

VISION

Wireless Intruder Alarm System



User Guide

Version: 1.X



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SAFETY

The **VISION** security system has been registered in accordance with EN60950 and its rules. Among other things, EN60950 requires us to advise you the following information:

- Hazards of fire and electric shock exist in this alarm system. To reduce the risk of fire or electric shock, do not expose this alarm system to rain or moisture. Pay attention: telephone cords could be a good conductor for lightings energy.
- Warning: this equipment has no mains On/Off switch. The plug of the direct plug-in power supply is intended to serve as the disconnecting device.
- Dangerous high voltages are present inside the control panel's enclosure. Refer servicing to qualified technician only.
- This alarm system should be used with 230VAC/110VAC, 50/60Hz, protected by anti-electric shock breaker. Use only the power supply provided with this equipment. Use of unauthorized power supplies may cause damage.
- Do not spill liquid of any kind onto the unit. If liquid is accidentally spilled onto the unit, immediately consult a qualified service.
- The battery should not be exposed to water.

- Do not place the enclosure near a heat source. This will reduce the working life of the battery
- Do not short circuit the battery by connecting the positive terminal to the negative terminal. High currents can be generated resulting in high temperatures and risking fire and personal injury.
- Disposal of used batteries must be made in accordance with local waste recovery and recycling regulations.

Default Codes

Master User: 5555

Master Installer: 1234

Signs in this guide



Warning



Note

1. INTRODUCTION

Dear customer

Congratulations on your purchase of the **VISION** - PIMA Electronic Systems' wireless alarm system. You can use the **VISION** with our wireless detectors and peripherals, which include, among others, key fobs, wireless keypads, and a panic buttons.

The **VISION** offers advanced communication technology, including built-in Ethernet connection. Cellular, PSTN and wi-fi communications are optional.

With the **PIMAlink 3.0** smartphone application (for Android and iOS) and cloud service, you can receive notifications, and arm and disarm your alarm system from anywhere.

Note: This alarm system must be checked by a qualified technician at least once every three years.

This User guide refers to the **VISION** alarm system, version 1.X. The system is supplied with three guides:

- This guide, which includes the user-programming guide and the system maintenance instructions.
- User quick start guide

- Installation guide, which includes the system and accessories installation, and wiring instructions, as well as the technician-programming guide.

If you purchased an LCD keypad, refer to the full programming instructions in the **FORCE** and **VISION** programming guide, which can be downloaded from our website at

<https://www.pima-alarms.com/download/>.



Cautions: the VISION is based on wireless (RF) transmissions. Any wireless transmission can be subject to RF interference and, although unlikely, this interference may cause the Vision not to operate as intended.

RF transmissions will be attenuated by tinted glass, in wall isolation with metal foils, metal objects, etc.

1.1. Main features

- Zones (detectors): 64
- Users: 64, with unique code and remote control for each.
- Contacts: 16, for receiving alarm and other notifications.
- Partitions: 8
- Multi-channel communications: Ethernet, and optional cellular, wi-fi, and PSTN¹.
- Up to two CMSs (Central Monitoring Station)
- The **PIMAlink 3.0** cloud and smartphone application allows you to:
 - Arm and disarm
 - Receive alarm and other notifications
 - Bypass zones
- Remote configuration via the **PIMA Total Manager** Web application.

¹ Requires a separate module for each. Wi-fi and Ethernet cannot be installed together.

1.2. Technical specifications

- Optional frequencies (MHz):
 - 433.92
 - 868.95
- DC power input: 12VDC
- Battery: 2X 18650, 3.7A, Lithium-ion
- Power supply: 1A, +12VDC
- Power consumption (max):
 - Control panel: 100mA
 - PSTN module: 10mA
 - Cellular module: 85mA
 - Wi-fi module: 120mA
- Operating temperature: -10 to +50 °C
- Humidity (max.): up to 90% R.H., non-condensing

2. PAIRING TO PIMA CLOUD AND APP

You need to pair your **VISION** alarm system to PIMA cloud, to be able to receive notifications on your smartphone, and control the alarm system remotely. Pairing allows a secure connection between devices (the same as in Bluetooth technology).

To pair your alarm system, you will need a pairing code. Your alarm's code is printed on a label on the system's enclosure, as a QR or bar code. You can scan the label or manually enter the code, via the **PIMAlink 3.0** app, as will be explained further on. Connecting to the system is only allowed to paired phones.

2.1. How to pair your alarm system

You need to use a key fob (RMC) or a keypad arming station (KAS) to pair your alarm (and your phone).

2.1.1. Using the RMC key fob

1. Press and hold the *Arm* and *Disarm* buttons (see below) shortly. From this moment on, the cloud will allow to pair devices to your alarm system for 10 minutes.



2. Enter your pairing code in the app; see how next.
3. Repeat this as necessary in the future to pair other phones.



2.1.2. Using the KAS arming station

1. Press the following key sequence: Master/User code → asterisk (*) → 8 → pound (#). From this moment on, the cloud will allow to pair devices to your alarm system for 10 minutes.



2. Enter your pairing code in the app; see how next.
3. Repeat this as necessary in the future to pair other phones.

2.2. How to pair your smartphone

1. Download the **PIMALink 3.0** app for Android (on Google Play)  or iPhone (on the App Store) .


Note: download only version 3.0 or higher. Do it on every phone that needs to be paired with the **VISION**.

2. Tap the 'Plus' button  to add your alarm system.

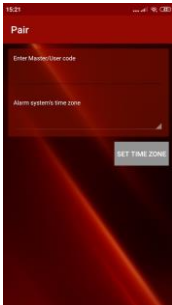


3. Under 'System name', enter a name; for example, 'Home'.



4. Tap the 'Scan' button  and scan the QR or bar code, printed on a label on the side of your alarm's enclosure. Alternatively, enter the code manually.
5. Tap 'Pair' and wait for 'Pairing succeeded' message. Your phone is now paired with your alarm system.
6. In the time Zone Screen, enter master/user code. This screen will not be displayed for any other user that pairs to the alarm system.
7. Tap the field below and select your time zone from the drop-down list. This is a mandatory action!

8. Tap the *Set time zone* button.



3. ARM AND DISARM

You can arm 'Away' the entire premises, or arm in 'Home' part of the premises. If partitions are in use, any partition can be armed separately, while others can be at disarm at the same time.

- Arming *Away* is used when the premises is left vacant, and all the detectors are activated.
- Arming in *Home* is used for arming zones in defined areas, such as floors, compartments, perimeter, etc. It is commonly used at nighttime. It allows movement in the disarmed zones at the same time, without triggering the alarm.

3.1. Via the *PIMAlink 3.0* app

1. Tap your alarm system, enter your code, and tap *Connect*.







2. Tap the desired arming mode - as the system is armed, the status changes to ‘Armed Away/Armed in Home X’.



3. Tap *Disarm* to disarm.

3.2. Via the key fob and arming station

Press the following keys to arm your system via the key fob and the arming station; see more on section 4.1 and 4.2.

Operation	Key
Arm Away	
Disarm	
Arm in <i>Home 1</i>	
Arm in <i>Home 2</i>	



If try to arm and the keypad sounds three beeps, the operation is denied because the alarm system is not ready to be armed (zones are open or faults exist; see next).

3.3. Open zones and faults








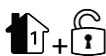
The **VISION** can be armed, only when there are no open zones, such as doors and windows, or any move, and there are no faults, like Low Battery (which need to be resolved or serviced). You cannot arm your alarm system unless all zones (detectors), such as doors or windows are close. However, you can temporarily bypass faulted zones via the **PimaLink 3.0** app.

4. PERIPHERALS

4.1. RMC key fob

The RMC is a wireless key fob in the FastLink technology. The key fob is used for arming and disarming and has a panic button. The key fob is enrolled to the system's users. For enrollment information, see the **FORCE** and **VISION** user-programming guide (P/N 4410531).

4.1.1. Quick guide

No.	Label	Operation/LED	
1		Arm Away	
2		Arm in Home 1	
3		Arm in Home 2	
4		Disarm	
5		Press and hold: transmit panic alarm	
6	-	Transmission/Low battery LED	Figure 1. RMC key fob
1+4		Press together to pair to PIMA cloud	
2+4		Press together to enroll	

4.2. KAS keypad arming station

The KAS is an indoor keypad arming station. It is battery powered, and has a tamper switch for detecting when its enclosure is opened, or removed from the mounting surface.

4.2.1. Quick guide

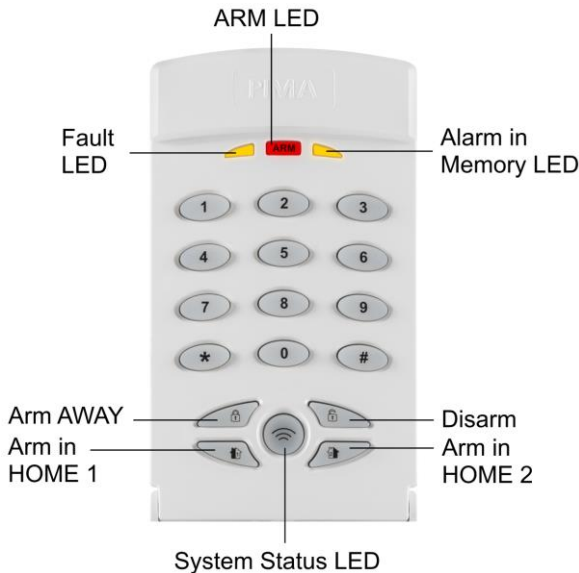






Figure 2. KAS keypad arming station

The keypad has three LEDs at the top, which indicate by illuminating for three seconds, when any keypad operation is performed. For example, when arming, the *Alarm in Memory* LED will illuminate, if the alarm is or was triggered. The system

status LED indicate if the alarm system is armed or not, and if faults exist. Refer to the *LEDs* table below.





LEDs

Color	Label	Indication
Yellow 	Fault	<ul style="list-style-type: none">• Illuminates for three sec.: faults exist• Three blinks: low battery (KAS)
Red 	Arm	Zones (or partitions) are armed
Yellow 	Alarm in memory	The alarm is or was triggered before
Green 	Transmission	Transmission in progress. When you press and hold the asterisk (*) or pound (#) keys, it illuminates for three seconds, if no fault exists, the system is disarmed, and no alarm is in memory.

Operations

In the table below, if *One Key Arming* is enabled (ask the technician), press and hold the key; if not, enter master or user code before pressing the key.

For arming operations, note that if the KAS sounds three beeps, the operation is denied, because the alarm system is not ready to be armed; see section 3.3, on page 15 for details on open zones and faults.

Operation	Key
Arm Away	
Disarm	
Arm in Home 1	
Arm in Home 2	
Arm in Home 3	3
Arm in Home 4	4
Generate Medical alarm	Press and hold 4 + 6
Generate Fire alarm	Press and hold 7 + 9
Generate Panic alarm	Press and hold * + #

Special operations

The operations in the table below should be used, only if you are asked by a qualified technician.

Operation	Key press sequence
Register to CMS 1	Master/user code → * → 5 → #
Register to CMS 2	Master/user code → * → 6 → #
Register to CMS 3	Master/user code → * → 7 → #
Pair to PIMA cloud	Master/user code → * → 8 → #
Connect to service via Ethernet	Master/user code → * → 10 → #
Connect to service via cellular	Master/user code → * → 11 → #

Low battery

When the battery is low, when pressing and holding the asterisk (*) or pound (#) keys, the Fault LED will blink three times. If any other fault exist, it will then illuminate for three seconds.

5. PARTITIONS

A partition is a collection of zones that can be operated separately from one another, and have separate allocated users. When the premises is large and has floors, wings, shops etc., it can be divided into partitions.

Users and keypads are allocated to partitions, meaning that a user can only arm and disarm the partition/s to which it is allocated. Users and keypads can be allocated to one or more partition.

Zone and keypad allocation is set by the technician. User allocation is set by the user.

You can set up to eight partitions. The maximum number of keypads is also eight.

5.1. Applications

Example A

A two-floor house with a single keypad, each floor is defined as a separate partition. The zones on the first floor are allocated to partition 1 and those on the second floor to partition 2. The

keypad is allocated to the two partitions and so are the users, who can therefor arm and disarm the two floors (partitions).



Figure 3. Partitions, example A

Example B

A two-floor house, each floor is defined as a separate partition and has a keypad. In this example, the same as in the previous one, the zones on the first floor are allocated to partition 1, and those on the second floor to partition 2. However, while keypad 1 is allocated only to partition 1, keypad 2 is allocated to the two partitions. While all the users are allocated to partition 1, only some users are allocated to partition 2. The result is that all the users can arm and disarm partition 1 from keypad 1, and some users can arm the two partitions from keypad 2.



Figure 4. Partitions, example B

Example C

A commercial center with multiple shops, each is defined a separate partition and has its own keypad. In this example, the partitions match the shops, each with its own detectors and users.

If the place has a lobby (or an entrance door) that serves all the shops, its keypad can be allocated to all the partitions (shops) and allow some users (such as the shop owners), to view the status of the partitions.

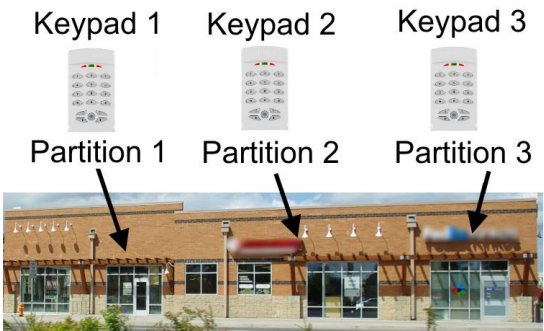


Figure 5. Partitions, example C

When a detector (such as a door magnet) in this area is allocated to all the partitions, it will arm only when all the partitions are armed.

6. TROUBLESHOOTING FAULTS


The **VISION Series** alarm systems are constantly monitoring the status of the control panel, the detectors, and the peripherals. When a fault occurs it is notified via the **PIMAlink 3.0** app, and it is logged in the event memory.

The alarm system also reports the CMS (where relevant) and the contacts, and may activate devices (set by the technician).



Some faults may indicate on burglary setup. Consult your service technician immediately!

Below is a description of some common faults.

Fault	Description
AC Power	Power outage or your system might have been tampered with!
Low Battery	The backup battery is draining. Either there is/was a long power outage, or the battery is exhausted and needs to be replaced.
	 <i>An exhausted battery will not backup your alarm system if AC power is loss!</i>

Fault	Description
Tamper 1-2	<ul style="list-style-type: none">• Tamper 1: is switched when the enclosure is removed from the mounting surface.• Tamper 2: is switched when the enclosure is opened.
Telephone-DC, Dial Tone	The telephone line is disconnected or at fault
Low DC	Internal power fault
CMS ²	Communication fault with the monitoring station
Contact (various)	Notification error
Modem (various)	Cellular module fault
SIM (various)	SIM card fault
Network	Network fault
Invalid Code	Code keystrokes exceeded limit (keypad is locked-out for a period set by the technician)

² Where relevant

Fault	Description
Internal/External Siren	Fault or open tamper switch
System time not set	Occurs after a prolonged power outage, when the batteries are exhausted.

Installer details:

Name _____ Mobile: _____

Company: _____

Tel.: _____

Date of installation: _____

Service expiration date: _____

7. GLOSSARY

- **Arm Away**

When arming 'Away' all the detectors are armed, and will set off the alarm when triggered. As you arm, the exit delay starts and allows you to leave the premises without triggering the alarm.

The **VISION** is 'Ready to Arm' when all zones (detectors) are closed and no fault exists. A zone is 'open' when it is in detection or alarm mode. To 'close' a zone, you need to remove the cause for the detection - moving objects, open protected door, etc.

Some faults can be overridden using the **PIMAlink 3.0** app. Overriding a fault is a one-time operation and needs to be repeated every time you want to arm. Call service if the fault cannot be fixed.

- **Arm in Home**

When arming in Home some detectors (zones) are armed, while others are not. It is used for arming defined areas like floors, perimeter detectors, shops, etc. It allows you to be in areas that are not armed, while entering Home armed zones will trigger the alarm. The technician can set several Home areas.

- **Backup battery**

The backup battery enables the alarm system to safeguard the premises continually for a limited time, at AC power fault. Cutting power cords is common among burglars, and the backup battery ensures that the alarm system will continue to protect the premises. When a 'Low Battery' notification is received with no previous power outage, replace the battery.

- **Duress code**

A code used when a user is **VISION** to disarm the alarm system. When this code is entered, the alarm system is disarmed, but also sends a silent distress signal to the CMS (where relevant) and the contacts, without giving any indication to that.

Tip: to remember the code easily, use the Master (or user) code, but switch around the last two digits. For example, if the original code is 280961, set the Duress code to 280916

- **Entry and exit delays**

After arming or disarming the alarm system, the exit and entry delays give you the needed time to exit or enter the premises without triggering the alarm, by crossing only delayed zone (set by the technician). These zones will not set off the alarm as long as the delay timer is in progress (but will if are still open when the delay elapses).

- **Partitions**

Partitions allow dividing the premises into separate areas, with detectors, keypads, and users for each partition. Users can be allocated to one or more partitions, so they can arm and disarm only these partitions. Keypads are also allocated to partitions.

Normally, a partition can be a house floor, a shop, a perimeter zone, etc. The technician defines the zones and keypads partition allocation, while the Master user defines the users' allocation.

- **Zone**

A zone is an input of the alarm system, to which one or more detectors are connected and monitored. Each zone covers a defined area in the premises. The alarm system is made of zones, each triggers the alarm when it detects a movement or other changes. There are various zone types, such as Burglary, Panic, Medical, Flood, etc.

A zone is normally “closed”, and is “open” when in detection mode. The detection mode can be easily identified, by passing near the detector - a red LED illuminates as an indication.

Immediate zones triggers the alarm as they are opened, while delayed zones only triggers the alarm when a delay expires. See “Exit and entry delays”.

- **Zone Bypass**

Zones (detectors) can be temporarily bypassed, so when the alarm system is armed, they stay in “normal” mode. This feature is used when the detector is at fault and it is valid for one-time arming only.

8. ZONE NUMBER AND LOCATION

Zone Name/ Location	Zone Name/ Location	Zone Name/ Location
1	23	45
2	24	46
3	25	47
4	26	48
5	27	49
6	28	50
7	29	51
8	30	52
9	31	53
10	32	54
11	33	55
12	34	56
13	35	57
14	36	58
15	37	59
16	38	60
17	39	61
18	40	62
19	41	63
20	42	64
21	43	
22	44	

Limited Warranty

PIMA Electronic Systems Ltd. does not represent that its Product may not be compromised and/or circumvented, or that the Product will prevent any death, personal and/or bodily injury and/or damage to property resulting from burglary, robbery, fire or otherwise, or that the Product will in all cases provide adequate warning or protection. The User understands that a properly installed and maintained equipment may only reduce the risk of events such as burglary, robbery, and fire without warning, but it is not insurance or a guarantee that such will not occur or that there will be no death, personal damage and/or damage to property as a result.

PIMA Electronic Systems Ltd. shall have no liability for any death, personal and/or bodily injury, and/or damage to property or other loss whether direct, indirect, incidental, consequential or otherwise, based on a claim that the Product failed to function.

Please refer to a separate warranty statement found on PIMA website at: www.pima-alarms.com/help-support/pima-product-warranty/

Warning: The user should follow the installation and operation instructions and among other things test the Product and the whole system at least once a week. For various reasons, including, but not limited to, changes in environment conditions, electric or electronic disruptions and tampering, the Product may not perform as expected. The user is advised to take all necessary precautions for his/her safety and the protection of his/her property.

This document may not be duplicated, circulated, altered, modified, translated, reduced to any form, or otherwise changed unless PIMA's prior written consent is granted.

All efforts have been made to ensure that the content of this manual is accurate. Pima retains the right to modify this manual or any part thereof, from time to time, without serving any prior notice of such modification.

Please read this manual in its entirety before attempting to program or operate your system. Should you misunderstand any part of this guide, please contact the supplier or installer of this system.

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