INTEGRATED SENSOR TROUBLESHOOTING GUIDE FOR GARAGE DOORS AND UNIVERSAL SENSORS

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Pella Insynctive® Bridge:

For additional help with the Pella Insynctive Bridge, call Pella Customer Service at 855-473-5524. Additional information on bridge and sensor operation can be found in the Bridge and Sensors Product Guide on ConnectPella.com as well as the the Insynctive App Overview.

About the Bridge:

The Pella Bridge can be used to interface between Pella Insynctive products and either a home automation system or the Pella Insynctive App.

Setting Up Sensors with the Bridge:

Power up bridge with accompanying 12V wall adaptor and use the accompanying ethernet cord to connect bridge to either a local network switch or router. Upon powering up, the LED on bridge will turn green and stay green for 45 - 60 seconds, then the LED will go through a color wheel (a series of different colors) while it looks for any updates on the internet. When the LED then turns off the bridge is now ready to be used.





Learning sensors to the bridge can be done either through the Insynctive app, or manually. To add them in the app, just follow the directions given in the app, it should be straight forward. For help with the Insynctive app, call 855-473-5524 or see the App product guide on Pella.com.

To add them manually, the bridge must first be put into learn mode. This is done by pressing the bottom button on the bridge and holding for a second or so. An orange light should start blinking, which indicates the bridge is now in learn mode and ready to learn in sensors. See **Product Sensor** sections on how to learn specific sensors to the bridge.

When a sensor has been learned to the bridge, the bridge will make a long beep, and the LED will turn green. A sensor can also be unlearned from the bridge using the same process for learning the sensor. Upon unlearning a sensor, the bridge will give three short beeps, and the LED will flash red three times.

NOTE: Bridge will not beep if Chimes are turned off, see Troubleshooting section for more details.

Operation:

Once sensor(s) have been learned to the bridge, the bridge should make a beep whenever a unit becomes unlocked or opened (it won't for locked or closed) unless chimes are turned off.

The product status in the Insynctive app or home automation system should reflect the actual state of the product, and update within a few seconds of a state change.

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Troubleshooting:

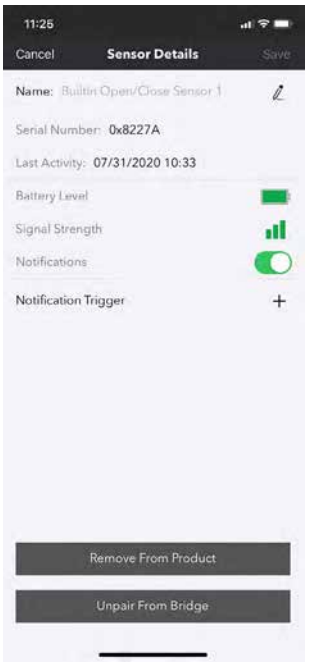
- Bridge will not beep nor does green LED come on to indicate the bridge has learned in the sensor.
    - Check **Product Sensor** sections to troubleshoot sensor.
    - Check to see if the sensor shows up on either the app or home automation system. If the sensor does, ensure it is working and updating properly.
        - If sensor shows up but does not work properly, delete the sensor and relearn it following the **Setting Up Sensors with the Bridge** section.
    - Power cycle bridge and retry learning in the sensor following the **Setting Up Sensors with the Bridge** section.
    - Contact Pella Customer Service at 855-473-5524.

- Bridge won't beep upon opening/unlocking of any products.
    - Check to see if the chimes are turned on. Chime settings can be checked in app. (See Chime Settings photo.)
    - Manual Method: Press and hold bottom button, orange light should come on, keep holding button until purple light turns on.
        - Let go of button and scroll through chime settings by pressing bottom button. Levels are high, low, off.
        - When desired setting found, stop pressing bottom button and the chime setting will time out.
        - Try opening/unlocking product again.
    - Ensure sensors are learned to the bridge by checking the app or home automation system.
        - Try relearning sensors to bridge following the **Setting Up Sensors with the Bridge** section.
    - Power cycle bridge then try opening/unlocking products again.
    - Contact Pella Customer Service at 855-473-5524.



Chime Settings

- Bridge will beep upon opening/unlocking of some products, not with others.
    - Check **Product Sensor** sections to troubleshoot sensor. (See Signal Strength photo.)
    - Check to see if range is an issue. Typical open air range is >100ft, but will vary depending on number of walls and materials between sensor and bridge.
        - Check chime settings on app.
        - Try moving bridge closer to sensor to see if bridge will pick up sensor status.
        - If range does seem like an issue, use the Alula Universal Translator model RE524XP as a repeater. See **Alula Universal Translator** section for details.
    - Power cycle bridge then try opening/unlocking unresponsive products again.
    - Contact Pella Customer Service at 855-473-5524.



Signal Strength

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Troubleshooting – Insynctive App Only:

- Trouble connecting to bridge in the app.
    - Make sure the phone or table is connected to the internet.
    - Close out the app, power cycle the bridge, and then open the app again.
    - Call Customer Service at 855-473-5524.

- Sensor won't seem to learn through the app.
    - Check **Product Sensor** sections to troubleshoot sensor.
    - Close out the app, power cycle the bridge, and then open the app again.
    - Try adding sensor manually following **Setting Up Sensors with the Bridge** section.
    - Call Customer Service at 855-473-5524.

- Sensor status wont update on the app.
    - Check **Product Sensor** sections to troubleshoot sensor.
    - Close out the app, power cycle the bridge, and then open the app again.
    - Check to see if range is an issue. Typical open air range is >100ft, but will vary depending on number of walls and materials between sensor and bridge.
        - Try moving bridge closer to sensor to see if bridge will pick up sensor status.
        - If range does seem like an issue, use the Alula Universal Translator model RE524XP as a repeater. See **Alula Universal Translator** section for details.
    - Call Customer Service at 855-473-5524.

- The bridge will beep upon opening/unlocking of product, but the status won't update in the app.
    - Close app, and then open back up again.
    - Check the local network internet speed, the internet connection is probably the reason, it will update.
    - Call Customer Service at 855-473-5524.

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Alula® Universal Translator – Model RE524XP

For additional help with the Alula Universal Translator, call Alula Technical Support at 888-882-5852.

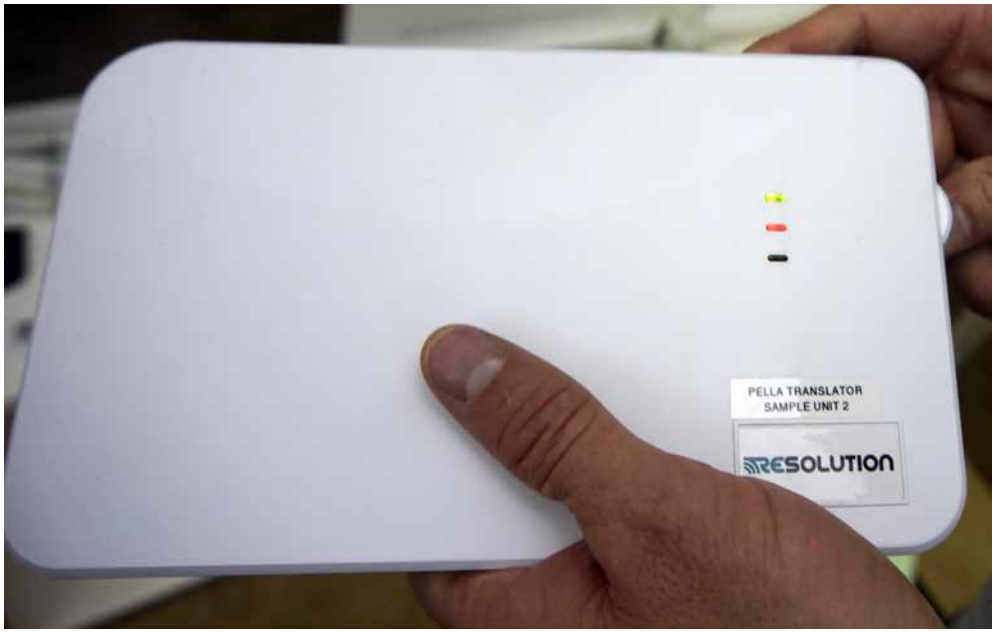
About the Translator:

The translator is used to translate Insynctive sensor signals to signals most major security panel manufacturers can understand.

The translator can also act as a signal repeater when sensor signal range may be an issue.

Configuring Translator, Sensors, and Security Panel:

Open translator front panel, and then power it up using the 12V wall adaptor supplied.



With translator powered on and open, place the **Panel Select** dial to the correct security panel manufacturer. For Pella Insynctive® sensors, place the **Sensor Select** dial to seven.



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Configuring Translator, Sensors, and Security Panel (Continued):

To configure sensors with translator and security panel, security panel must first be put into wireless learn mode (contact panel manufacturer if unsure how this is done.)

Next, the panel must learn in the translator. With the security panel still in wireless learn mode, close the front panel on the translator and after a few seconds open it back up again. Security panel should learn in translator.

The translator must also learn the sensor before it can translate and transmit the signal to the security panel. To do this, with front panel opened and translator powered up (security panel should still be in wireless learn mode too), press the configure button on the circuit board, an orange light should come on. With orange light on, trigger each sensor which needs to be learned, one at a time (see **Product Sensor** sections for information on sensor operation). The translator will beep when it learns each sensor. The translator should now transmit the sensor signal to be learned into the security panel. Once all sensors are learned to translator, configuration is complete. Front panel can be closed now.

The security panel should now pick up the statuses of the sensors learned to it.

NOTE: Be sure the translator model number **IS RE524XP**, and **NOT RE524X**. The RE524X model number will **NOT** work with Insynctive sensors. The translator PCB (green board) label may say RE524X, which is ok. The Alula translator box should say RE524XP though and should only be ordered through Pella Corp to ensure the correct model is ordered.

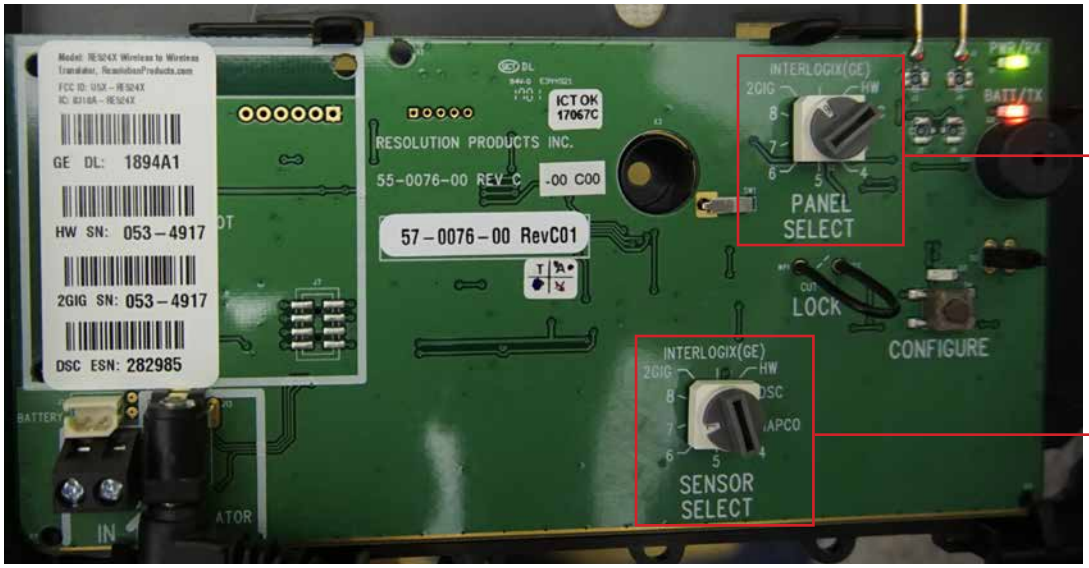
NOTE: For Honeywell, DSC systems, sensors must be tripped, not tampered to learn into security panel properly. For Interlogix systems, the sensors must be tampered, not tripped to learn into security panel properly.

Translator Operation:

Once sensors have been configured to the translator, the green and red lights on the translator should flash when a sensor is triggered. The green light flashing indicates the translator has received a signal, and the flashing red light indicates the translator is transmitting a signal.

Repeater Operation:

The translator can also be used as a signal repeater when needed. Set both Sensor and Panel dials to seven, and follow the same set up in **Configuring Translator, Sensors, and Security Panel**. Once sensors have been configured to the translator, the green and red lights on the translator should flash when a sensor is triggered. The green light flashing indicates the translator has received a signal, and the flashing red light indicates the translator is transmitting a signal.



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Troubleshooting:

- Translator won't configure or learn sensor in, no flashing green (receive) or flashing red lights (send).
    - Check to confirm the correct translator model. The translator model number **IS RE524XP**, and **NOT RE524X**. The RE524X model number will **NOT** work with Insynctive sensors.
    - Check to see if **Panel** and **Sensor Select** dials are correct.
    - Check specific **Product Sensor** sections to see if sensor has been prepped correctly or is working correctly.
    - Call Alula Technical Support at 888-882-5852.

- Translator configured sensor fine, and will receive signal (green flashing light), but will not send to panel (red flashing light).
    - Check to see if sensor has been configured to the translator by following the **Configuring Translator, Sensors, and Security Panel** section.
    - Sensor may have initially been learned in as wrong sensor type, call Alula Technical Support for further help on resetting translator at 888-882-5852 and relearning sensor in as the correct type.

- Translator shows it is sending (red flashing light) and receiving (green flashing light) sensor signals, but the security panel is not responding.
    - Check to see if **Panel** and **Sensor Select** dials are correct.
    - Check to see if translator has been configured to the security panel by following the **Configuring Translator and Sensors and Security Panel** section.
    - Check to confirm security panel is in wireless learn mode.
    - Contact Alula Technical Support at 888-882-5852 or contact security panel manufacturer for further assistance.

- Security panel intermittently responds to sensor status changes.
    - Check specific **Product Sensor** sections to see if sensor has been prepped correctly or is working correctly.
    - Check to see if range is an issue. Typical open air range is >100ft, but will vary depending on number of walls and materials between sensor and translator.
        - Try using another translator as a repeater if range might be an issue.
    - Contact Alula Technical Support at 888-882-5852 or contact security panel manufacturer for further assistance.

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Garage Door Sensor

For additional help with Pella Insynctive® sensors, call Pella Customer Service at 855-473-5524. Additional information on bridge and sensor operation can be found in Bridge and Sensor Product Guide on ConnectPella.com.

Garage door in closed (upright) position





Garage door in open (tilted) position

Getting Started:

Before attaching garage door sensor to overhead garage door, take screw out of bottom of sensor and take off the back cover to reveal the battery and circuit board. Take plastic tab out of battery, then put cover and screw back on sensor.

Place sensor on interior of closed overhead garage door (preferably near/at the top) with Pella logo upright and facing out. Sensor is now ready.

NOTE: The closer the sensor is attached to the top of the overhead the garage door, the quicker and more accurate the open/close signal will be.

Learn Sensor to Bridge:

See **Pella Insynctive Bridge** section on how to prepare bridge for learning sensors.

Do this before attaching sensor to garage. After removing plastic tab from battery or taking the battery out and putting it back in, and properly replacing cover, make sure the bridge is in learn mode. Within 2 minutes of placing the battery back into the sensor, tilt (past 45°) and straighten the garage door sensor twice within a few seconds, then wait. After 5-10 seconds the bridge should beep and then the LED should turn green. The bridge has learned in the sensor.

The bridge will beep upon tilting (opening) the garage door sensor and the product status in the app or home automation should show actual product status and update with any state change.

Learn Sensor to Translator:

See **Alula Universal Translator** section on how to prepare translator and security panel for learning sensors.

With the security panel and translator in learn mode, open or close the garage door (or tilt sensor if not yet installed), and sensor should learn into security panel.

The security system should show actual product status, and update with any state change.

Operation:

For garage door sensor to read closed, the sensor must be properly placed on overhead garage door, with overhead garage door completely shut. Garage door will read open upon opening of overhead garage door.

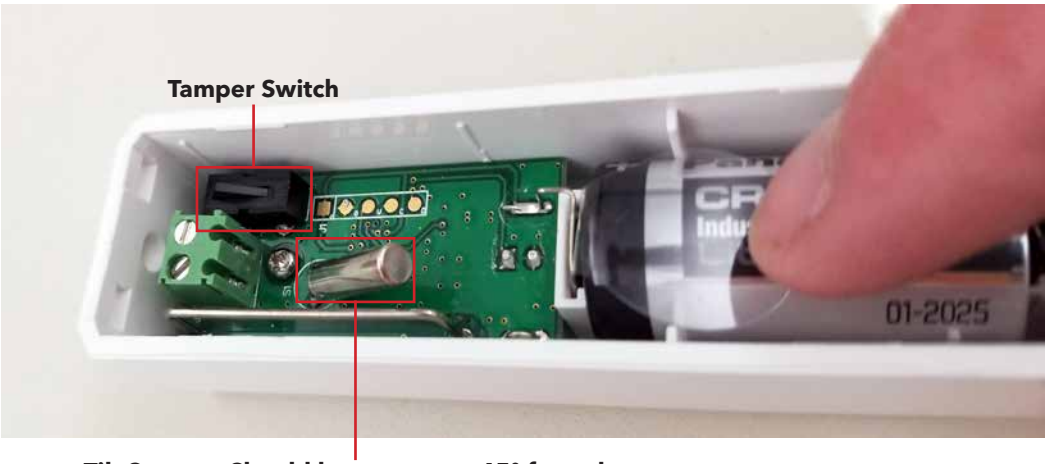
NOTE: There is about a 1-2 second delay between when the sensor reads open/closed, and when it transmits the signal.

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Troubleshooting:

If sensor does not update correctly, or the sensor shows tampered, here are some steps to try:

- Make sure the sensor is installed in the correct orientation, with the sensor located at or near the top of the interior of the closed overhead garage door.
    - If not, install correctly and then follow **Getting Started** and **Operation** sections to see if sensor is working properly
- Carefully remove sensor from overhead garage door and take off back cover to ensure the plastic tab has been pulled out from the battery.
    - If not, pull out tab and then follow **Getting Started** and **Operation** sections to see if sensor is working properly.
- If plastic tab has been pulled, check battery voltage or replace battery with a new Lithium CR123A 3V cell.
    - With new battery, follow **Getting Started** and **Operation** sections to see if sensor is working properly.
- With back cover open, inspect the board to make sure sensors and switches have not been damaged.
    - If tilt sensor seems off, try adjusting the angle of the tilt sensor. Follow **Getting Started** and **Operation** sections to see if sensor is working properly.



Tilt Sensor – Should be at approx. 45° from the circuit board. Adjust as needed.

    - If any missing or damaged, replace with new sensor. Follow **Getting Started** and **Operation** sections to see if sensor is working properly.
- Sensor updates state, but reads tamper.
    - Make sure back cover is fully attached to sensor.
    - Check to see the tamper switch is in good condition.
- Try replacing sensor with a new one.
    - If new sensor works, the issue was with the sensor. Keep/get new sensor for unit, properly dispose of non-working sensor.
- See **Alula Universal Translator** and **Pella Insynctive® Bridge** sections for further troubleshooting as well.

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Universal Stick-on Sensor

For additional help with Pella Insynctive® sensors, call Pella Customer Service at 855-473-5524. Additional information on bridge and sensor operation can be found in Bridge and Sensor Product Guide on ConnectPella.com.



Closed position

Getting Started:

Before attaching universal stick-on sensor to surface, take cover off of sensor to reveal the battery and circuit board. Take plastic tab out of battery, then put cover back on sensor.

Place sensor and magnet on smooth even surfaces, with either the magnet or sensor on either the fixed or movable surface, and the opposite on the other surface. When unit is closed, the magnet should align with the three raised lines on the edge of the sensor and be within a 1/2" of each other. Sensor is now ready.

NOTE: Try to get the magnet as close to the sensor as possible, without interfering in the unit's open/close operation. This will ensure the sensor is most accurately representing the unit's actual state.

Learn Sensor to Bridge:

See **Pella Insynctive Bridge** section on how to prepare bridge for learning sensors.

After removing plastic tab from battery or taking the battery out and putting it back in, and properly replacing cover, make sure the bridge is in learn mode. Within 2 minutes of placing the battery back into the sensor, and putting cover back on, place the magnet up to the raised lines then separate them, twice within a few seconds, then wait. After 5-10 seconds the bridge should beep and then the LED should turn green. The bridge has learned in the sensor.

The bridge will beep upon separating of magnet and sensor (or opening of product), and the product status in the app or home automation should show actual product status and update with any state change.

Learn Sensor to Translator:

See **Alula Universal Translator** section on how to prepare translator and security panel for learning sensors.

With the security panel and translator in learn mode, place the magnet next to the raised lines on the sensor or separate them (or open/close product), and sensor should learn into security panel.

The security system should show actual product status, and update with any state change.

Operation:

For universal stick-on sensor to read closed, the unit must be in the closed state, with the magnet and sensor within 1/2" of each other, and magnet must be aligned with the three raised lines on the edge of the sensor. Universal stick-on sensor will read open upon opening of opening of unit and separating of magnet and sensor.



Three raised lines

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Troubleshooting:

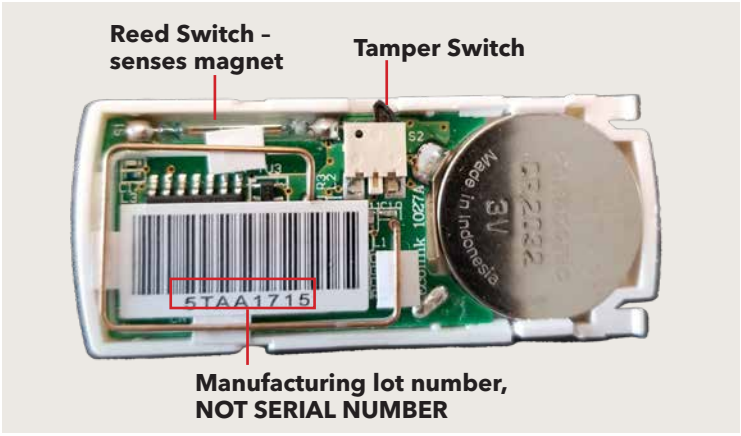
If sensor does not read open upon opening of unit with universal stick-on sensor, here are some steps to try.

- Make sure the sensor and magnet are installed with correct orientation. When unit is closed, magnet should line up with the raised lines on the edge of the sensor, and magnet and sensor should also be within 1/4" of each other.
    - If not, install correctly and then follow Getting Started and Operation sections to see if sensor is working properly.

- Carefully remove sensor from unit and take off back cover to ensure the plastic tab has been pulled out from the battery.
    - If not, pull out tab and then follow **Getting Started** and **Operation** sections to see if sensor is working properly.

- If plastic tab has been pulled, check battery voltage or replace battery with a new Lithium CR2032 coin cell.
    - With new battery, follow **Getting Started** and **Operation** sections to see if sensor is working properly.

- Sensor updates state, but reads tamper.
    - Make sure back cover is fully attached to sensor.
    - Check to see the tamper switch is in good condition.



- Try replacing sensor with a new one.
    - If new sensor works, the issue was with the sensor. Keep/get new sensor for unit, properly dispose of non-working sensor.

- See **Alula Universal Translator** and **Pella Insynctive® Bridge** sections for further troubleshooting as well.

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