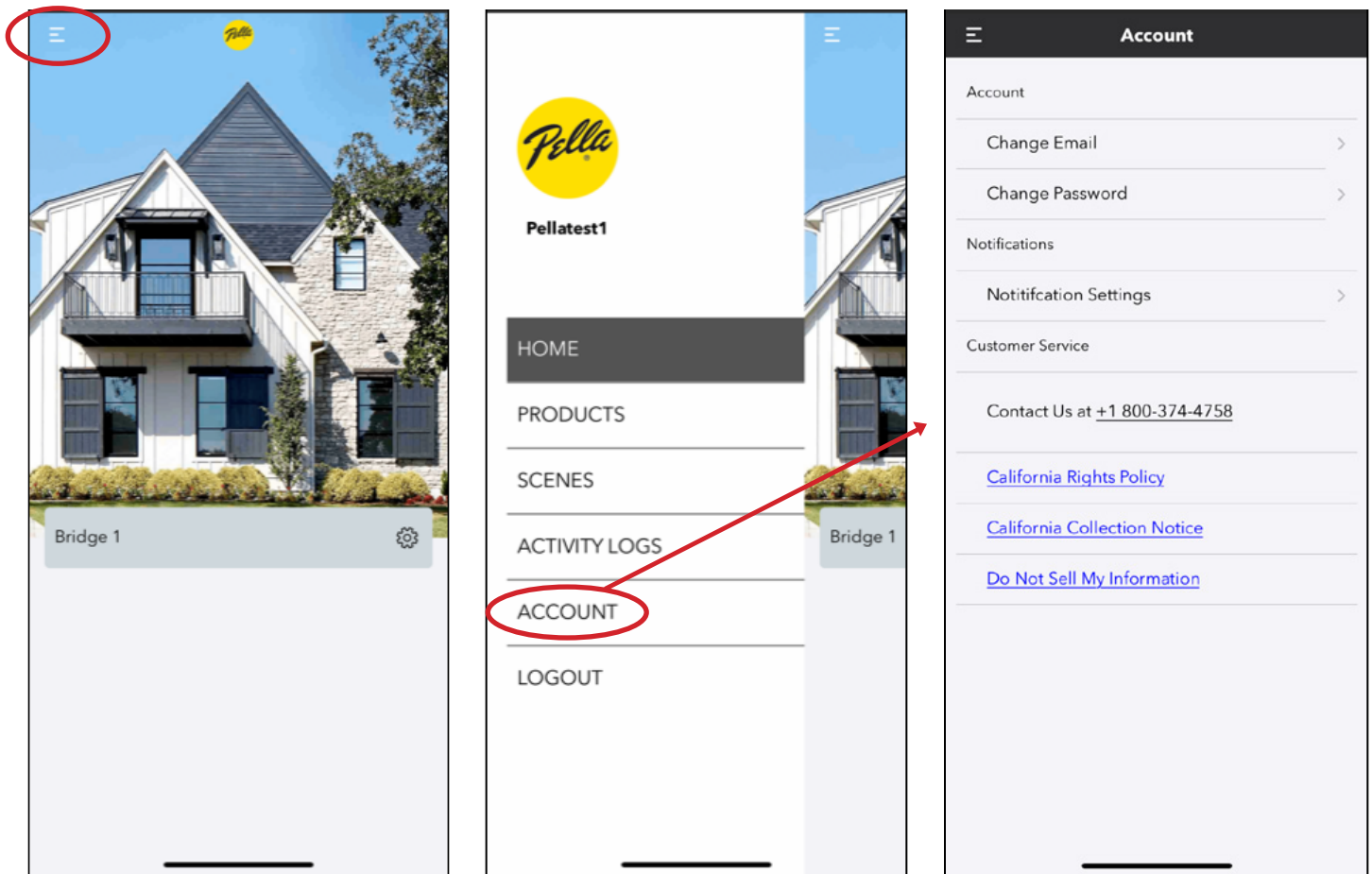


The activity log will only display activity for the selected Device.

ACCOUNT SCREEN



Account Screen

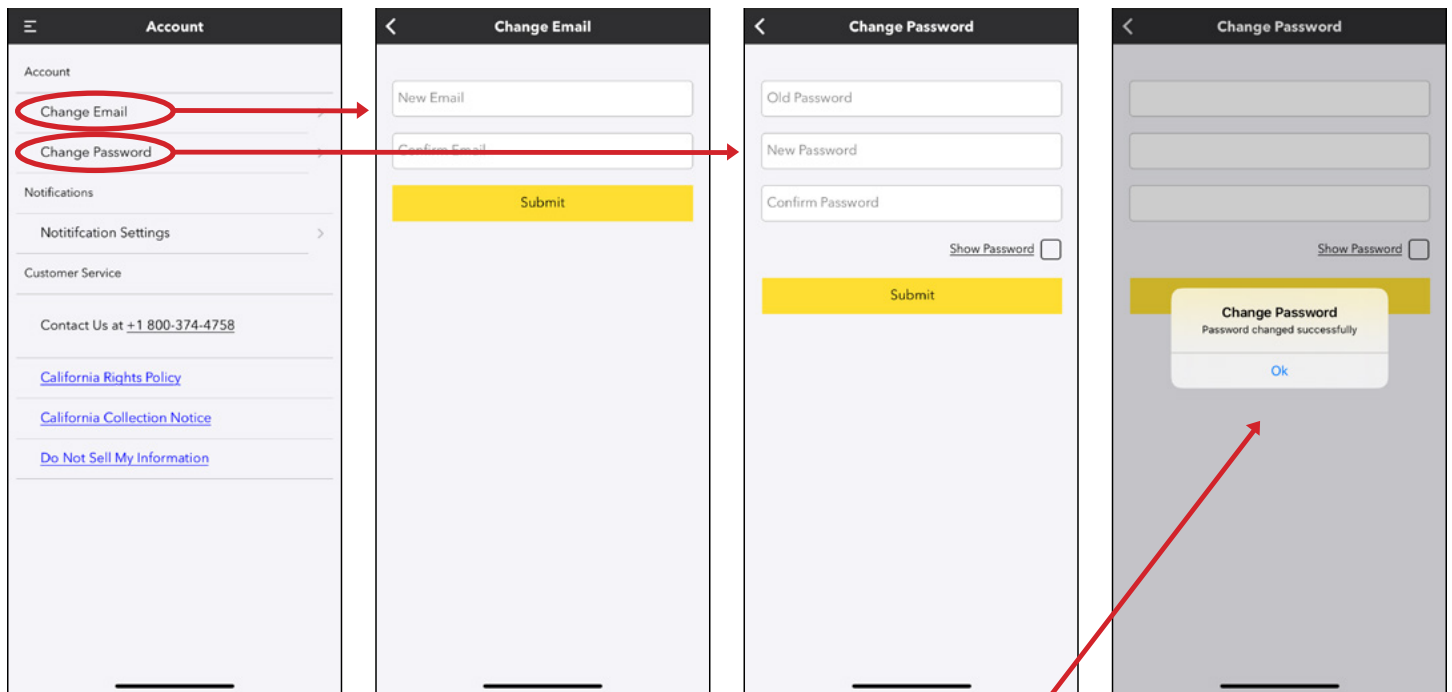


The Account screen allows:

- Change Email Address
- Change Password
- Change Global Notification Settings
- Contact Customer Service
- Links to California Rights information

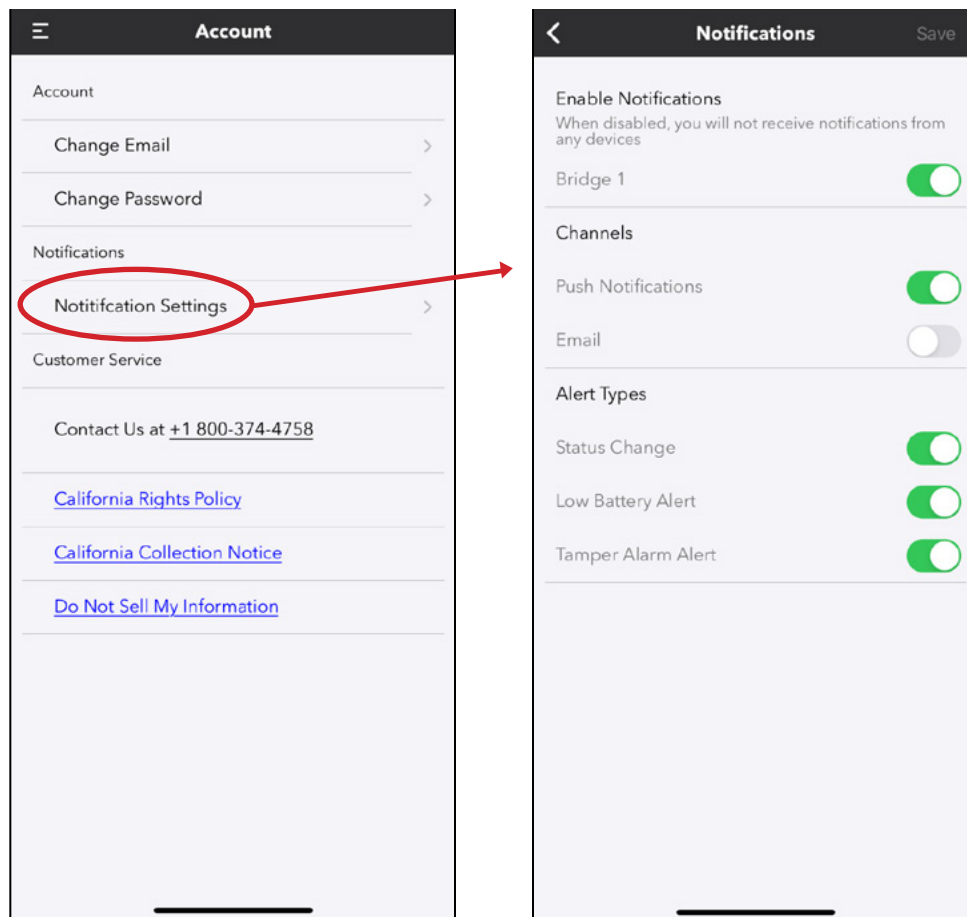
To access the Account screen, click on Menu in the upper left corner and click on ACCOUNT.

Change Email or Password

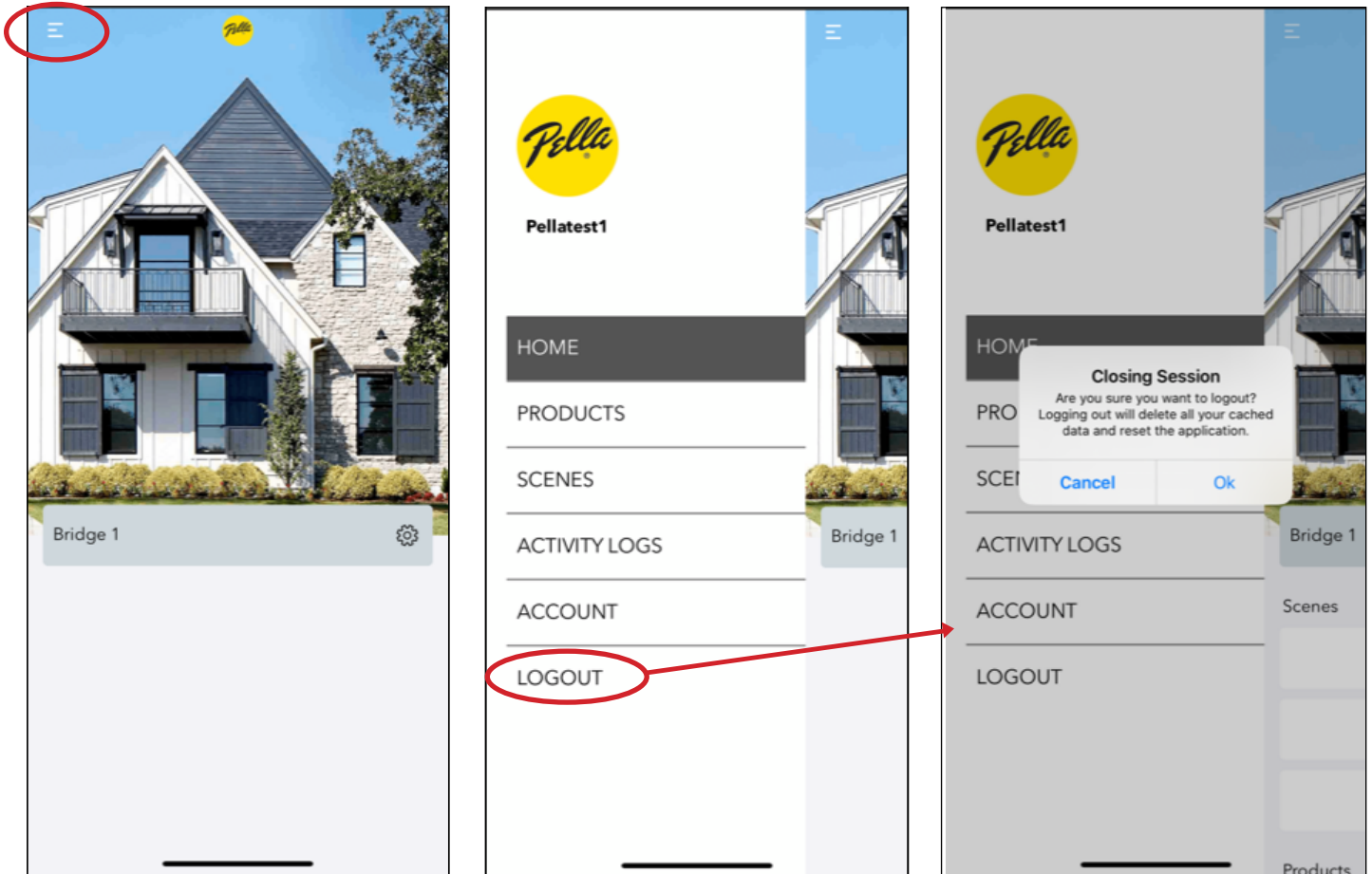


Confirmation message provided when successful change made.
Email confirmation also sent.

Change Notification Settings



Logout



Troubleshooting



I'm not receiving any notifications.

- Check global settings in Accounts screen

I'm not receiving notifications from a device.

- Change device state and verify that icon changes state in app
- Check signal strength and when last activity occurred on device detail screen
- Check Notification setting on device detail screen
- Check notification triggers on device detail screen

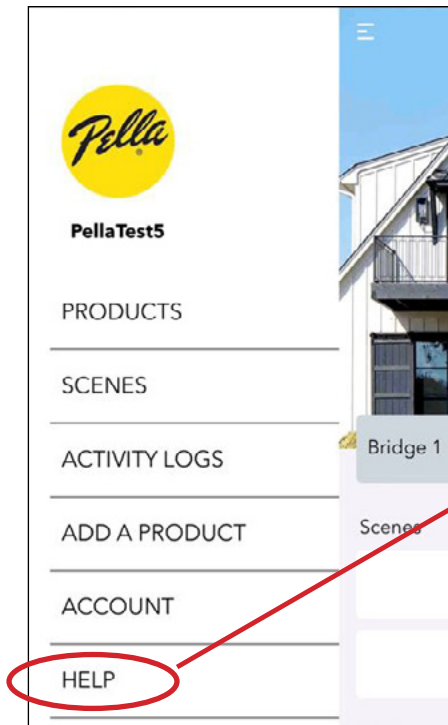
My sensor shows opened or unlocked, but it is closed or locked.

- Check activity log to see if device is tampered, check signal strength or last activity for sensor

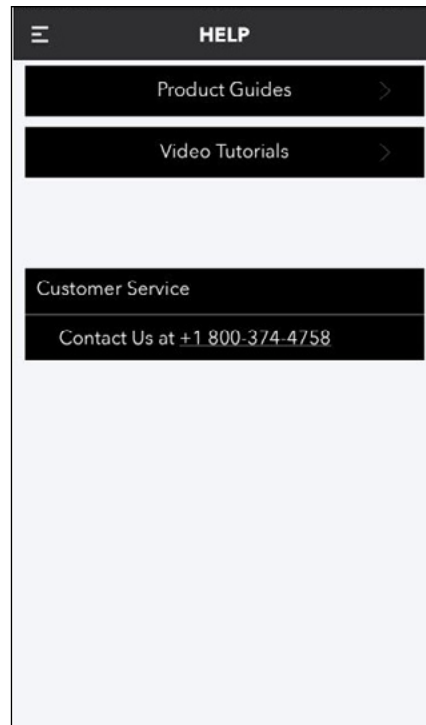
Blinds or shades operate automatically.

- Check scenes and triggers

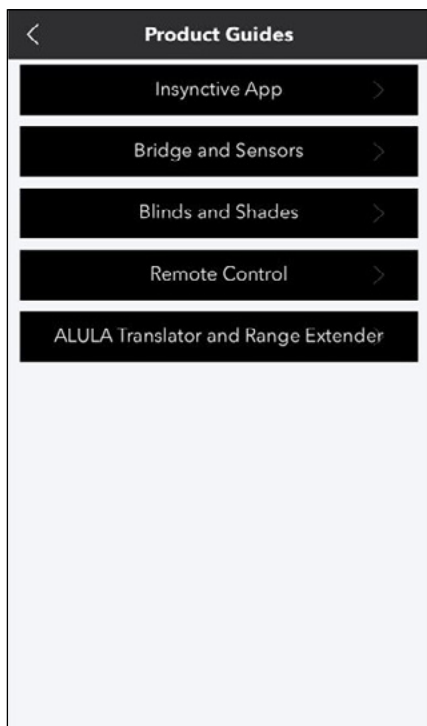
Help Section



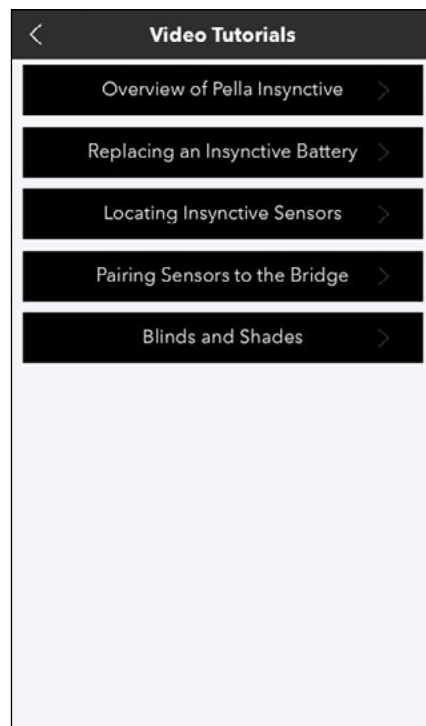
New Menu Options



Help Screen



Product Guides



Video Tutorials

