

# PIMAlink 3.0

## Quick Guide



PIMAlink 3.0 by PIMA Electronic Systems is a cloud-based smartphone application.

PIMAlink 3.0 allows its users to remotely control their PIMA intruder alarm system from anywhere, and to receive notifications and alarm verification video clips.

PIMAlink 3.0 is available for Android



and iOS



# PIMA

## Buttons and Menu

The table below describes the buttons and menus of the application, that are displayed only after you connect to your alarm system. Note that some of the buttons/menus are displayed under the ellipsis : button or other menus.

Button/Menu	Description
System	The alarm system's current arming state and arming options
Zones	The zones status: open/closed, alarmed, and bypassed.
Notifications	The application's notifications log
Outputs	Activate/deactivate relay outputs; see <i>System Settings</i> , on page 4.
Video	The video verification menus; see a full description further in this guide.
Zone Bypass	Bypass or un-bypass zones
Event log	The alarm system's event log
Faults	The alarm system's fault log
Partitions	Current arming state and arming options of the defined partitions <sup>1</sup>
Disconnect	Close the current connection with the alarm system

## Installation and Configuration

### Before you begin

1. Make sure you have the alarm system's Master code in hand - only the Master code allows viewing and managing the other users of the application.
2. Download and install the **PIMAlink 3.0**<sup>2</sup> application in any smartphone that needs to pair with the alarm system. To connect other smartphones in the future, repeat the pairing process below to obtain a pairing code.
3. The alarm system's user codes are used for connecting to the system. Operations are subject to user permissions.
4. Up to 32 smartphones in **FORCE** and **FORCE Lite**, and 4 in Hunter-Pro and Captain 8 can be paired per alarm system.
5. Each smartphone can be paired with up to 16 alarm systems.


### How to pair between your alarm system and your smartphone

To use the **PIMAlink 3.0** application you need to create a secure connection (pair) between the PIMA cloud, your alarm system, and your smartphone. To do that, follow the next steps.

1. Pair your alarm system with the cloud: in a keypad, enter the Master code to enter the User menu, and follow according to your system:
  - **FORCE** and **FORCE Lite**: scroll to **Communication** -> **PIMA Cloud** -> **Pair to PIMAlink**.
  - **Hunter-Pro** and **Captain 8**: press **ENTR** -> **NEXT (PIMA Cloud)** -> **ENTR** -> **NEXT (Pairing)** -> **ENTR**.
2. Wait for the cloud to generate a unique pairing code. As the code is displayed, your alarm system is paired with the cloud. Write down the code and exit the menu. Because of security considerations the code is only valid for 10 minutes. Repeat this process whenever another code is required.
3. Open the **PIMAlink 3.0** application on your smartphone.

<sup>1</sup> Where relevant

<sup>2</sup> To upgrade PIMAlink 2.0 you must download PIMAlink 3.0.

4. Tap **Settings** (on iOS), or the gear icon  (on Android).
5. Enter your **Username**, **Telephone Number** and **e-mail** address, and press **Done**.
6. Tap the **Plus** button.
7. Type a **Name** for the alarm system (or leave the default “Alarm System”).
8. Select the alarm system’s **Time Zone**. This setting is required for updating the **FORCE**’s system time automatically.
9. Enter the **Pairing code** (see *How to pair between your alarm system* above).
10. Tap **Done**; a confirmation message (“Paired successfully”) is displayed (in **FORCE**; in Hunter-Pro you must first exit the menu ). Your phone is now paired with the **PIMAlink 3.0** cloud and your alarm system.
11. Exit the **FORCE** menu.




*Only one smartphone can be connected to the control panel at the same time.*

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### How to add a video source

A video source can be an IP camera or a video recorder (DVR/NVR). You can connect **PIMAlink 3.0** to any video source through the internet, or through your wi-fi network. To connect to a source, do the steps that follow.

1. To connect to a video source on a wi-fi network, make sure your phone is connected to this network first.
2. Open the application and connect to the alarm system.
3. Tap the **Video** button .
4. Tap the **Plus** button and add a video source using one of the next available options:
  - a. **Direct network connection**: enter the source’s IP address, user name and password.
  - b. **Scan device serial**: scan a QR code<sup>3</sup>, printed on the video recorder<sup>4</sup>.
  - c. **Search**: search your wi-fi network for video devices, select a device, and enter its user name and password.

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### How to edit a video source

After connecting to a video source, tap the **Settings** icon  and set the definitions that follow.


1. **Preview channel**: allows watching the online stream from the source, record and save a clip from the stream, and watch previously recorded videos.
2. **Advanced configuration**
  - a. **Live view/Playback channel**: set the stream as Main (high quality, requires more disk space) or Sub (lower quality, requires less disk space).
  - b. **Pre/post-alarm duration**: set the recorded time before and after the alarm event.

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### How to map zones and view video clips

Mapping is setting which video source will be mapped to which alarm zone, so when the zone will alarm the application will automatically connect to the mapped source to receive the video verification clip.

To map a camera or a video recorder, tap one from the list (if there are some) and select the zone/s to map. When there is an alarm condition, the process is as follows:

- a. The application receives an alarm notification.
- b. Run the application, connect to the alarm system and tap the video button.
- c. In the notifications screen, tap the most recent notification that has a camera icon .


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<sup>3</sup> Look for QR applications on Google play or Apple store.

<sup>4</sup> Refer to your alarm system vendor for the supported device list.

- d. The application connects to the mapped camera/DVR<sup>5</sup> and requests the video clip, using the event timestamp and clip duration.
- e. You can now watch (and save) the video verification clip.

## System Settings

To display the system settings menu, before you connect to the alarm system tap the pencil icon  (Android) or **Edit** (iOS), enter the Master code and tap **Connect**<sup>6</sup>.

1. **System name:** if you want, change the default name of the alarm system.
2. **Alarm system's time zone:** If the alarm system is located on a different time zone than yours, tap and select its *Time Zone* from the drop-down list.
3. **Outputs:** select which *Activation Code* will be displayed in the home screen's *Outputs* menu. The relay outputs are used for activating external devices, such as an electric gate<sup>7</sup>, using the Activation Codes. The codes and the outputs don't necessarily have the same numbers.
4. **Notifications:** select which events you want the application to notify on (set per device).
5. **Contacts:** tap to see a list of all the paired devices (except yours). This menu is visible only when using the Master code. The contact's details are taken from the its *Settings* screen. You can unpair a contact by tapping its No Entry icon  on Android, or *Edit/Delete* on iOS, and tapping *Delete*.
6. **Allow Tech Access:** matches the same action in the *FORCE* alarm system.
7. **Update Parameters:** tap to update changes.

## Settings

Tap the *Settings* icon  on the home screen.

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### User

The user's details in the Settings screen are used to identify the users by the master user. Only the master user can view and manage the list of all the users of the application.

1. **Name:** the user name
2. **Phone number:** the smartphone's number.
3. **Email address:** a valid email address (may be used to send updates to the users)

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### Video Settings

1. **Video cache size:** set the smartphone's memory size for saving visual verification videos. Range: 100-500MB.
2. **Save live streaming automatically:** select to automatically save the live streaming from the video source, as you are watching it.

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<sup>5</sup> The video device must support continuous recording.

<sup>6</sup> If you have several systems, tap the desired one first.

<sup>7</sup> Setting outputs to activate devices is done by the technician.

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