

AlarmView+

Wireless Intruder Alarm System
with Visual Verification

Guardian+

Wireless Intruder Alarm System

AVR+

Visual Add-on



powered by  PIMAlink

User Guide



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NOTICE AND DISCLAIMER

- ❖ This guide is intended to assist users and operators in the safe and efficient use of the system described herein. Before attempting to use the system, the user must read this guide and become familiar with all safety requirements and operating procedures.
- ❖ The system must not be used for purposes other than those for which it was designed.
- ❖ The use of the software associated with the system is subject to the terms of the license provided as part of the purchase documents.
- ❖ PIMA Electronic Systems Ltd.'s exclusive warranty and liability is limited to the warranty and liability statement provided in Appendix D on page 36.
- ❖ This guide describes the maximum configuration of the system with the maximum number of functions, including future options. Therefore, not all functions described in this guide may be available in a specific system.
- ❖ Warnings are given for situations and circumstances in which a possible hazard can arise.
- ❖ Cautions are given for situations or circumstances in which the system can possibly be damaged.
- ❖ Notes are given for situations that require special attention, or to improve the operating procedure.
- ❖ Incorrect operation, or failure of the operator to effectively maintain the system, relieves the manufacturer (and seller) from all or any responsibility for consequent noncompliance, damage, or injury.
- ❖ The text and graphics contained in the guide are for the purpose of illustration and reference only. In no event shall manufacturer be liable for any special, direct, indirect, incidental, consequential, exemplary or punitive damages (including, without limitation, any and all damages from business interruption, loss of profits or revenue, cost of capital or loss of use of any property or capital or injury).

Graphic signs in this guide

Icon	Description	
	Caution	Issues that may cause malfunctions
	Warning	Issues that may cause damage and actual bodily harm
	Note	Important note

Default Master User Password: 1111

1 Introduction

This guide will help you in the use of three PIMA Wireless Intruder Alarm Systems - the AlarmView+, the Guardian+ and the AVR+ add-on.

Suitable for residential and small business applications, they present a comprehensive solution for security and personal safety.

Incorporating the PIMAlink cloud service and smartphone application by PIMA, users of the alarm system¹ can receive all alarm and other notifications via the app and can remotely perform the following operations:

- Arm/disarm
- Receive look-in images
- View zones and system status
- Bypass zones
- Stop the sirens
- Program the control panel

PIMA Wireless products include a range of various peripherals – detectors, sensors, cameras, etc.

The AlarmView+ and AVR+ offering incorporates the SmartView PIR/Camera that combines movement detection and image capturing, the OutView Wireless camera, and a wide range of regular detectors.

With the Visual Verification, on an alarm event, the cameras transmit both the alarm event and the images to the control panel, which sends them over GPRS/GSM to the Monitoring Station, and optionally to the user's mobile phone or email.

1.1 The AlarmView+

1.1.1 Features

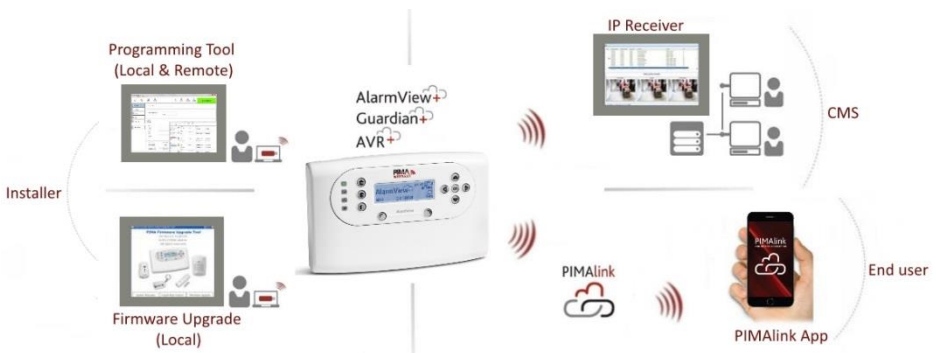


Figure 1. The AlarmView+ alarm system diagram

- Integrated PIMAlink cloud service and smartphone application
- Visual Verification images are sent to the contacts, by MMS, the PIMAlink app, and E-mail.
- Remote Look-in images requests, via the PIMAlink app, or text messages
- Various wireless peripherals

¹ Starting system version 2.10

- “SmartView” PIR detector with camera, with the following:
 - “Matched field-of view” between the detector and the camera, with no dead spots.
 - Flash correction in lowlight
 - High quality color images
- OutView outdoor camera
- Graphic, user-friendly LCD display
- Remote operations by SMS from the contacts
- Built-in Quad Band GSM/GPRS communication modem
- Supervised link for standard wireless peripherals
- Easy backup battery replacement



MMS (Multimedia Messaging Service) service costs money, including text messages sent via this service.

1.2 The Guardian+

The Guardian+ is a full featured wireless alarm system, designed to answer the needs of most residential and small office installations. Based on the AlarmView system, it lacks the Visual Verification and Look-in image options.

The Guardian+ peripherals are the same as the AlarmView+, except for the visual detectors and cameras.

The Guardian+ alarm system cannot be upgraded to include the complete visual enhanced features of the AlarmView+ system.



Figure 2. The Guardian+ alarm system

1.3 Visual verification

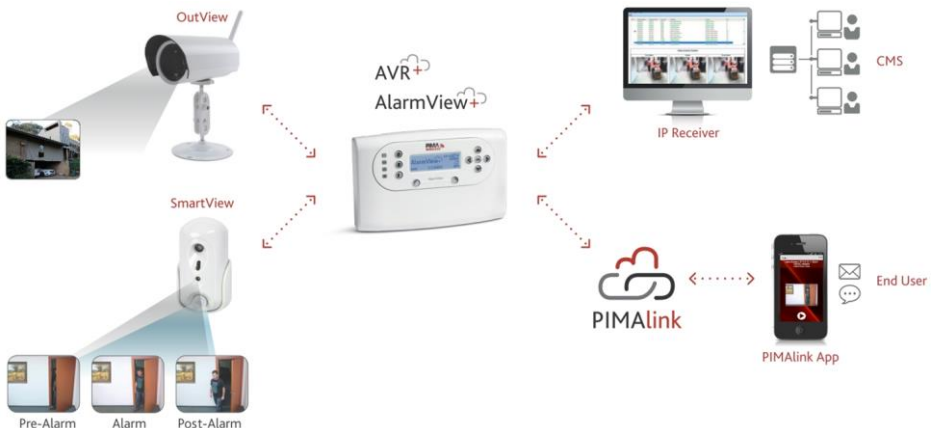


Figure 3. Visual verification diagram

1.4 The AVR+ Visual Add-on

The AVR+ allows adding visual verification capacities to any intruder alarm system. Based on the AlarmView+ control panel, it is designed for sending visual verification and look-in images by up to six SmartView PIR/Cameras and OutView cameras.

Using three trigger inputs and one PGM output, the AVR+ can do the following:

- Be armed and disarmed by the external alarm system
- Trigger the external alarm system at alarm
- Serve as a GSM backup communication path - when triggered by the external alarm system (at alarm, for example), the AVR+ will report the CMS/end-user via GSM/GPRS.

1.4.1 Features

- Six SmartView PIR/Cameras or OutView cameras
- Trigger inputs: two for arming and disarming, one for communication backup of the external alarm system
- One PGM output. It can be used for cellular backup of the master system alarm reports
- Optional dual SIM
- Two way communication with the SmartView and OutView
- Alarm & image notifications to contacts via PIMAlink/MMS/SMS/E-mail
- Remote look-in images by contact requests (via PIMAlink/SMS)
- Remote Upload/Download initiation by the IP Receiver (without SMS)

1.5 PIMAlink

PIMAlink² is a PIMA cloud service and smartphone application, that allow receiving various push notifications and visual verification images from the alarm system, and remotely controlling it.

Every control panel that needs to be linked to the PIMAlink service, receives a special code that pairs it with the cloud service. This pairing code is also used for registering any smartphone with the PIMAlink app to the service.

1.5.1 Modes of operations

PIMAlink has 2 modes of operations, explained below:

1. Self-monitoring mode
2. CMS mode

Self-monitoring mode

In this mode the end user receives notifications directly from the PIMAlink cloud to the app.



Figure 4. PIMAlink – self-monitoring mode

² Available starting ver. 2.10 of the AlarmView+/Guardian+/AVR+

CMS mode

In this mode, the control panel transmits the events to the IP Receiver at the CMS, which then relays it to the PIMAlink cloud and the end user. The IP Receiver does not delay, nor does it filter the transmissions, but the CMS can break the connection with PIMAlink, such in the case that the customer had canceled its subscription to the CMS.

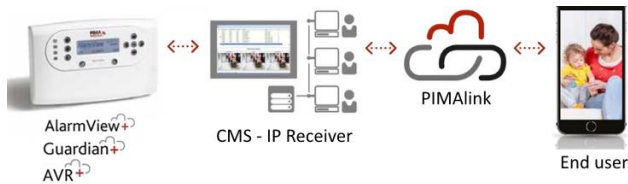


Figure 5. PIMAlink – CMS mode

1.5.2 The PIMAlink app

The PIMAlink application allows its users to select on which events to receive notifications and on which not to. Up to 32 smartphones can be paired to a single alarm system.

Note that while the term “Users” is used both in the control panel and PIMAlink to refer to the same persons (who can arm and disarm the alarm system), the term “Contacts” may differ: normally, contacts of the alarm system will also be defined as contacts in the PIMAlink app, but because there are only up to 6 contacts on the alarm system but up to 32 on PIMAlink, PIMAlink allows more persons to receive notifications.

The following and more operations are available using the PIMAlink application:

1. Receive push notifications on alarms, faults and other system events
2. Receive visual alarm verification images
3. Arm/disarm
4. Receive look-in images
5. Bypass zones
6. Get the zone and system status
7. View the event log

Notifications can be set separately per each phone, to receive only selected events. Setting the notifications filter requires a valid user code.

1.6 Technical specifications³

General	
Zones	Up to 30: 23 wireless, 1 hardwired, 6 visual
Peripherals	<ul style="list-style-type: none"> • 6 keyfobs or keypads • 6 Panic buttons • External siren
Arming levels	Away/Home/Part
Alarm types	Silent, siren or sounder
Built-in siren	Piezoelectric, 90 dB
External siren	Wireless (indoor/outdoor)
Event log	256 non-volatile events ⁴ , each with time and date stamp
Codes	Master, 4 regular users, Duress, 24-Hour, Installer
Special functions	Remote control by SMS/PIMAlink app, look-in image supply to authorized contacts and users
Inputs and Outputs	1 PGM output, 3 trigger inputs
Wireless	
Visual Zones	
Frequency Band	2.4 GHz ISM band
TX Power	Up to 100 mW
Transmission method	<ul style="list-style-type: none"> • Two-way communication • GFSK • Frequency Hopping Spread Spectrum (FHSS)
Supervision	Up to 20 sec.
Secured wireless network	<ul style="list-style-type: none"> • 48 bit factory set ID code • Built-in security using a link key (prevents unauthorized access) • Data encryption (up to 48-bit)
Expected range ⁵	Up to 100 meters (outdoor)
Peripherals	
Frequency	868.35, 868.775 MHz
Supervision	Randomly, every 20-50m + in every transmission
Transmission method	FM, narrow band
Expected Range	Up to 100 m outdoor. Can be extended indoor using the RP-15 Repeater
Communication	
Modem	
Interface	Quad-Band GSM/GPRS
Report destinations	IP Receiver, mobile phones, Email accounts, PIMAlink app
Reporting formats	SMS/MMS/Email (by SMTP)/GPRS-IP
End user contacts	Reporting options/formats: <ul style="list-style-type: none"> • GSM/GPRS, SMS/MMS/Email (also via MMS) notifications • 6 cellular phone numbers • 6 E-mail accounts

³ Some specifications apply only to the AlarmView

⁴ 500 events via the Programming Tool PC application

⁵ Range is impacted by building materials and interference

CMS contacts	Reporting options/formats: GSM/GPRS, SMS/MMS/Email (also via mms)/PIMAlink notices <ul style="list-style-type: none">• 2 IP address• 2 phone numbers• 2 E-mail accounts
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Others

Physical Characters

Casing	Plastic - PC/ABC 94/V0
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Environmental Data

Operating temperature	-10°C - +58°C
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Storage temperature	-25°C - +70°C
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Humidity	85%, non-condensed
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Electrical Data

Power supply	+12VDC/1A
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Current drain	100 mA standby, 0.7A peak
---------------	---------------------------

Backup battery	+4.8 VDC, 4 x Ni-MH 2 Ah, up to 12 hr
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Weight:

With battery	687 gr
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Without battery	577 gr
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Dimensions	225 x 138 x 40 mm
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We recommend using original AC adaptor and backup battery pack from PIMA Electronic Systems.

2 Quick reference guide

The alarm system consists of the control panel, and depending on the model, wireless zones (23), one hardwired zone, visual zones (6) and wireless peripherals (up to 36).

- The Control Panel: consists of the main circuitry, GPRS/GSM module, two wireless transceivers - standard and visual dedicated one.



Figure 6. The control panel

- Visual detectors:
 - SmartView: high quality, supervised, rapid-acquisition camera, with PIR detector.
 - OutView: high resistance outdoor camera, with trigger input from external sources, e.g., PIR detectors and magnets.
- Wireless detectors: the AlarmView system supports a wide range of wireless detectors, including door contacts, PIR and Pet-immune motion detectors, Smoke detectors, etc.
- Sirens: the control panel has a built-in siren. An external wireless siren (with a strobe) can also be installed.
- Keyfobs/keypads: accessories used to arm and disarm the AlarmView.
- Panic/Medical pendant and wrist watch: accessories that are used to send emergency and panic signals.

2.1 The Control Panel

The next figures show the control panel's front and back side buttons, and its parts.

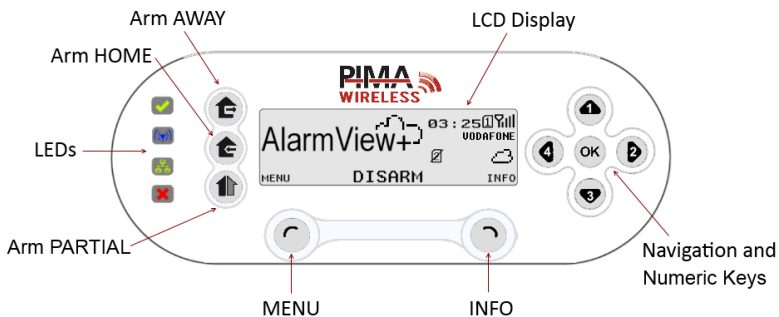


Figure 7. The Control Panel keys

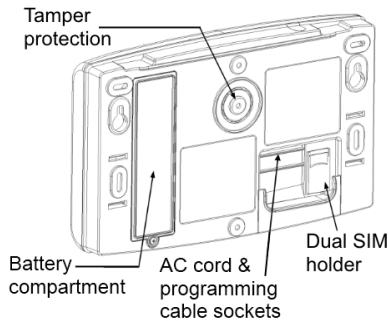












Figure 8. Control panel's back side

2.1.1 The keys

The table below details the keys and functions of the control panel:

Button	Function	Press to...
	AWAY	Arm AWAY (full)
	HOME	Arm HOME
	PART	Arm PARTIAL
	Left	Access the menus, Select , Insert
	Right	Display the system's status, Cancel, Delete
	OK	Confirm, Enter
	Up	Scroll, type the characters A-Z, 0-9, #+_!@- space
	Down	
	Left	Scroll, Exit, Back, type numeral 4
	Right	Scroll, Enter, duplicate previous character, type numeral 2

2.1.2 The LCD display

The LCD screen displays the status, the current time, and the cellular provider and reception. See the following diagram for details.

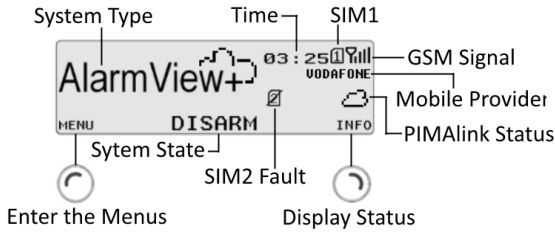


Figure 9. The LCD display and buttons

The icons

The available icons are:

	Transmission of SMS message		Low backup battery
	GSM reception level		Battery loss
	GSM network error		SIM1 active, fault
	AC loss		SIM2 fault ⁶
	GPRS transmission		SIM1+2 fault ⁶
	PIMAlink connection OK		PIMAlink unavailable

2.1.3 Audible indications









The table below lists the sounds the Control Panel sounds.

Tones	Sound	Sounded when...
	Single beep	key is pressed
	Two beeps	menu timeout occurs – exit to main menu
	Three beeps	successful command or operation
	Continuous beeps	at Entry/Exit delay
	Long beep	illegal command or entry refusal
	Chime	the chime is activated


⁶ Displayed only in dual SIM systems

2.1.4 LED indications

The table below shows the LED color indicators and their meaning.

LED	Color & Status	Description
	GREEN, ON	Power - OK
	BLUE, blinking	Wireless communication – OK
	GREEN, blinking	Cellular reception – OK
	OFF	No cellular reception
	ORANGE, 3 blinks	Event in process
	RED	System trouble; see display for info.
	WHITE, blinking	ALARM!
		Enter the log or re-arm to stop blinking.
		

2.2 The INFO screen

The INFO screen shows a grid of all active zones (up to #30, including visual zones, where available) in several status options. To display it, press the INFO button  when the system is disarmed.












1	2	T	4		6	7		9	10
	12	B	B	X		17	18		
21				24	25	T	27		29


Figure 10. INFO screen example

The next table explains the various zone indications. A zone with more than one status toggles between them, at one second interval.

Status	Description	Zones in the above example
Empty cell	Undefined zone	19, 20, 30
1-30	Defined zone, normal mode	1, 2, 4, 6, 7, 9, 10, 12, 17, 18, 21, 24, 25, 27, 29
	Open zone	5, 22, 23
T	Zone tamper open	3, 26
B	Bypassed zone	13, 14
	Low battery	11
X	Supervision loss	15
	Alarm	8, 16, 28

2.2.1 How to access the user menu

To access the user menu, enter the Master user password, as follows:.

1. Press the left key  (under "MENU") - a password entry field will appear.
2. Press the numeric/ keys and enter the Master user password.

ENTER PASSWORD

DELETE

2.3 The Master and Installer default passwords

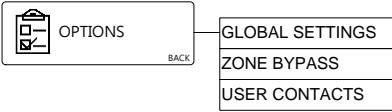
The next table lists the Master user and Installer default passwords and their use:

Password	Default	The password allows...
Master user	1111	Changing all passwords except the Installer's, viewing the event log, setting the time, and changing some system settings.
Installer	1234	Changing the Installer's password, changing all settings of the control panel and the detectors and peripherals.



Change the default Master password during the installation of the system!

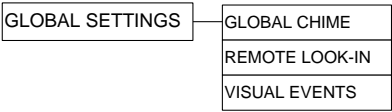
3 Options menu



This menu allows changing and controlling the general behavior of the control panel, to bypass zones and to disable contacts.

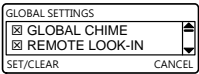
3.1 Global Settings

The Global Settings menu allows setting of three features, as explained below. The remote look-in and visual events features allows the end user to maximize the control of all privacy issues.



To change the **Global Settings**:

1. Access the Installer menu and select **Options → Global Settings**.
2. **Set/Clear** (enable/disable) the options, which are:
 - a. **Global Chime**: all chime zones
 - b. **Remote Look-in**: sending requested look-in images to predefined mobile phones
 - a. **Visual Events**: sending visual verification images to predefined mobile phones



See the “Glossary of Terms”, on page 34 for detailed explanation on each feature.

3.2 Zone bypass



If a zone becomes faulty or keeps triggering the alarm, you CAN temporarily bypass (disable) it on this menu. See the next warning.

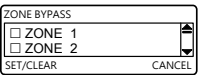
The zone/s you select is bypassed immediately, and remains so until and including the next arming session. When the alarm system is disarmed, the zone automatically returns to normal mode (un-bypassed).



Do not bypass zones unless necessary and only temporarily: bypassed zones do not sound the alarm when opened, nor are reported to the CMS.

To bypass zone/s temporarily, do the following:

1. Access the Installer menu and select **Options → Zone Bypass**.
2. **Set** (check) a zone to bypassed it. Press the Up/Down   keys to scroll between zones.
3. **Clear** (uncheck) a zone to un-bypass it.

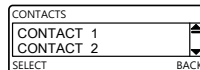


3.3 Contacts

This menu allows setting which of the six available contacts will get notifications on alarms and other system events⁷.

To set a contact to receive notifications, do the following:

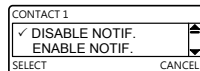
1. Access the Installer menu and select **Options → Contacts**.

A screenshot of the 'CONTACTS' menu. It features a list with 'CONTACT 1' and 'CONTACT 2'. To the right of the list is a vertical scroll bar. At the bottom left is a 'SELECT' button, and at the bottom right is a 'BACK' button.

CONTACTS	
CONTACT 1	▾
CONTACT 2	
SELECT	BACK

2. Press **Contact X**. The options are:

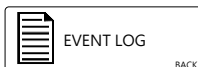
- b. **Disable Notifications:** this contact will not receive any notification, including not via PIMAlink (if relevant).
- c. **Enable Notifications:** (default): this contact will receive all notifications, including SMS, MMS and Emails. If this contact is using the PIMAlink app, it will receive the notifications from both paths.
- d. **PIMAlink Backup:** this is a PIMAlink only menu - if the connection with PIMAlink is lost, this contact will receive all notifications via SMS/MMS/Email until the connection is restored.

A screenshot of the 'CONTACT 1' menu. It features a list with '✓ DISABLE NOTIF.' and 'ENABLE NOTIF.'. To the right of the list is a vertical scroll bar. At the bottom left is a 'SELECT' button, and at the bottom right is a 'CANCEL' button.

CONTACT 1	
✓ DISABLE NOTIF.	▾
ENABLE NOTIF.	
SELECT	CANCEL

⁷ PIMAlink allows up to 32 contacts to receive notifications.




4 Event Log

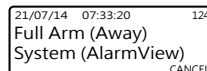


The Event Log keeps a record of the last 500 events - alarms, faults, programming changes, and more. New events are written over previous.

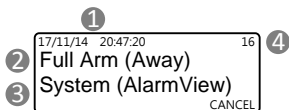
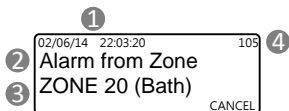
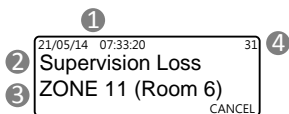
You can only see the last 256 events in the log - the Installer can see the rest, by using special software.

To view the Event Log:

1. Access the User menu and select **Event Log**. The newest event is displayed first.
2. Use the up/down   keys to scroll between the events. See the next section for details.
3. Press  to exit the log.



4.1 Log entries examples

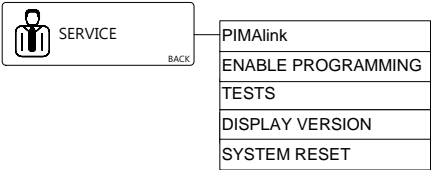


The information of a log entry is displayed as follows:

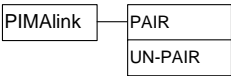
1. The date and time the event was logged.
2. The event description.
3. The event source.
4. The entry serial number.

5 Service

The Service menu allows you to pair the control panel with your phone for the PIMAlink service, perform several system tests, allow the Installer to remotely access the alarm system and change settings, display the system's version and partially reset the system.



5.1 PIMAlink



In this menu the Master User link the control panel to PIMAlink, by getting a pairing code. This unique code can be used to link up to 32 mobile phones with the PIMAlink app installed on it, to the PIMAlink server, and the control panel.

5.1.1 Pair

To get the pairing code, press **Pair** and wait for the PIMAlink server to create the code. After the code appears on the screen, there is a 10 minutes window to enter it in every mobile phone that needs to connect to PIMAlink. After 10 minutes the code expires; if another phone needs to connect to PIMAlink, the Master User must repeat the process and get a new code. The link between the already paired phones and PIMAlink is reserved in anyway.

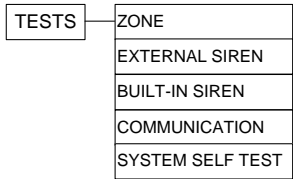
5.1.2 Un-pair

When pressing **Un-pair** two things happen:

1. The connection between the control panel and PIMAlink expires
2. The connection between every registered mobile phone and PIMAlink expires

Note that his action cannot be undone; should one need to re-connect to PIMAlink, the pairing process will have to be repeated.

5.2 Tests




5.2.1 Zone

A zone is a professional term for detectors and peripherals. The number of zones equals the number of the detectors and peripherals. To test the zones, that is, the detection and reception of the wireless transmissions, do the following:

1. Access the User menu and select **Service → Tests → Zone**.

1		3	4	5	6		8	9	10
11	12				16	17			20
					26				






2. All the enabled zones will appear in a grid, with their zone number. See the complete details below.
3. Walk between the detectors to trigger them - once a signal from zones 1-24 is received, its number is replaced by its wireless reception level bar.
4. When you complete the tests, press  to exit.

Zone status display options

- Zones 1-24:
 - The zone number: the zone has not been triggered yet. If it had been, it's at fault.
 - The zone number interchanges with wireless reception bars: the zone has been triggered
- Zones 25-30 (visual):
 - The zone number interchanges with the reception bars: normal mode
 - The zone number stays on: supervision signal loss
 - "X" mark interchanges with the zone number: the zone is at fault
- Empty cell: the zone is not in use

Reception level bars

The bars allow you to determine how good the communication between the wireless devices and the control panel is. The number of the bars represents the quality of the reception, as explained in the table below. See also the test screen above.

Onscreen	Indicators	Reception/Indication
	5	Excellent
	4	Strong
	3	Good
	2	Low: see the warning below!
	1	Poor: see the warning below!
Numeral	-	1. Zones 1-24: the zone was not triggered 2. Zones 25-30: the (visual) zone is at fault

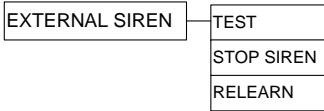


"Poor" and "Low" reception levels are not acceptable. If you get a "poor" signal from any detector, re-locate it and re-test it, until the test result is between "Excellent" and "Good".



Test your alarm system frequently, to ensure that all the detectors and the control panel work properly.

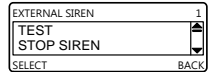
5.2.2 External siren



Test

To test the external siren, do the following:

1. Access the Installer menu and select **Service → Tests → External Siren**.
2. Press **Test**.
3. Wait 5 sec. The siren will sound the alarm for 3 sec. and its LEDs will flash for few sec.
4. Press **OK** to exit.



Stop siren

If, for any reason, the siren does not stop from sounding the alarm, use this option to stop it (and call a technician, if necessary).

Relearn

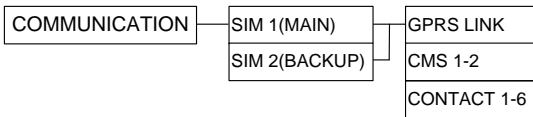
Installer only option.

5.2.3 Built-in siren

To test the control panel's built-in siren:

1. Access the User menu and select **Service → Tests → Built-In Siren**.
2. Press **OK** - the built-in siren will sound the alarm briefly.

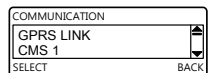
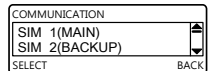
5.2.4 Communication




The communication tests verify the communication setup, by attempting to send and receive data from the Central Monitoring station (CMS) (if available) and the system's contacts. See the next table for details.

To test the communication setup:

1. Access the User menu and select **Service → Tests → Communication**.
2. Select **SIM1** or **SIM2** (in dual SIM systems). If the selected SIM is currently in idle mode, the control panel will switch to it.
3. Select the test type and press **OK**. The options are:
 - **GPRS Link:** Internet connection test (seamlessly)
 - **CMS 1-2:** send a test event to the CMS/s via SMS, MMS and E-mail
 - **Contact 1-6:** send a test message via SMS and E-mail



4. Press  at the end of the tests.

5.2.5 System self-test

The self-test checks the LCD display, the LEDs and the chime. To test, do the following:


1. Access the User menu and select **Service → Tests → System → Self Test**.
2. The LCD display will flicker for eight sec. and the internal sounder will sound a series of beeps.
3. Press **Back** to exit.

5.3 Enable programming

If a technician needs to change the programming of the alarm system, he can do it locally, by a USB connection, or remotely, by a computer. You can allow him unlimited access, any time he needs, or limit his access so he will need your approval.

In this menu you allow him a 2 hour window to access the system, locally or remotely. After the 2 hours are up, it must be enabled once again, if required.

To enable a 2 hour window for programming:


1. Access the User menu and select **Service → Enable programming**.
2. Press **"Yes"** . The built-in sounder will sound 3 beeps to indicate the 2 hours are starting. There will be no indication when time is up.

Enable programming
for 2 hours?
YES NO

5.4 Display version

Use this feature to view the system version and frequency.

To view the system version:

1. Access the Installer menu and select **Service → Display Version** The system's software version and RF frequency will be displayed.
2. Press  to exit.

ALARMVIEW.STD.EN
02.09.07.00.000
FREQ:868.635 OK

5.5 System reset

The system reset feature enables to reset the communication channels.

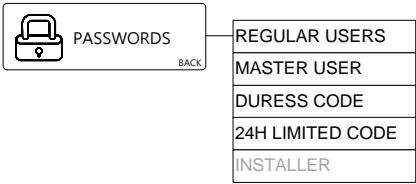
To do a system reset:

1. Access the Installer menu and select **Service → System Reset**.
2. Wait for the short process to end. While resetting, the message UPDATING is displayed.

AlarmView

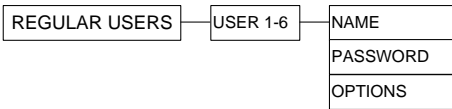
UPDATING

6 Passwords Menu



The password menu allows you to set the alarm system’s passwords.
The Installer password can be changed only by the Installer.

6.1 Regular users



Here you can define up to 6 users of the alarm system, with name, password and remote options for each. The passwords only allow their users to arm and disarm the alarm system.

If the WKD wireless keypad is in use, passwords have special rules:

Module in use	Length	Numeric values
WKD + Control panel	1-8 digits	1-4, e.g. 13423142
WKD only	1-4 digits	0-9, e.g. 9705

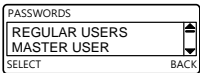


Due to EN50131-1 regulation and "Grade 2" approval requirements:

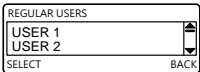
- The system allows 22 attempts to enter password/code (on the wireless keypad only), before generating a tamper alarm.
- Minimum password length should be 7 digits. Therefore, the WKD keypad cannot be used where EN50131 is required.

To set passwords and options for regular users:

1. Access the User menu and select **Password**.

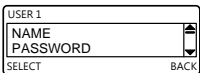


2. Select **Regular Users**.



3. Select **User 1-6**.

4. Select **Name** and enter a user name. See how to in section 2.1.1, on page 11.




5. Press .

6. Select **Password** and enter a password. See how to in section 2.1.1, on page 11.

7. Press .



To entirely delete a password delete all the digits, leaving it blank and press .

8. Select **Options**. The options are:

- Remote command: this user will be allowed to arm and disarm the alarm system and perform other actions via the PIMAlink app.
- Remote look-in: this user will be allowed to ask and receive look-in images via the PIMAlink app.

USER 1	1
<input checked="" type="checkbox"/> REMOTE COMMAND	
<input checked="" type="checkbox"/> REMOTE LOOK-IN	
SET/CLEAR	CANCEL

6.2 Master user

The Master user password is the only user password that allows accessing the User menu, in addition to being a regular user password.

This password can be up to 8 digits long and contain the numeric values 1-4.




The default Master user password must be changed, as part of the installation procedure.



- ◆ The Master password can only be entered at the control panel.
- ◆ "Grade 2" approval requires the use of a minimum of 7 digit passwords.

To set the Master user password:

- Access the User menu and select **Passwords → Master User**.
- Enter a password. See how to in section 2.1.1, on page 11.
- Press .


MASTER USER	
1111	
INSERT	DELETE

6.3 Duress code

The Duress code is a secret signal that tells the CMS or the contacts, that a user was forced to disarm the alarm system by an assailant. When the user enters this code, it disarms the alarm system, but also sends a silent Duress event, with no special indication on the LCD screen, except normal "Disarm" reporting, by the envelope icon.

The Duress code can be up to 8 digits long and contain the numeric values of 1-4, e.g. 44312411. Normally, the Duress code is a user code with the last two digits switched around. For example, if the user code is 331423**24**, the Duress code will be 331423**42**.

To set the Duress code:

- Access the User menu and select **Passwords → Duress Code**.
- Enter a password. See how to in section 2.1.1, on page 11.
- Press .

DURESS CODE	
INSERT	DELETE

7 Set Clock Menu

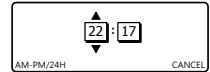


After a long power failure, or whenever the time is not accurate, the time and date need to be set.

7.1 Time

To set the time, do the following:

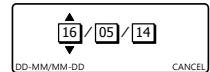
1. Access the Installer menu and select **Set Clock** → **Time**.
2. Press to change between 12H (AM/PM) and 24H time formats.
3. Press the up and down arrow keys to set the hour and minute.
4. Press the right and left arrow keys to move the cursor between the hours and the minutes.
5. Press to save.



7.2 Date

To set the Date, do the following:

1. Access the Installer menu and select **Set Clock** → **Date**.
2. Press to set the date format to either American (MM/DD) or European (DD/MM).
3. Press the up and down arrow keys to set the date.
4. Press the right and left arrow keys to move the cursor between the day, month and year.
5. Press to save.



8 Stop Communication menu

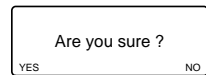


The Stop Communication option allows you to temporarily stop all communication, cancel all pending messages and clear all communication buffers. This option may be used on the following situations:

- a. During the installation process
- b. During testing of the system
- c. In the event of a false alarm

To stop communication and clear the buffers, do the following:

1. Access the Installer and select **Stop Comm.**
2. Press **Yes** to confirm - all messages in queue will be cleared and will not be sent.
3. Press .



9 How to Operate Your Alarm System

9.1 Arming levels

The following section explains the options of arming and disarming the alarm system.

There are three optional arming levels - AWAY, HOME and PART. The three are illustrated in the following diagrams. The protected areas are shaded.

9.1.1 AWAY

Full arming of all the available detectors (door contacts, motion detectors, etc.). This level is used when the premises is left empty.



9.1.2 HOME

Arming of some detectors, while leaving others not active. This level is used when the premises is occupied in part, for example, during the night. The HOME level zones are defined by the Installer.






9.1.3 PART

Arming of some detectors, while leaving others not active. This level is used when the premises is occupied in part, for example, when part of the premises needs to be secured around the clock. The PART level zones are defined by the Installer.



9.2 How to arm the alarm system

To arm the system via the control panel to one of the arming levels, do the following:

1. Verify that the system is ready to arm: all zones that are part of the defined arming level are closed, except exit delay ones.
2. Press the appropriate key: AWAY , HOME , or PART .
3. If "One-Key Arming" is not enabled⁸, you must enter a User code.
4. The Exit delay will start immediately. As soon as it expires, the system will be armed.

ENTER PASSWORD
<input type="text"/>
CANCEL

9.3 How to disarm the alarm system

There are two ways to disarm the system via the control panel:

- a. Normally, by entering a User code.
- b. By entering the Duress code (see section 6.3, on page 23 for details).

9.4 Other arming/disarming options

9.4.1 Using a key fob

The alarm system can be armed and disarmed, using the KF-1/KF-2 key fobs⁹. See a separate peripherals guide (P/N 4410399) for details.

9.4.2 Using a wireless keypad

The WKD Wireless keypad can be used to arm and disarm the system, either in addition or instead of the control panel. See a separate peripherals guide (P/N 4410399) for details.

9.5 Force arm

See the "Glossary of Terms", on page 34 for details.

9.6 How to operate the alarm system remotely

9.6.1 By the PIMAlink App

The PIMAlink app can be downloaded from the Apple App Store and Google Play.

The app can be used only to receive notifications, or for performing remote operations such as arm and disarm. If the user needs only to receive notifications, it must only pair its phone. To operate the alarm system remotely, it needs to be defined as a user at the control panel (namely, have a username and password, and have the required permissions. See section 6.1, on page 22)

9.6.2 By text messages (SMS)

Your alarm system can be armed and disarmed by sending text messages from any of the contact's mobile phone¹⁰. Other operations by SMS include requesting the system status,

⁸ By the Installer

⁹ P/N 5432002/3

¹⁰ Only authorized contacts

activating devices, stopping the siren and requesting for look-in images. The control panel confirms (or reports failure) every command with a text message.

The security settings and operations allowed for each contact can be managed separately. To send a command, simply type the command listed in the table below and text it to the system's phone number.

[Commands and confirmation messages](#)

Following are the available SMS commands and their confirmation messages. Note, that commands are NOT case sensitive:

Action	Command	Confirmation messages
Arm AWAY	A	Armed AWAY by <i>User Name</i>
Arm HOME	H	Armed HOME by <i>User Name</i>
Arm PART	P	Armed PART by <i>User Name</i>
Disarm	D	Disarmed by <i>User Name</i>
Stop bell	B	Bell canceled by <i>User Name</i>
Open PGM	1Ø (Open)	PGM #1 Opened
Close PGM	1C (Close)	PGM #1 Closed
Request system status	S	AWAY/HOME/PART/Disarm state, Disarmed state
Request look-in images	25-30I, 99I - all visual zones	
Request command list	?	Command list

[Message structure](#)

The SMS messages sent by the control panel are built out of the following structure:

Message + Device Name/User Name + time stamp.

For example, "Alarm from Kitchen AlarmView 12:38:26".

Appendix A Maintenance & Troubleshooting

A.1 How to clean the LCD screen

The LCD screen may occasionally get finger oil stains and accumulate dust. Clean it only with a soft dry cloth or a special screen cleanser. Avoid the use of abrasives of any kind.



Never use solvents such as Kerosene, Acetone or Thinner; these will harm the external finish and damage the transparency of the window.

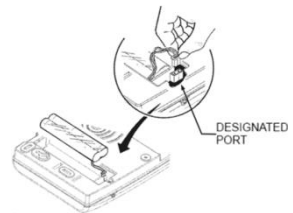
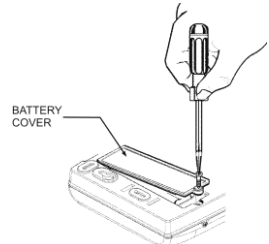
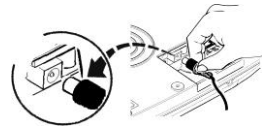
A.2 How to replace the control panel's battery



Before replacing the backup battery, disconnect the transformer from power.

To replace the backup battery:

1. Remove the control panel from the wall.
2. Unplug the power adapter cable from the power jack.
3. Using a Philips screwdriver, unscrew and remove the battery compartment cover from the back side.
4. Gently pull out the battery wires from its designated port and remove the battery.
5. Connect the new battery wires and put it in place.
6. Fasten the cover's screw back in place and reconnect the power adapter.



We recommend using suitable replacement batteries from PIMA Wireless for best performance and system care.

RISK OF FIRE, EXPLOSION AND BURNING!

- ***Do not disassemble, expose to excessive heat or incinerate.***
- ***Dispose used batteries in appropriate container.***

A.3 Replacing the SmartView battery

The battery used in the SmartView detector is Energizer Lithium L91 1.5v. If the SmartView is in low battery condition, you may receive black (visual verification) images.

To Replace the SmartView battery:

1. Release the screw fastening detector to the mounting bracket and remove the detector.

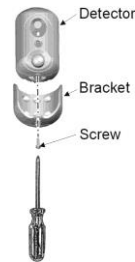


Figure 11. Remove Bracket

2. Release the screw fastening the battery compartment cover to the detector and remove the cover.

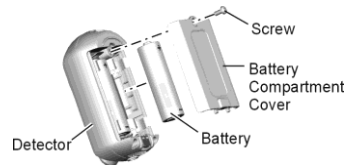


Figure 12. Replacing the battery

3. Replace the two batteries with a fresh set; see sticker on the battery compartment for correct polarity.
4. The blue indication LED will light up for 2-4 seconds and then go off, indicating that the batteries are correctly installed.
5. Close the battery compartment cover and fasten the screw.
6. Connect the detector to the mounting bracket.

Appendix B Wireless Peripherals

This section gives brief information on each of the available Wireless detectors and peripherals. Detailed information can be found on Pima Electronic Systems' website, at www.pima-alarms.com/?categoryId=89303.

SmartView PIR/Camera

The SmartView (P/N 8812001) is a digital PIR motion detector, combined with a VGA high-quality color camera and used for visual verification purposes. Using an authenticated, two-way, encrypted wireless link, it ensures excellent indoor coverage, allowing the transmission of high-quality color-VGA images, utilizing low power technology.

The SmartView unique feature of "Matched field-of view" between camera and detector, allows simple installation at any place in the premises.



Figure 13. SmartView PIR/Camera

OutView Camera

The OutView camera (P/N 8813001) is designed for outdoor installations and utilizes external trigger input, making it the ultimate tool for enhanced perimeter protection, as well as a variety of other applications.

The OutView camera can be triggered by detector or electric gate.



Figure 14. OutView camera

PIR-S Indoor detector

Passive Infra-Red (PIR) motion detectors are the most frequently used type of detector. There are two models: regular and Pet-immune detector.

The PIR-S detector (P/N 5431001) utilizes a digitalized adaptive signal processor algorithm.

PIR-P Pet-immune indoor detector

The PIR-P Pet-immune detector (P/N 5431002) eliminates false alarms caused by pets. It is designed not to initiate alarm when detecting a pet weighing up to 27Kg.



Figure 15. Wireless PIR/ Pet-immune detector

DCM Magnetic door contact

The DCM magnetic door contact (P/N 5432001) is used for detecting the opening and closing of doors and windows. Best used where there are small children or in shops and warehouses, the door contact is typically fixed to the doorframe/window sill and the magnet is fixed to the door or window.

While the AlarmView system is disarmed, every time a magnet door or window is opened, the Control Panels chime sounds a long beep. While the system is armed, however, an alarm is generated, just like any other detector.



Figure 16. Magnetic door contact

SM Smoke detector

The SM smoke detector (P/N 5431004) has a small foot print and low profile, yet it utilizes optical chamber technology, freeing it from potentially harmful radioactive materials. It is micro-process controlled and offers 100% reliability, safety and quality.

Once smoke is detected, the detector's LED lights up and an alarm is sent to the Control Panel. An internal buzzer will sound for 10 seconds after which a follow-up smoke check is performed.



Figure 17. Smoke detector

DCO Carbon Monoxide detector

The DCO Carbon Monoxide Detector (P/N 5431005) provides round-the-clock protection of people by detecting dangerous presence of carbon monoxide.

Once the concentration of the Carbon Monoxide (CO) exceeds the set threshold value the detector's LED lights up and an alarm is sent to the Control Panel. An internal buzzer will sound for 10 seconds after which a follow-up smoke check is performed.



Figure 18. Carbon Monoxide detector

KF-1/KF-2 Remote control key fobs

The KF-1/KF-2 Key fobs offer the convenience of arming and disarming the alarm system at a distance.

- KF-1 (P/N 5432002): one-way key fob.
- KF-2 (P/N 5432003): two-way key fob: every successful operation is indicated in by a beep of the key fob.



Figure 19. KF-1/KF-2 Remote control key fobs

RWK Wireless keypad

The RWK keypad (P/N 5434001) is a two way wireless keypad that can be used to enhance accessibility in large locations, where there is a need for more than one entry/exit point, or when the Alarm system is installed away from the door.



Figure 20. RWK Remote keypad

PCP Panic Pendant/Wrist watch

The PCP Panic pendant/Wrist watch (P/N 5432004) is designed to be worn by people with special care needs, as they move around the premises.



Figure 21. PCP Panic pendant/wrist watch

TD-5 temperature detector

The TD-5 Temperature detector (P/N 5436001) generates an alarm when the surrounding temperature drops to 5°C (41°F)



Figure 22. TD-5 Temperature detector

REP Range extender (Repeater)

The Range extender (P/N 5435001) is designed to increase the effectiveness and versatility of the alarm system, by increasing the maximum possible distance between the control panel and the detectors and peripherals. It is available in 868MHZ version.



Figure 23. REP Range extender (Repeater)

WLD Water leakage detector

The WLD Water leakage detector (P/N 5436002) is designed to be used in areas where there is a potential for damaging water leaks - dishwashers, washing machines, hot water tanks, air conditioner condensation drip pans, etc.



Figure 24. Water leakage detector

SIR B/R/O External siren

The SIR B/R External siren (P/N 5433001/2/7) can be used in commercial, industrial and residential locations, indoors or outdoors.

The siren is capable of providing audible alerts for fire, alarm and tampering, at levels difficult to ignore. A strong flashing signal helps to identify the source of the alarm from a distance.



Figure 25. SIR B/R/O External siren

SIR-I Indoor siren

The SIR-I Indoor siren (P/N 5433003) can be used in commercial, industrial and residential indoor locations. The Siren is capable of providing audible alerts for fire, alarm and tampering at levels difficult to ignore.



Figure 26. SIR-I Indoor siren

Appendix C Glossary of Terms

- Alarm types –
 - **Burglary** – alarm caused by violation of intrusion zone.
 - **Fire** – alarm caused by violation of fire zone.
 - **Tamper** – alarm caused by opening tamper protection switch.
 - **Panic/Medical/Emergency** – alarm caused by activation of a panic/medical button.
- **Alarm Restore** – closing the alarm event and restoring the system to its previous state.
- **Arming modes** and options:
 - **Away** – fully arm of the system.
 - **Home** – arming of perimeter detectors, as defined by the installer.
 - **Partial** – arming of part of the premises, while leaving the other part unsecured.
 - **One-Key Arming** – arming of the system pressing a single key, without any code.
 - **Force Arm** – arming the system even if it is not ready, under the condition that all open zones will be closed by the end of the Exit delay. If the zone/s is open when the exit delay expires, an alarm is generated.
- **Bypassing Zones** – temporarily ignoring signals from a zone, to allow accessing to part of the protected area while the system is armed. Zone bypassing can also be used when a zone is faulty, but only until the fault is repaired. Bypassed zones are automatically un-bypassed (that is returning to normal mode) when disarming the alarm system.
- **Chime** – bell sound, typically assigned to entry points or back doors, to warn when a zone is opened while the system is disarmed.
- **CMS Contact** – Central Monitoring Station contact.
- **Contact** – person that receive notifications on system events and faults, and can perform some actions remotely, by text messages.
- **Control panel** – is where the user can activate/deactivate the alarm system as well as change the various system configurations. This is the heart and brains of the system which also includes the system's communication module.
- Detectors/Devices/Peripherals –
 - **Device ID** – unique identifier of detectors and peripherals.
 - Types:
 - **PIR (Passive Infrared) Detector** – heat emission detector of humans and animals.
 - **Door Contact** – magnetically operated detector, usually used on doors and windows.
 - **Keyfob** – small remote control for arming and disarming the system.
 - **Smoke Detector** – sensing device which detects smoke particles of combustion.
 - **Panic button** – button that triggers emergency alarm.
- **Disarmed** – Normal, standby mode. All zones, except 24 hour zones (Panic, Fire, Tamper, etc.) are not active.
- **Dual SIM mode** – The control panel checks the SIM card slots on power-up only, and sets the mode between Single of Dual. When two SIMs are detected, the SIM in the upper slot is defined as Main (SIM1), and the one in the lower as Backup (SIM2).

- **Entry/Exit Delay** – predetermined time to allow entering and exiting the premises without triggering the alarm.
- **Event Group** – a group of events defined by type, for notifying the contacts.
- **SIM swap** – The control panel automatically swaps from SIM1 to SIM2 (and vice versa), when one of the following occurs: low GSM reception, GSM/GPRS loss, Jamming, and CMS communication fault (including retries).
The control panel will keep trying to send events via SIM1 and when it does, it will swap from SIM2 back to SIM1. The control panel reports why the swap was performed.
- **Swinger Shutdown** – this feature prevents a zone to repeatedly trigger the alarm, if it is opened and closed (this is a "swinger") again and again (or left open). With this feature ON, the zone will only trigger the alarm as many times as is designated - once, twice or three times.
- **System Ready** – all zones that are part of the defined arming mode are closed, and the system can be armed.
- Users –
 - **Regular** – can arm and disarm the system and view its status.
 - **Master** – can change settings relating to the system behavior, change all passwords except the Installer's and do everything regular user can.
- **Zone** – protected area connected with detector.
- Zone Types –
 - **Normal (Immediate)** – intrusion protected zone. Immediately activates the alarm if violated while the system is armed.
 - **Entry/Exit** – intrusion protected zone. Activates the alarm if violated while the system is armed, only after the entry/exit delay expires, to allow entering/exiting the protected area.
 - **Follower (Inhibited/Intermediate)** – intrusion protected zone that "follows" the entry/exit zones: if violated while any entry/exit zone has already been opened, it will not trigger the alarm. Typically used in zones adjoining the entry/exit route.
 - **24Hr** – intrusion protected zone, that will immediately trigger the alarm if opened, regardless of the system state (armed or disarmed).
 - **Panic (Personal Attack) and Medical** – button operated zone, used in panic/distress or medical situations. Pressing the button will immediately trigger the alarm, regardless of the system state (armed or disarmed). Panic buttons and zones trigger silent alarm.
 - **Fire** – smoke and heat detectors, that will immediately trigger the alarm in fire/heat conditions, regardless of the system state (armed or disarmed).

Appendix D Useful Tables

Wireless Zones					
No.	Zone Name	Zone Type	Location	Sensor Type	Comments
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					

Visual Zones					
25					
26					
27					
28					
29					
30					

Key fob users		Panic/Medical Pendant	
No.	User	No.	User
1		1	Panic / Medical
2		2	Panic / Medical
3		3	Panic / Medical
4		4	Panic / Medical
5		5	Panic / Medical
6		6	Panic / Medical

Appendix E Limited Warranty

PIMA Electronic Systems Ltd. ("the Manufacturer") warrants its products hereinafter referred to as "the Product" or "Products" to be in conformance with its own plans and specifications and to be free of defects in materials and workmanships under normal use and service for a period of twelve (12) months from the date of shipment by the Manufacturer. The Manufacturer's obligations shall be limited within the warranty period and its option, to repair or replace the product or any part thereof. The Manufacturer shall not be responsible for dismantling and/or reinstallation charges. To exercise the warranty, the product must be returned to the Manufacturer freight prepared and insured.

The warranty does not apply in the following cases: improper installation, misuse, failure to follow installation and operating instructions, alteration, abuse, accident or tampering, and repair by anyone other than the Manufacturer.

The warranty is exclusive and expressly in lieu of all other warranties, obligations or liabilities, whether written, oral, express or implied, including any warranty of merchantability or fitness for a particular purpose, or otherwise. In no case shall the Manufacturer be liable to anyone for any consequential or incidental damages for breach of this warranty or any other warranties whatsoever, as aforesaid.

This warranty shall not be modified, varied or extended, and the Manufacturer does not authorize any person to act on its behalf in the modification, variation or extension of this warranty. This warranty shall apply to the Product only. All products, accessories or attachments of others used in conjunction with the Product, including batteries, shall be covered solely by their own warranty, if any. The Manufacturer shall not be liable for any damage or loss whatsoever, whether directly, indirectly, incidentally, consequentially or otherwise, caused by the malfunction of the Product due to products, accessories, or attachments of others, including batteries, used in conjunction with the Products. The Manufacturer 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. User understands that a properly installed and maintained alarm may only reduce the risk of events such as burglary, robbery, and fire without warning, but it is not insurance of a guarantee that such will not occur or there will be no death, personal damage and/or damage to property as a result.

The Manufacturer 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. However, if the Manufacturer is held liable, whether directly or indirectly, for any loss or damage arising under this limited warranty or otherwise, regardless of cause of origin, the Manufacturer's maximum liability shall not in any case exceed the purchase price of the Product, which shall be fixed as liquidated damages and not as penalty, and shall be the complete and exclusive remedy against the Manufacturer.

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 environmental 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.

Appendix F PIMAlink Disclaimers of Warranties

PIMA Ltd. provides the PIMAlink Server and application as a service to its alarm systems users. By pressing on the Accept button at the bottom of the screen, you agree to all the terms in this Disclaimer. PIMA Ltd. may change these terms at any time without notice, and by continuing to access or use the application you accept any changed terms as they may apply from time to time.

PIMA Ltd. is not responsible for, and expressly disclaims all liability for, damages of The Services and Application are provided "AS-IS". To the maximum extent permitted by law, Pima Ltd., its Suppliers and dealers disclaim all warranties express or implied, including the implied warranties of non-infringement, merchantability, and fitness for a particular purpose. Pima Ltd. make no commitments about the content within the Services. Pima Ltd. further disclaim any warranty that (a) the Services or Application will meet your requirements or will be constantly available, uninterrupted, timely, secure, or error-free; (b) the results that may be obtained from the use of the Services or Application will be effective, accurate, or reliable; (c) the quality of the Services or Application will meet your expectations; or that (d) any errors or defects in the Services or Application will be corrected.

Limitation of Liability

Pima Ltd. specifically disclaim any liability for any actions resulting from your use of any Services or Application. You may use and access the Services or Application at your own discretion and risk, and you are solely responsible for any damage that results from the use and access of the Service or Application.

Pima Ltd. is not liable to you or anyone else for: (a) any loss of use, data, goodwill, or profits, whether or not foreseeable; and (b) any special, incidental, indirect, consequential, or punitive damages whatsoever (even if we have been advised of the possibility of these damages), including those (c) resulting from loss of use, data, or profits, whether or not foreseeable, (d) based on any theory of liability, including breach of contract or warranty, negligence or other tortious action, or (e) arising from any other claim arising out of or in connection with your use of or access to the Services or Application. Nothing in these terms limits or excludes Pima Ltd. Liability for gross negligence, for our (or our employees') intentional misconduct, or for death or personal injury.

Appendix G Declaration of Conformity



EC Declaration of Conformity

We, the undersigned,

PIMA Electronic Systems Ltd.

Address: 5 Hatzoref Street, Holon 5885633, Israel

Phone: +972.3.6506414

Fax: +972.3.5500442

Website: www.pima-alarms.com

Certify and declare under our sole responsibility that the following equipment:

Brand	Model No/Cat. No	Product description
Burglar Alarm	AlarmView Guardian AVR	Visual Verification Alarm Panel Wireless Intruder Alarm Panel Add-on Visual Verification Module

Was tested to and conforms with the requirements included in following standards:

Standard	Directive
EN 60950-1:2001, A11, corrigendum 2004	Low voltage Directive 2006/95/EC
EN 301 489-1 Ver 1.4.1: 2002-08 EN 301 489-3 V1.4.1 (2002-08) EN 301 489-17 Ver 1.2.1: 2002-08 EN 50130-4:1995 , Amendment A1: 1998	EMC Directive 2004/108/EC
EN 300 328 Ver 1.4.1 (2003) EN 300 220-1 / V1.3.1 (2000-09) EN 300 220-3 / V1.3.1 (2000-09) EN 301 511-3 / V9.0.2 (2003-03)	Directive 1999/5/EC – RTTE

And therefore complies with the requirements and provisions of the Council Directives of the European Parliament.

CE marking date 19/02/2007

Certification Manager: VP & CTO

Name: Haim Dembsky

Date: Holon, ISRAEL, Jul 29th, 2013

Signature:



Hereby,

Company: PIMA Electronic Systems Ltd.

Address: 5 Hatzoref Street, Holon 5885633

Country: Israel

Telephone number: +972.3.6506414

Fax number: +972.3.5500442

PIMA Electronic Systems Ltd. declares that the AlarmView system is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Federal Communications Commission (FCC) Part 15 Statement

This equipment has been tested to FCC requirements and has been found acceptable for use. The FCC requires the following statement for your information.

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

If using an indoor antenna, have a quality outdoor antenna installed.

Reorient the receiving antenna until interference is reduced or eliminated.

Move the receiver away from the control/communicator.

Plug the control/communicator into a different outlet so that it and the receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions.

The user or installer may find the following booklet prepared by the Federal Communications Commission helpful: "Interference Handbook." This booklet is available from the U.S. Government Printing Office, Washington, DC 20402.

The user shall not make any changes or modifications to the equipment unless authorized by the Installation Instructions or User's Guide. Unauthorized changes or modifications could void the user's authority to operate the equipment.

RoHS compliance - All our products are lead-free

PIMA Electronic Systems is ISO 9001 certified

All data contained herein is subject to change without prior notice.

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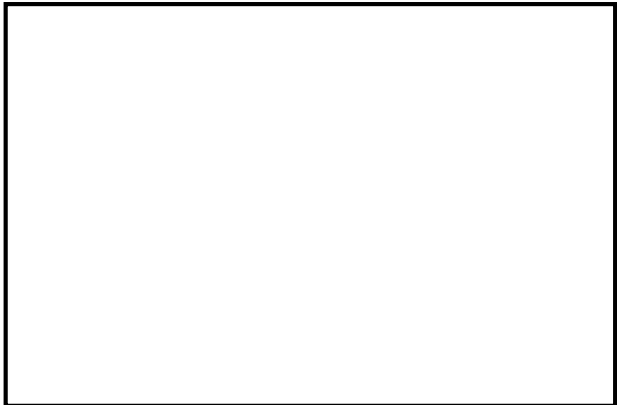
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