

# HIVE



## Hive Bridge



Installation Guide

### Welcome to Hive

Before installing the Hive Bridge, please make sure the customer has a Hive account. If they don't, it's quick and simple to set one up.

- Ask them to download the Hive app and follow the instructions
- Or they can visit [hivehome.com/register](https://hivehome.com/register) and enter their details

Once the account has been confirmed, you'll be able to use the Hive app to start pairing devices

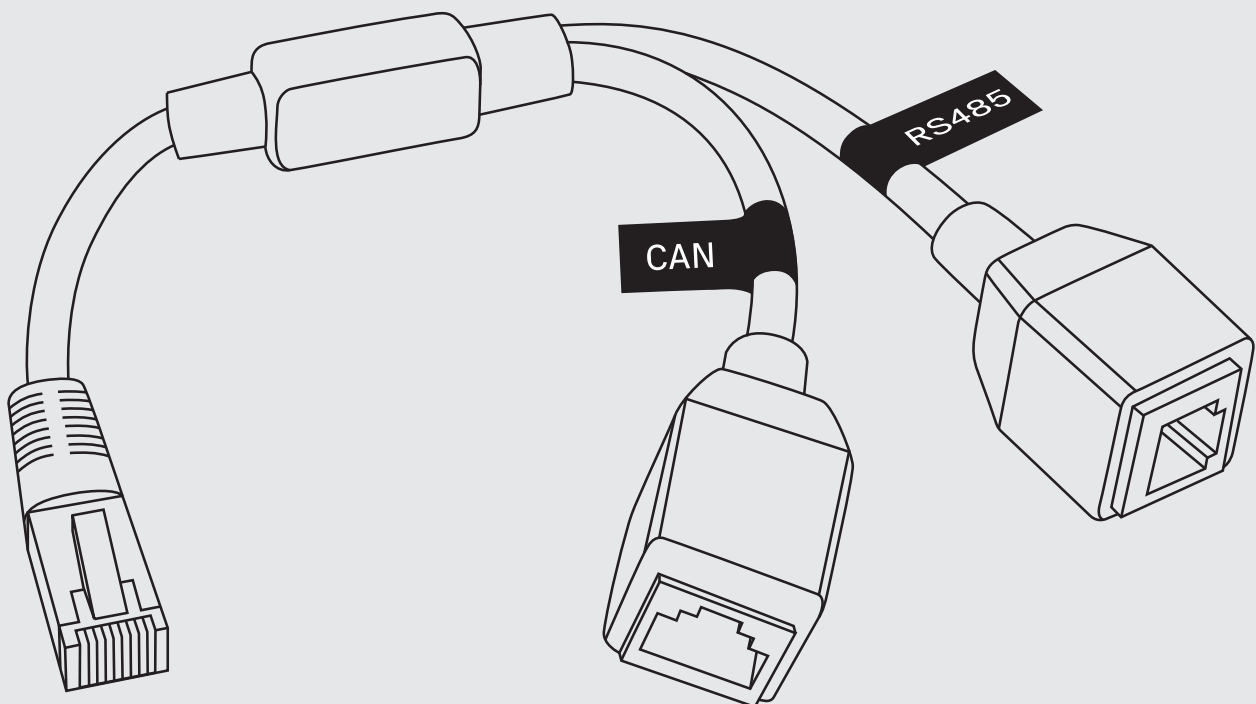
**Download the Hive app:**



### About the Hive Bridge

The Hive Bridge connects the Sunsynk and Battery system to the Hive ecosystem. The Bridge connects wirelessly to the Hive Hub (sold separately), which allows customers to control all their connected devices from their phone or tablet, anytime and anywhere.

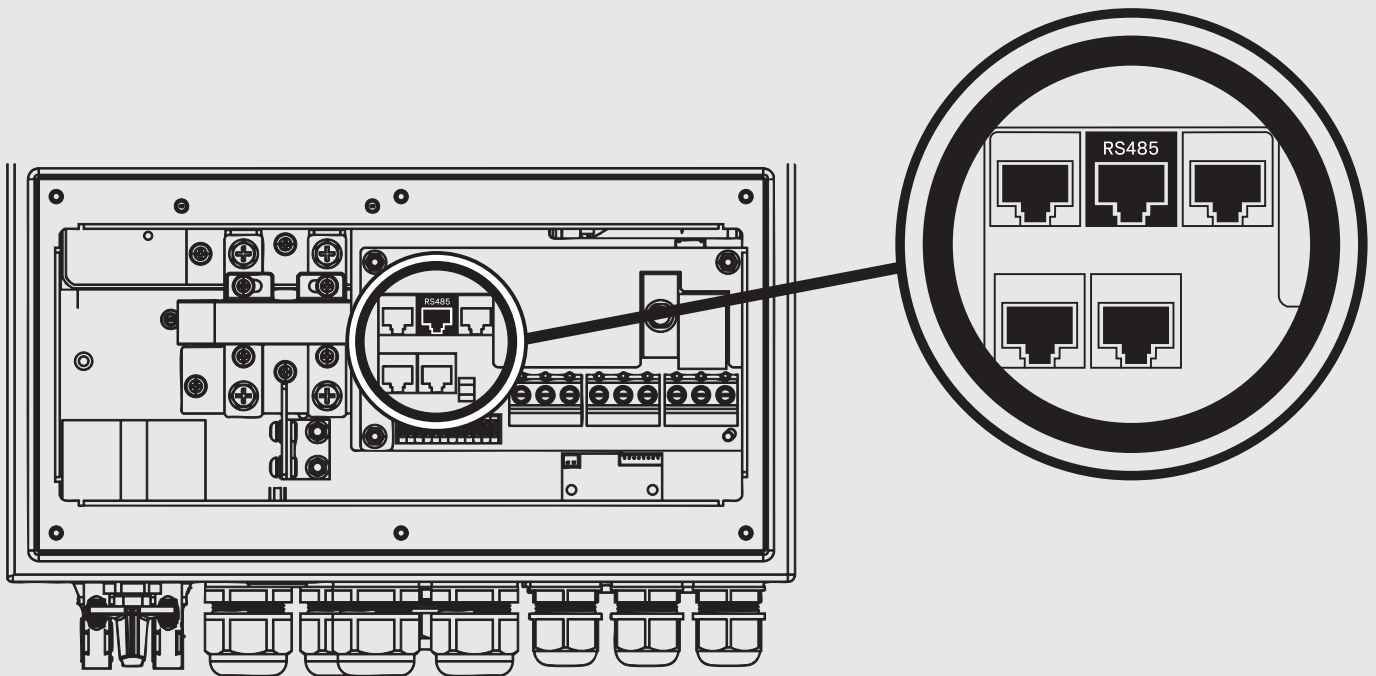
**IMPORTANT:** You will need a suitable RJ485 splitter (not supplied) when installing to an inverter with a combined canbus/RS485 port.



**Important!** Installing the Hive Bridge involves opening the front casing of the inverter and should only be attempted by a suitably qualified individual. The Hive Bridge is not IP rated and should only be installed indoors.

### 1 Getting Started

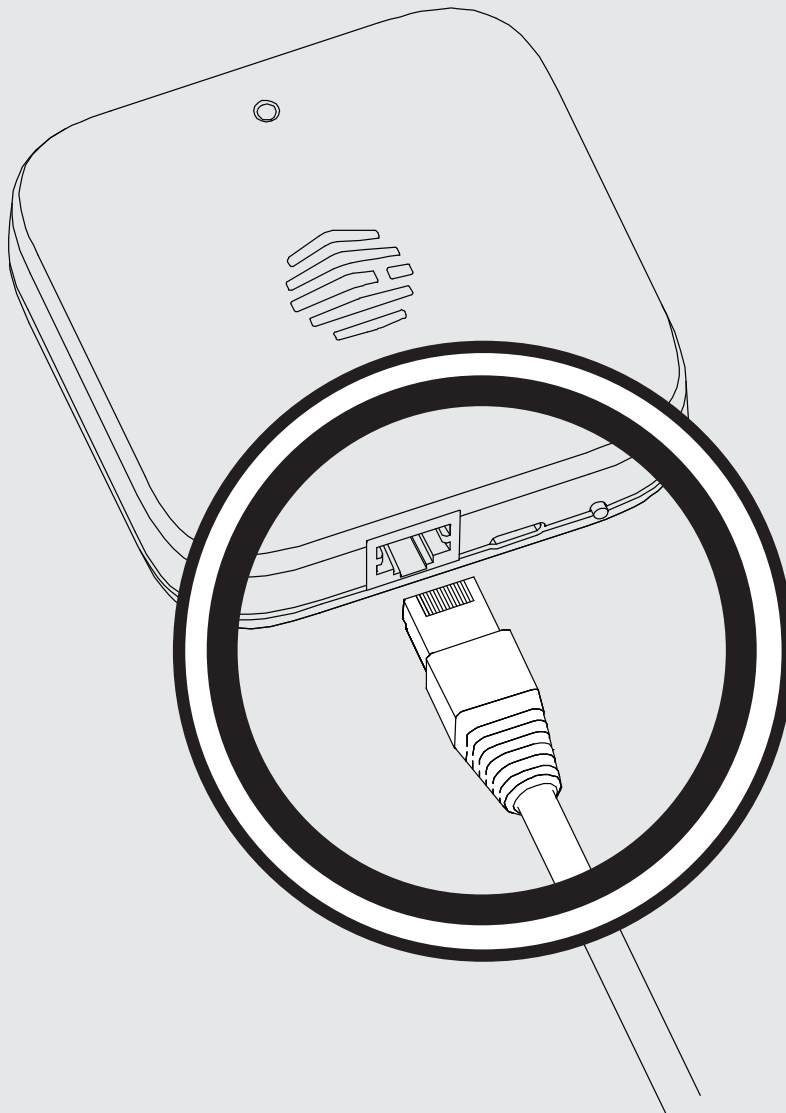
- ① Find a convenient location for the Hive Bridge.
  - Ensure the inverter is fully powered down
  - Remove the front cover from the inverter and locate the RJ-45 connector labelled RS485 as highlighted in the below diagram



**Tip** – To connect the Hive Bridge to the inverter you will need a suitably shielded Cat-5 (Ethernet) cable. If installing to an inverter with a combined canbus/RS485 port, a suitable splitter will be required to complete the install.

- ② Thread the Cat-5 (Ethernet) cable through one of the glands in the bottom of the inverter and plug into the RJ-45 connector labelled RS485. Try and avoid sharp bends in the routing.

- ③ Connect the Hive Bridge to a power supply (cable included).
- ④ Connect the other end of the cable to the RJ-45 connector on the Hive Bridge.



- ⑤ Power up the inverter.
- ⑥ Power up the Hive Bridge. The LED should show green for 3 seconds and then start double flashing green (flashing red/amber indicates that the Bridge is not connected to the inverter). The double flashing indicates that the Bridge is trying to connect to the Hive Hub.

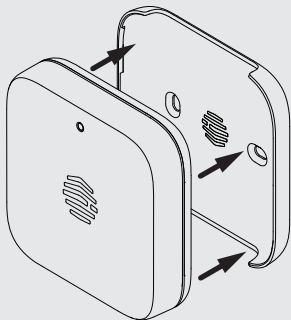
**Tip** – If you are installing a Hive Hub at the same time, installation instructions for the Hive Hub can be found at [hivehome.com/guides](https://hivehome.com/guides)

- ⑦ Connect the Hive Hub to power and to Ethernet/WiFi then wait for the LEDs to stop flashing.
- ⑧ Press the black button on the back of the Hive Hub for 2 seconds to put it into pairing mode (indicated by flashing amber).
- ⑨ The Bridge should now connect to the Hub. The LED on the Bridge will change to steady green (or steady red if Hive Bridge has not been connected, or if the inverter is still powered down).

**Note** – Flashing lights on a Hive Hub may indicate a firmware update is happening. Allow this to complete before connecting the Hive Bridge.

**Tip** – You can also connect the Bridge to the Hub via the device onboarding journey in the Hive app. Ask the customer to download the Hive app, and this will guide you through the set-up.

## 2 Using the Wall Mount



If using the included Hive Wall Mount, make sure appropriate wall fixings are used (the Wall Mount is designed for 3.5mm/size 6 or size 8 screws) and that the location is within suitable distance for the Bridge's power and data cables. Be careful to avoid any cables and pipes that may be buried in the wall.

## 3 Button Guide

Button Press (seconds)	Out-of-box device (or a device that is in pairing mode)	Device in pairing timeout state	Device paired to a network
2	No effect	Enter pairing mode for 60mins	Wake up device and communicate with Hub
6	LED steady purple for 2s	LED steady purple for 2s	LED steady purple for 2s
10	Factory reset the device	Factory reset the device	Factory reset the device

Triggering a factory reset will clear all the settings on the Hive Bridge. The Hive Bridge will go back into pairing mode and behave as an out-of-box device.

## 4 LED Reference Guide

Colour	Device state	LED behaviour
OFF	No power to the device.	Steady
GREEN	Will appear for 3s on power up and Steady also in normal operation.	Steady
AMBER	Hive Bridge is not paired to a Hive Hub or connecting to the Sunsynk Inverter.	Steady
RED	Hive Bridge is paired to a Hive Hub but not to the Sunsynk Inverter.	Steady
SINGLE FLASHING GREEN	Sunsynk Inverter connected, but not paired to a Hive Hub (timed out).	1 short flash in 1s cycle
DOUBLE FLASHING GREEN	Hive Hub pairing being attempted, Sunsynk Inverter is connected.	2 short flashes in 1s cycle
DOUBLE FLASHING AMBER	Hive Hub pairing being attempted, Sunsynk Inverter is not connected.	2 short flashes in 1s cycle
FAST FLASHING AMBER	Contact with Hive Hub lost, Hive Bridge is connected to the Sunsynk Inverter.	0.5s on, 0.5s off
PURPLE	Used for LED testing only.	Steady

## 5 Troubleshooting

If the connection fails and the two devices are some distance apart (or separated by an external wall), plug in a Hive Booster or Hive Smart Plug between them – and then make sure all devices are paired and online. This should improve the connection reliability.

### Usage

Your Hive Bridge is designed for UK household wiring and for indoor use only.

### Maintenance

Disconnect your Hive Bridge before cleaning and keep it away from water and other liquids at all times. The Bridge does not contain any serviceable parts, so do not attempt to open it.

## Can we help?

**You can view our handy how-to-use videos along with hints and tips at [hivehome.com/support](https://hivehome.com/support)**

If for any reason you need to return your Hive Bridge, simply return your box and its contents to the retailer. Any return is subject to the retailer's refund policy, so please don't forget to check the retailer's refund policy too.

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Centrica Hive Limited (trading as Hive) declares that the radio equipment type MBR1 complies with Directive 2014/53/EU. Full declaration text available at: [hivehome.com/compliance](https://hivehome.com/compliance)  
Max. radiated power: <10 dBm. Frequency: 2402 - 2480 MHz

To avoid environmental and health problems due to hazardous substances in electrical and electronic goods, appliances marked with a crossed out wheeled bin should not be placed into your household rubbish bin. Instead, when they are unable to be re-used, they should be recycled. Your local authority will be able to advise you on the location of the nearest recycling centre that is authorised to accept this type of waste. Please recycle responsibly.

