

# FORCE

## Advanced Security System



# User Guide

Version: Beta

**PIMA**  
FOR BETTER PROTECTION  
PIMA Electronic Systems Ltd.

**Table of Contents**

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<b>Chap. 1 Introduction .....</b>	<b>5</b>
1.1 Main features .....	5
1.2 Technical specs.....	5
<b>Chap. 2 KLR/KLT500 Graphic LCD Keypads .....</b>	<b>6</b>
2.1 Main features .....	6
2.2 Quick guide.....	6
2.3 Operation keys and keypad alarms .....	7
2.3.1 Operation keys.....	7
2.3.2 Keypad alarms.....	7
2.4 Keypad settings .....	7
2.4.1 Silencing the keypad.....	7
2.5 How to enter text and characters.....	8
<b>Chap. 3 System Programming .....</b>	<b>9</b>
3.1 Menus and codes .....	9
3.1.1 Code setting guidelines .....	9
3.1.2 How to enter the menu and change the default codes .....	9
3.2 The user menu .....	10
<b>Chap. 4 Arming and Disarming .....</b>	<b>11</b>
4.1 Arm Away.....	11
4.2 Arm Home .....	11
4.3 Disarming .....	12
4.3.1 Disarming partitions.....	12
<b>Chap. 5 Bypass Zones.....</b>	<b>13</b>
<b>Chap. 6 Event Memory.....</b>	<b>14</b>
<b>Chap. 7 System Options .....</b>	<b>15</b>
7.1 Override Faults .....	15
7.2 Zone Information .....	15
7.3 Armed Partitions .....	16
7.4 Date and Time.....	16
7.5 Users and Codes .....	16
7.5.1 Users.....	17
7.6 Communication Options .....	18
7.6.1 Contacts .....	18
7.6.2 Phone Notifications .....	19
7.6.3 Remote Service.....	19
7.6.4 CMS Registration .....	19
7.6.5 PIMA Cloud.....	19
7.7 Chime Zones .....	20
7.8 Auto-Arming .....	20
7.9 Smoke Detector Reset .....	21
7.10 Technician Permit.....	21
7.11 System Information.....	21
<b>Chap. 8 Partitioning .....</b>	<b>22</b>
8.1 Optional uses .....	22
8.2 How to clean the LCD screen .....	23

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**Appendixes**


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<b>Appendix A</b>	<b>Troubleshooting Faults.....</b>	<b>24</b>
<b>Appendix B</b>	<b>Glossary .....</b>	<b>26</b>
<b>Appendix C</b>	<b>Zone Number and Location.....</b>	<b>28</b>
<b>Appendix D</b>	<b>Menu Map.....</b>	<b>29</b>

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**Table of Figures**


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Figure 1.	KLR/KLT500 keypad.....	6
Figure 2.	The event memory screen .....	14

## Safety Instructions. Read Carefully!

- 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 personnel 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.
- Disposal of used batteries must be made in accordance with local waste recovery and recycling regulations.

### **Default Master Codes**

Master User: 5555

Master Installer: 1234

### **Signs in this guide and in the keypad**



**Warning**



Note



Enter sub-menu, select/deselect, save selection.



Menu with sub-menus (on the display)



Menu with sub-menus (in this guide)



Options menu



Return/Esc, Cancel (except in the *Keypad Settings* menu)



Selectable parameter (enabled/disabled)



Scroll between zones, partitions, users, etc.

# Chap. 1 Introduction

This guide will introduce you with the new and highly reliable **FORCE** security system. With its 7-line LCD screen and clear menu-driven display, **FORCE** is an intuitive, easy to install and to program system.

The Technician and User subject menus make programming and navigating fast and easy. Help screens reduce the need to look in this guide on every servicing.

This Installation guide refers to the **FORCE** alarm system, Beta version. The system is supplied with two guides:

- This guide that includes the system and accessories installation and wiring instructions, as well as the technician-programming guide.
- The user guide that includes the user-programming guide and the system maintenance instructions.

## 1.1 Main features

- Eight zones, expandable to 144, of which up to 64 wireless (using an expander).
- Up to 144 users, each with a unique user code.
- Up to 32 contacts, for receiving alarm and other notifications.
- Up to 16 true partitions
- Expanders for 8 & 16 zones, with one or two relays on each.
- Multi-channel, simultaneous communications: PSTN, Ethernet, GSM, GPRS.
- Can report to two CMSs (Central Monitoring Center).
- Installer Lock code for CMS communication.
- Graphic, LCD, 7-line keypad display.
- Internal help menus for User and Technician
- Detailed tests and diagnostics options.

## 1.2 Technical specs

- AC power input: 11-18V
- Backup battery DC input: 13.8V
- Maximum output current: 13.8VDC, 1.1A
- Maximum idle output current (no expansions): 50mA
- EOL resistors: programmable
- Temperature: -10° to 50° Celsius
- AC Power supply: 16.5V
- Aux output: 7.2-13.8V, up to 1.1A
- Current consumption: up to 50mA

# Chap. 2 KLR/KLT500 Graphic LCD Keypads

PIMA's LCD keypads are the KLT500 with touch keys and KLR500 with rubber keys. Both keypad types have 7-line LCD screen with graphic display.

## 2.1 Main features

- Graphic, LCD, 128x64 pixels display.
- 4 status LEDs
- Uses PIMA proprietary protocol
- Tamper switch protection

## 2.2 Quick guide

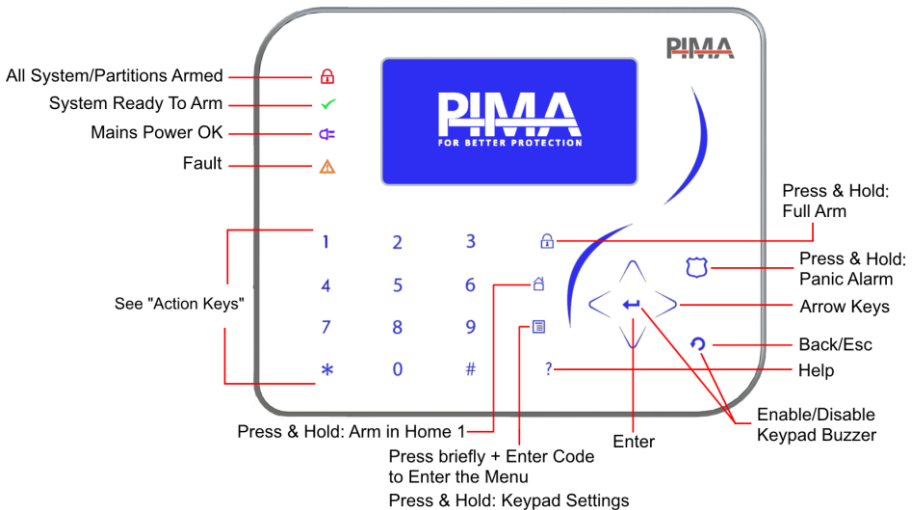






Figure 1. KLR/KLT500 keypad

LED	Type	Status	Indicates
	Arming	Steady On	System fully armed/ All partitions armed
		Off	System disarmed/ All partitions disarmed
		Flashes once every second	Exit delay is running (in all or some partitions)
		Flashes once every two seconds	One partition (or more) is armed (for partitioned systems only)
	Ready To Arm	Steady On	No alarm or fault exist, all zones are closed.
		Off	At least one zone is open or a fault exists. Check the display.
	Fault	Flashes once every 0.5 second	One or more faults exist; the alarm system (or partition) is disarmed.
		Off	No faults exist, or the system is armed.

LED	Type	Status	Indicates
	Mains	Steady On	Mains OK
		Off	Power outage

## 2.3 Operation keys and keypad alarms

### 2.3.1 Operation keys

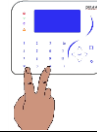
Press and hold the keys in the next table, to do the actions that follows:

Key	Operation
1-4	Arm to <i>Home 1-4</i> modes
5	Display zone status
0	Display the service provider details and the control panel's version
*	Turn on/off the keypad's chime to all chime zones


### 2.3.2 Keypad alarms

You can trigger three alarms at the keypad: *Panic*, *Fire*, and *Medical*. You do that, by **pressing together and holding** key combinations detailed below. When these alarms are triggered, **FORCE** activates the programmed responses, including triggering the sirens and reporting the CMS (where relevant), and the contacts.

Alarm	Press & hold	System behavior
Medical	4 + 6	The same as in <i>Medical</i> zone
Fire	7 + 9	The same as in <i>Fire</i> zone
Panic	* + #	The same as in <i>Panic</i> zone




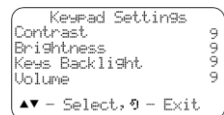
## 2.4 Keypad settings

To view the *Keypad Settings* menu press and hold the  key

Set the audio-visual parameters of the keypad. The parameters are *Contrast*, *Brightness*, *Keys Backlight*, and the *Volume* of the buzzer. Each parameter is scaled 0-9. Settings are per keypad.



To change a parameter, do as follows:

1. Press an arrow key and select a parameter.
2. Enter a number between 0-9.
3. Press  to save and exit.



**Warning:** if you set the *Volume* to 0, no alerts will be sounded from the keypad, including when opening chime zones.

### 2.4.1 Silencing the keypad

To silence the keypad's buzzer (including the chime) and keys completely, press together the  and  keys. Press again to re-activate the buzzer (toggle).

## 2.5 How to enter text and characters

Text is entered like in a telephone set: each key is assigned with several characters; each keystroke presents a different character. For example, press 8 twice to type U.

The keystrokes and character table are described in the table and image that follow:

Key	Characters
1	1,.,?!( )/*:~+##@'
2	ABC/abc2
3	DEF/def3
4	GHI/ghi4
5	JKL/jkl5
6	MNO/mno6
7	PQRS/pqrs7
8	TUV/tuv8
9	WXYZ/wxyz9
0	Space, 0
#	Delete, return to default
*	Uppercase/lowercase

1,.,?!( )/*:~+##'	ABC2	DEF3
1	2	3
GHI4	JKL5	MNO6
4	5	6
PQRS7	TUV8	WXYZ9
7	8	9
Letter Case	Space, 0	
*	0	#



# Chap. 3 System Programming

## 3.1 Menus and codes

**FORCE** has two separate menus, User and Technician, with two matching Master codes. In addition, there are up to 144 user codes. The master user code allows setting all the user menus. Regular user codes can be restricted.

The master technician code allows entering the Technician menu. Several Monitoring Stations can have CMS lock codes. Refer to the installer.

### 3.1.1 Code setting guidelines


Note the following, when setting codes:

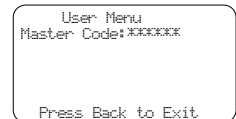
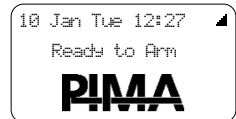
- All codes are made of 4-6 digits, except the Quick Arm (2-digit) code.
- Codes cannot start with the digits of other defined code, including the Quick Arm 2-digit code. For example, a 5-digit user code cannot start with the digits of a 4-digit user code.
- Every code is unique. Do not use easy-to-guess codes, like 3333.
- After saving a code, it can not be revealed or restored in any way.
- The codes 1234 and 5555 are reserved.

### 3.1.2 How to enter the menu and change the default codes



To enter the **FORCE** menus for the first time, you must change the default master user (5555) and master technician (1234) codes. This is normally done by the installer of the alarm system.

Do as follows to change the codes:

1. In the main screen, press 5555. Note that *Ready to Arm* is displayed when there are no open zones or faults. See further in this guide.
2. The master-user code screen is displayed.
3. Press Enter  - the cursor moves to the right.
4. Enter a new 4-6 digit code.




*Write down the code and keep it in a safe place.*

5. Press Enter  - the cursor moves back to the left.
6. Press Back  to save and return to the main screen. The new code has now been saved.
7. Set the system time - see section 7.4, on page 16.



## 3.2 The user menu

The user menu includes the users and contacts settings, and some system parameters. As mentioned before, the Master user can enter all the sub-menus of the User menu and set every parameter. The access of other users can be limited, using access permissions.


To enter the user menu, do as follows:

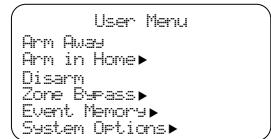
1. Enter the Master code, or
2. Press the menu key  on the keypad, and enter a user code in the code screen (the user must have permission to do so - see section 7.5.1, on page 17).

Navigate in the **FORCE** menus as follows:

- Press the Enter key  to select, save, or enter a sub-menu.
- Press the Back key  to exit a sub-menu without saving (except in the *Keypad Settings* screen).
- Press the upwards and downwards  $\wedge$   $\vee$  arrows to scroll up and down.

The user menu has these sub-menus: *Arm Away, Arm in Home, Disarm, Zone Bypass, Event Memory, and System Options.*

To select and enter a menu, scroll using the arrow keys and press Enter .



# Chap. 4 Arming and Disarming



Note

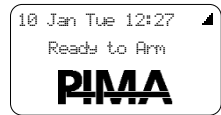
- You can find detailed information on the arming modes in the Glossary, on page 26.
- From here onwards, in addition to the Master code you can use any user code with the correct permissions.

## 4.1 Arm Away


User Menu ► Arm Away

When arming in *Away* all the detectors in the premises become armed. Use this mode when the premises will be vacant. Immediately when the **FORCE** is armed, any detection by one of the detectors will trigger the alarm, the sirens will sound, and the contacts will be notified.

Before arming, check that **FORCE** is *Ready to Arm*. This message is displayed only when all the zones (detectors) are closed and no fault exist. See more, further in this guide.



To arm in *Away*, do as follows:

1. Press and hold the *Away* arming-button  on the keypad - the *Exit Delay* starts and when elapses, the alarm system is fully armed.  
The exit and entry delays give you the needed time (normally up to one minute) to leave and enter the premises without triggering the alarm, by crossing only delayed zone (set by the technician). These delayed zones will not set off the alarm as long as the delay timer is running (normally less than a minute). When the delay elapses and the system becomes fully armed, the arming mode is displayed.



Note

*Immediate zones are armed when arming the alarm system, and set off the alarm if violated even during the exit delay.*

2. You can also enter the Master user code to enter the user menu, and press *Arm Away*.
3. Regular users enter their user code (toggle between arming and disarming).

When **FORCE** is armed, the keypad's buzzer starts beeping and the exit delay countdown-timer is displayed. When the delay time elapses, all the zones are armed and the arming mode - *Away, Home 1-4* - is displayed.

## 4.2 Arm Home

User Menu ► Arm Home

*Home 1-4* are partial arming modes - when arming in one of these modes, only part of the zones are armed; other zones stay disarmed. Use *Home* arming for defined areas – perimeter detectors, house floors, separate buildings, etc. When **FORCE** is armed in a *Home* mode, only violating armed zones sets off the alarm – disarmed zones can be occupied at the same time. *Home* arming zones are set by the technician, who can define up to four *Home* modes (areas).

To arm in *Home 1* mode, press and hold the  button. To arm to any of the *Home* arming modes, enter the Master code, press *Arm in Home* and select one of the modes (press Enter )

- the keypad buzzer will start sounding beeps and the exit delay will start running<sup>1</sup>. When the delay time elapses, the zones associated with the selected *Home* mode will be armed.

## 4.3 Disarming

User Menu ► *Disarming*

To disarm the alarm system enter the master code and press *Disarm*. Regular users need to enter their user code. If the alarm system is not disarmed, the user may not have permission to disarm, or he/she is outside the disarming window of time (see section 7.5.1, on page 17).

The technician can set the siren to sound a beep to indicate on arming and disarming.

### 4.3.1 Disarming partitions

If partitions are in use (see "Partitioning", on page 22) in the alarm system, you can only disarm the partitions that you and the keypad are allocated to. To disarm the entire alarm system, you and the keypad must be allocated to all the partitions.

Example: a user that is allocated to partitions 2, 3 and 4, disarms the alarm system in a keypad that is allocated to partitions 1, 4, and 6. As a result, only partition 4 will be armed, being the only one that the user and the keypad are allocated to.

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<sup>1</sup> The technician can cancel the exit delay in the *Home* modes.

# Chap. 5 Bypass Zones

User Menu ► Bypass Zones

Open zones - doors, windows, moving objects - must be closed or taken care of, or you cannot arm the alarm system. Only when there is no other option, you can bypass the zone and arm the system.

When you bypass a zone, it will not trigger the alarm when opened (violated).

```
10 Jan Tue 12:27
Open Zones:
2 Rear window
11 TV room

Faults:
Low Battery
```




Bypassing a zone is a one-time, time limited operation. A bypassed zone is automatically un-bypassed as the alarm system is disarmed.

Faults also prevent you from arming the **FORCE**, but you can mostly override them (see next section). If a detector is at fault, call for service. Overriding a fault is valid for one arming session only.



- **Bypass a zone only when it cannot be closed. If the problem persists, consult a technician.**
- **A bypassed zone does not trigger the alarm when opened, and can breach the security of the premises.**

To bypass and un-bypass a zone before arming, do as follows:

1. Enter the Master user code.
2. Scroll to *Bypass Zones* and press .
3. Press # or \* and select the zone number.
4.  Bypassed: select (press ) to bypass the zone. This action is immediate and valid for one arming only.



*Because of security considerations, bypassing a zone before arming is limited in time. Refer to the technician.*

5. Press  to exit.

# Chap. 6 Event Memory

User Menu ► Event Memory

The *Event Memory* is where the last 1024 events are saved. The events are displayed chronologically, from the newest to the oldest. You can scroll between the events by pressing the arrow keys, and see the details that follows:



Figure 2. The event memory screen

## Chap. 7 System Options

The *System Options* menu includes the settings of the users and the peripherals, and the alarm system's information.

The *System Options* are as follows:

- 1) Override Faults - see below.
- 2) Zone Information: zone names, location, and status - see below.
- 3) Armed Partitions - see next page.
- 4) Time and Date - see page 16.
- 5) Users and Codes - see page 16.
- 6) Communication Options - see page 18.
- 7) Chime Zones - see page 20.
- 8) Auto-Arming - see page 20.
- 9) Reset Smoke Detector - see page 21.
- 10) Technician Permit - see page 21.
- 11) System Information - see page 21.

### 7.1 Override Faults

User Menu ► System Options ► Override Faults

As in open zones, you cannot arm the **FORCE** if faults exist – they must be fixed or overridden<sup>2</sup>. Overriding is valid for one-time arming, and needs to be repeated, as long as the fault exist. If this is the case, call a service technician.



**Some faults may indicate on burglary setup and security breach. Use the fault overriding option only when necessary, and fix the fault or call for service.**

To override faults before you arm the alarm system, do as follows:

1. Enter the *Master code*.
2. Scroll to *System Options* and press ←.
3. Press *Override Faults*.
4. ⦿ Press ← to select the current fault/s.
5. Press ⦿ to exit. You can now arm the **FORCE**. Repeat this action if the fault persists.

### 7.2 Zone Information

User Menu ► System Options ► Zone Information

View information about the zones - arming status, alarming zones, and more. If partitions are in use, only those assigned with the keypad will be displayed.

To exit, press and hold the back key ⦿.

- 1) ↵ Name & Location: this information is set by the technician. For example, 'Zone 18', 'Kitchen', 'Back door'.

<sup>2</sup> If a fault cannot be overridden, call a service technician.

- ↔ Zone Status: the status of each defined zone is represented by some characters. The characters are listed in the table that follows:

Zone	Description
Zone no., steady	Closed zone (normal mode)
Zone no., flashing	Open zone – you must close or bypass to arm.
A	The zone is alarming now, or was violated when the alarm system was armed.
B	Bypassed zone
C	Chime zone (door, window, etc.)
F	Zone fault. May indicate on burglary setup - call service immediately!
M	Anti-mask (detector) alarm
O	Armed zone (24H zone, or all the assigned partitions of the zone are armed)
T	Test mode by the technician (the zone will not trigger the alarm). The zone will be reinstated automatically after few days.

## 7.3 Armed Partitions

User Menu ► System Options ► Armed Partitions

View (only) the numbers and names of the partitions that are currently armed, if there are any.

## 7.4 Date and Time

User Menu ► System Options ► Date and Time

Set the system time. Time must be set upon the first time **FORCE** is running, or after a prolonged power failure. Make sure system time is accurate at all times: auto-arming and disarming window of time are based on the time, and so is the event memory.

- ↔ Time/Date/Year: set the current time, date, and year. The day is displayed automatically.
- ☉ Cloud auto-update: if **FORCE** is connected to PIMA cloud, time will automatically be updated by the cloud.

## 7.5 Users and Codes

User Menu ► System Options ► Users and Codes

Set the codes and definitions of the **FORCE** users, and system codes. The menu includes the sub-menus that follows:

- ↔ Users: see the next sub-section.
- Master Code: 4-6 digit code.
- Quick arm code: 2-digit code, used for arming only. This code can be use by anyone who does not have a user code.
- Duress code: 4-6 digit code. Use this code when you are forced to disarm the alarm system by an intruder. When you enter the code, **FORCE** is disarmed, but also sends a silent distress signal to the CMS (where relevant) and the contacts.

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.



- 5) Home Auto.: 4-6 digit code for home automation systems<sup>3</sup>.
- 6) Activation codes: see next section.

### 7.5.1 Users

User Menu ► System Options ► Users and Codes ► Users

Set the definitions of the users of **FORCE**. To scroll to a different user, press #.

Parameter	Description
Code	4-6 digits
Name	User text, up to 16 characters.
↵ Disarming Window	<p>Set a daily window of time, only during which the user is allowed to disarm the alarm system. This is a security measure against unauthorized action.</p> <ol style="list-style-type: none"> <li>1) Set the <i>Start</i> and <i>Stop</i> times of the window (the same for all the selected days).</li> <li>2) Days: select the days to apply the window.</li> </ol> <p>Example: Monday through Friday, 07:30-10:00. If the user will try to disarm the system anytime else, it will be rejected with <i>Access Denied!</i> Message.</p>
↵ Permissions	<p>Define the special permissions of each user of the alarm system. A user that will try to enter a menu it is not permitted to, will be rejected with <i>Access Denied!</i> Message.</p> <p>The permissions are as follows: Disarming, Event Memory, Communication, Users and Codes, Time and Date, Bypass Zones, Auto-Arming, Technician Permit, Control Remotely, Use All Keypads.</p>
↵ Partitions	<p>If partitions are in use<sup>4</sup>, assign each user with one or more partitions - he/she will only be able to view and arm/disarm these partitions.</p> <p>Select the assigned partitions: a selected number (partition) is steady on. Make sure the un-assigned partitions are flashing.</p>
↵ Reset User	Delete all the definitions of the user, including its password.

### Activation codes

User Menu ► System Options ► Users and Codes ► Users ► Activation Codes

**FORCE** offers eight *Activation Codes*, for activating different peripherals as electric gates, garage shutter doors, and floodlights. You activate the peripheral (switch on/off, open/close) by entering an activation code (toggle) in the keypad, or in the PIMALink app. Refer to the technician to use these codes.

*Activation Codes* are based on keypad and user partitioning (where relevant).

- 1) Press # to select a code no.
- 2) Enter a 4-6 digit code.

<sup>3</sup> Only systems that are approved by PIMA Electronic Systems.

<sup>4</sup> See Chap. 8, on page 21.

## 7.6 Communication Options

User Menu ► System Options ► Communications Options

The sub-menus in this menu are as follows:

- 1) ↔ Contacts
- 2) ↔ Notification Settings
- 3) ↔ Remote Service
- 4) ↔ CMS Registration
- 5) ↔ PIMA Cloud

### 7.6.1 Contacts

User Menu ► System Options ► Communications Options ► Contacts

Contacts receive notifications on alarms and other events of the **FORCE**. Here you set which contacts will receive what notifications and over what medium. Contacts are assigned to partitions the same as system users (where relevant).

Note, that contacts of the PIMAlink app are separate from the **FORCE** contacts, and that you set their notifications in the app.

Definition	Description
Phone	The phone no. of the contact. If <b>FORCE</b> is connected to a phone line over a phone system, make sure the technician sets it accordingly.
Name	User-defines text, up to 16 characters.
↔ Comm. Paths	See below.
↔ Notifications	Select the events that will be reported to the contacts. The options are as follows: Alarm from <i>Burglary, Panic, Fire, Duress, Medical</i> , and <i>Tamper/Anti-Mask</i> zones (detectors), <i>Custom Zone 1-5 faults, Invalid Code<sup>5</sup></i> , and <i>Arming/Disarming</i> events. <b>FORCE</b> notifies by sounding audible alarm over the phone, or sending SMS message, or sounding pre-recorded message <sup>6</sup> .
↔ Partitions <sup>7</sup>	Select only those partitions that will report the contact on events.

### Comm. and Backup Paths

Set the communication path/s to the contact, and the backup path/s, if the main path is at fault.

→ Comm. Path 1-2: select the communication path/s of the contact. The options are as follows: *Telephone (PSTN)* – for audible notifications over landline phone, *Mobile Phone (GSM)* – for audible notifications over mobile phone, and *SMS (GSM)* – for text messages over mobile phone.

↔ Backup Path: select a path different from the main path, as a backup. For example, if you have selected *Mobile Phone (GSM)* as the main path, you can select *Telephone (PSTN)* as a backup. **FORCE** will first try to notify the contact via the main path. If it fails (for example, when the phone is out of service), it will try to notify via the backup path.

<sup>5</sup> Exceeding the programmed limit of keystrokes, when trying to enter any code.

<sup>6</sup> Check availability.

<sup>7</sup> Where relevant

## Comm. Check

→ Path: select a path to be tested.

↪ Press to Start: press and check that a notification is received by the contact.

### 7.6.2 Phone Notifications

User Menu ► System Options ► Communications Options ► Phone Notifications

When the alarm is set off, **FORCE** calls the contact that is set to receive notifications, and sounds audible alarm or pre-recorded message<sup>8</sup>. Set the parameters that follow of these notifications.

Definition	Description	Default	Range (sec)
Alarm Sound	The length of the alarm sound	30 sec	5-120

### 7.6.3 Remote Service

User Menu ► System Options ► Communications Options ► Remote Service

Use the *Remote Service* menu when the service technician or CMS need to connect to the alarm system remotely.



**"Remote Service" and "CMS Registration" (next) allow connecting and controlling the alarm system. Only allow authorized technician to use this option!**

Definition	Description
↪ Accept Phone Call	When you press this menu, <b>FORCE</b> goes into "waiting for connection" mode", and the technician can call/connect the alarm system and control it remotely.
↪ Allow Cloud Service	
↪ Connect by Phone/ Network/GPRS	If the technician had programmed the phone number or URL/IP addresses, you only need to press "Connect". Otherwise, the technician will ask you to enter the details.

### 7.6.4 CMS Registration

This menu allows you to create a secured internet connection and to register **FORCE** at the CMS. Registration must be executed and coordinated with the CMS. As **FORCE** connects with the CMS, the CMS software registers it. This service is encrypted. See the warning above.

### 7.6.5 PIMA Cloud

To use the PIMAlink app to control the **FORCE** remotely, you need to pair it with the cloud. You will receive a pairing code and use it for pairing the mobile phones of those who will use the app. The pairing process is short. Before you pair the alarm system, make sure all the app users download and install it on their phones.

The pairing code must be used within 10 minutes, or you will have to repeat the process and receive a new code (only for phones that have not been registered).

- 1) ↪ Pair to PIMAlink: press and wait (shortly) for the code to appear on the screen. Immediately enter the code in the pairing screen of the PIMAlink app, in every phone.
- 2) ↪ Unpair: press and disconnect the **FORCE** and all your mobile phones from the cloud.
- 3) ↪ Allow cloud Service: see section 7.6.3, on page 19.

<sup>8</sup> Check availability with PIMA.

## 7.7 Chime Zones

Chime is a feature, in which the keypad buzzer sounds a series of beeps when a protected door or window is opened. Common applications of the chime is in entry doors, windows in infant rooms, and shops. The chime is active only while the alarm system is disarmed.

- 1)  $\odot$  Chime Active/Inactive: globally set if the chime is active or not.
- 2)  $\leftarrow$  Set per Zone: press # to select a zone, and select *Active/Inactive* if chime is active.

## 7.8 Auto-Arming

**FORCE** can be auto-armed without the need to enter any code. Auto-arming can be in *Away* or *Home* modes. If partitions are in use, each partition can be armed in a different time and have a separate no-movement period.

There are two auto-arming options:

- Timed: daily, at a certain time.
- No Movement: when no movement is detected in any of the detectors for a given period, probably because the premises is vacant and the alarm system was not armed<sup>9</sup>.

When the auto-arming starts, the keypad buzzer sounds a series of beeps for a period of 45 seconds, after which the exit delay runs and the system is armed. If a user stops the process by entering a user code, **FORCE** will try to re-arm itself, according to the parameters you set in this menu.

The technician can set the alarm system to bypass open zones on auto-arming (they will be reinstated when the system is disarmed).

- 1) Timed: select a partition (or stay in Partition 1 for no-partition system):

Definition	Description
$\leftarrow$ Daily Hour	For every day of the week, set the time of the day for auto-arming.
Retry Interval	If a user stops the auto-arming process by entering a user code, set an interval in hours and minutes for arming retries. <b>FORCE</b> will try to re-arm itself according to the interval and the retry period (next).
$\rightarrow$ Retry Period	If a user stops the auto-arming process by entering a user code, set the period in hours (1-12) for the <b>FORCE</b> to re-arm itself. If you do not set any period, <b>FORCE</b> will try to re-arm itself until midnight of the same day, in accordance with the previous Retry Interval.
Arming Mode	Select in which arming mode <b>FORCE</b> will be auto-armed: Away or Home 1-4.

- 2)  $\leftarrow$  No-movement:
  - a. Select a partition (or stay in Partition 1 for no-partition system) and set the time in minutes (up to 255), that if no detector detects any movement at all, the auto-arming process will start.
  - b. Period: no-movement time in minutes (up to 255).
  - c. Arming Mode: see the table above.
- 3)  $\odot$  Timed-All Partitions: apply the definitions of partition #1 to all partitions.
- 4)  $\odot$  No-Movement-All Partitions: apply the definitions of partition #1 to all partitions.

<sup>9</sup> In addition, someone may be sleeping longer than the no-movement period.

## 7.9 Smoke Detector Reset

When a smoke detector detects smoke, it remains in detection mode and cannot reset itself. If the detector was activated because of the presence of smoke, read its instructions guide. If there was no smoke, press here to reset the detector.

## 7.10 Technician Permit

Press this parameter according to the options that follow:

1. During the installation of the **FORCE**, the first time the technician needs to enter the technician menu. This way you, as the owner of the alarm system give the technician a permission to change parameters and definitions. From now on, the technician will not need your approval to enter its menu.
2. **FORCE** allows you to be serviced by several CMS's. The settings of each CMS are set separately and are protected by a password. Only the master technician can enter the Technician menu without your approval (except for the first time) – other technicians will have to ask you to press *Technician Permit* every time they want to service the **FORCE** (and will be able to view and change only the parameters of their CMS).

## 7.11 System Information

View information about the control panel and the peripherals of your alarm system.

# Chap. 8 Partitioning

A partition is made of some zones. When the premises is large and has floors, wings, shops or so, it can be divided into independent groups of zones called partitions. This lets you operate each partition separately from other partitions, and have separate users.

When using partitions, users and keypads are also partitioned, meaning that a user can only arm and disarm the partitions he/she and the keypad are allocated to. Users and keypads can be allocated to one or more partition.

Zone and keypad allocation is done by the technician. User allocation is done in the definitions of each user.

You can set up to 16 partitions in the **FORCE**. The max no. of keypads is also 16.

## 8.1 Optional uses

### Example A

A two-floor house with a single keypad, each floor is defined as a separate partition.

In this example, 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 therefore arm and disarm the two floors (partitions).



### 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 example, 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.



### 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 center 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.

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



## 8.2 How to clean the LCD screen



To keep your keypad screen clean and without scratches, follow the next instructions:

- When you clean your monitor, do not press down on the screen.
- Do not spray any kind of liquid directly onto the screen. Only use a cleaning solution specifically made for cleaning LCD screens.
- Do not use paper towels or abrasive pads.
- Gently wipe the surface using a clean, dry microfiber cloth.



## Appendix A Troubleshooting Faults


The **FORCE** alarm system is constantly monitoring the status of the control panel, the detectors, and the peripherals. When a fault occurs, this is what happens:

- The fault LED  starts flashing
- The buzzer starts sounding beeps. To silence it, press and hold the  key.
- The fault description is displayed onscreen
- The fault is logged in the event memory
- **FORCE** reports the CMS (where relevant) and the contacts and activates peripherals (set by the technician).



***Some faults may indicate on burglary setup. Consider consulting with your service technician (where relevant).***

Below are the common faults and their troubleshooting.

Fault	Description
AC Power	Power outage. As long as the backup battery has enough power, the alarm system will function normally.
Low Battery	The backup battery is draining. Either there is a long power outage, or the battery is exhausted and needs to be replaced.
 <p><b><i>An exhausted battery will not backup your alarm system if AC power is lost!</i></b></p>	
Tamper 1-2, Expander/Keypad tamper	<ul style="list-style-type: none"> <li>• Tamper 1: the tamper switch of the box of the control panel is at fault or open. Check that the box is closed.</li> <li>• Tamper 2, Expander Tamper, Keypad Tamper: the tamper switch of one of the peripherals<sup>10</sup> is at fault or open.</li> </ul>
Auxiliary Voltage	May indicate on burglary setup.
Telephone-DC, Dial Tone	The telephone line is disconnected or at fault. If other telephone sets are connected to the <b>FORCE</b> , check them too.
Low DC	Internal power fault
Local/Zone/Outputs Expander (various faults)	Power or communication fault in a zone expander (some detectors) or Outputs expander (some peripherals).
Keypad (various faults)	Power or communication fault in a keypad
CMS	Communication fault with the monitoring station
Contact (various faults)	Notification error
Modem (various faults)	Communication fault
SIM (various faults)	SIM card fault (GSM add-on)
Network	Local network (LAN) connection fault

<sup>10</sup> Depending on the setting of the technician.



<b>Fault</b>	<b>Description</b>
Anti-mask	Anti-mask detector at fault or open box
Invalid Code	Code keystrokes exceeded limit (keypad is locked out for a period set by the technician)
Internal/External Siren	Fault or open tamper switch
System Time Not Set	Occurs after a prolonged power outage, when the back battery is exhausted.

**Installer details:**

Name \_\_\_\_\_ Mobile: \_\_\_\_\_

Company: \_\_\_\_\_

Tel.: \_\_\_\_\_

Date of installation: \_\_\_\_\_

Service expiration date: \_\_\_\_\_

## Appendix B Glossary

### • **Arm Away**

When arming in Away mode all the detectors are armed and will set off the alarm if any movement (or whatever the detector is design to detect) is detected.

When entering a user code, the exit delay that allows you to leave the premises without triggering a detector, starts running. When the delay time elapses, all the zones are armed.

The **FORCE** can be armed only if the message "Ready to Arm" is displayed and the green ✓ LED illuminates. **FORCE** is ready to armed, when there are no *Open Zones* (detectors) or *Faults*. A zone is "Open" when it is in detection or alarm modes. To close (reinstate) a zone, you need to remove the cause for the detection - moving objects, open protected door, etc. **FORCE** cannot be armed if there are open zones.

Existing faults also prevent arming, but some faults can be overridden in a special menu<sup>11</sup>. To override faults before arming the **FORCE**, go to *User Menu* → *System Options* → *Overriding Faults*, select the fault and exit the menu. Overriding faults is a one-time operation and needs to be selected every time you want to arm the alarm system. Call service if the fault cannot be fixed.

### • **Arm Home**

When arming **FORCE** to a Home mode, only some detectors (zones) are armed, while some are not. This mode 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 up to four Home modes (areas).

### • **Backup battery**

The backup battery enables the alarm system to continually safeguard the premises 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" message appears with no previous power fault, replace the battery.

### • **Chime and chime zones**

Chime is a feature by which the alarm system supervises doors and windows, and sounds a series of beeps any time one of these is opened. The chime is active only when the alarm system is disarmed. The chime feature is useful with toddlers and in shops, but also when door or window are away from you.

The technician, together with you, define the chime zones that will trigger the keypad buzzer when opened.

### • **Entry & exit delays**

Delays are short periods of time, which allows whoever arms or disarms the alarm system to exit or enter the premises without activating the alarm. The technician defines the zones on the entry/exit route - these zones are armed when arming the alarm system, but do not activate the alarm as long as a delay time runs. If the delay elapses and they are open, they will activate the alarm.

### • **Partitioning**

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.

<sup>11</sup> The technician sets which faults you can override.

- **Zone**

A zone is another name for a detector that 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. The same as detectors, there are various zone types, such as Panic, Medical, Flood, etc.

A zone is normally "closed", and it 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".

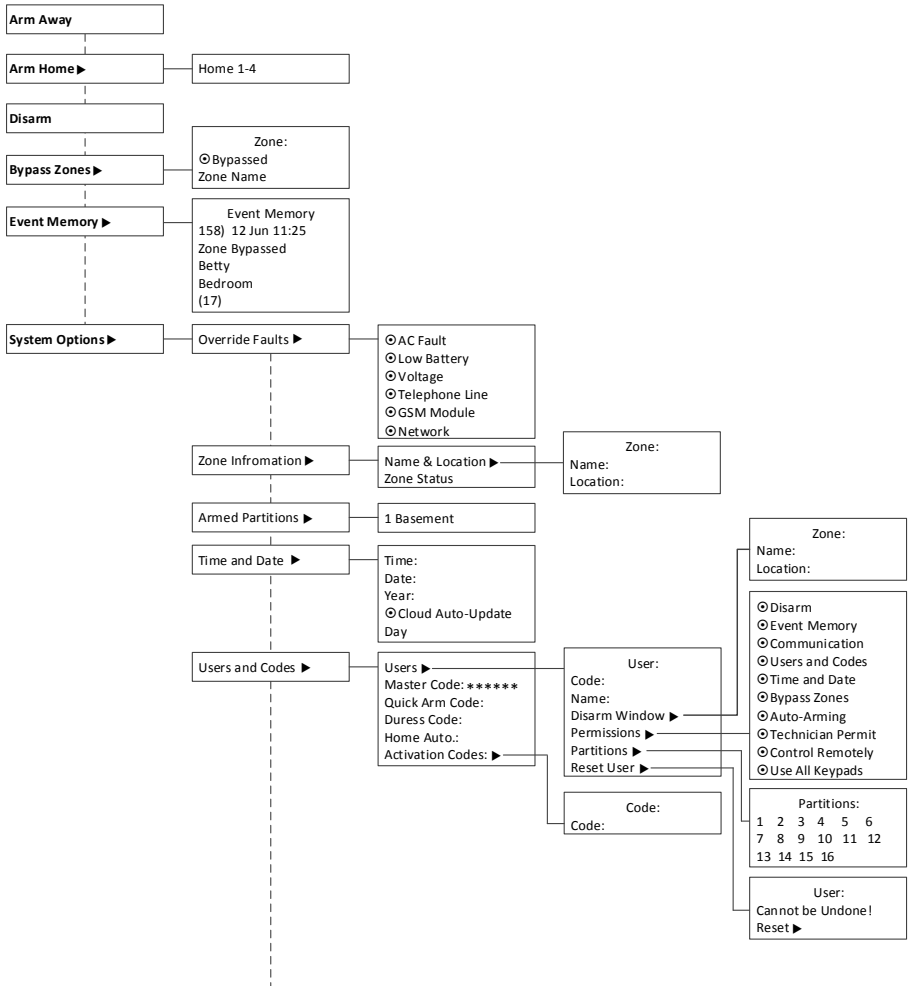
- **Zone Bypass**

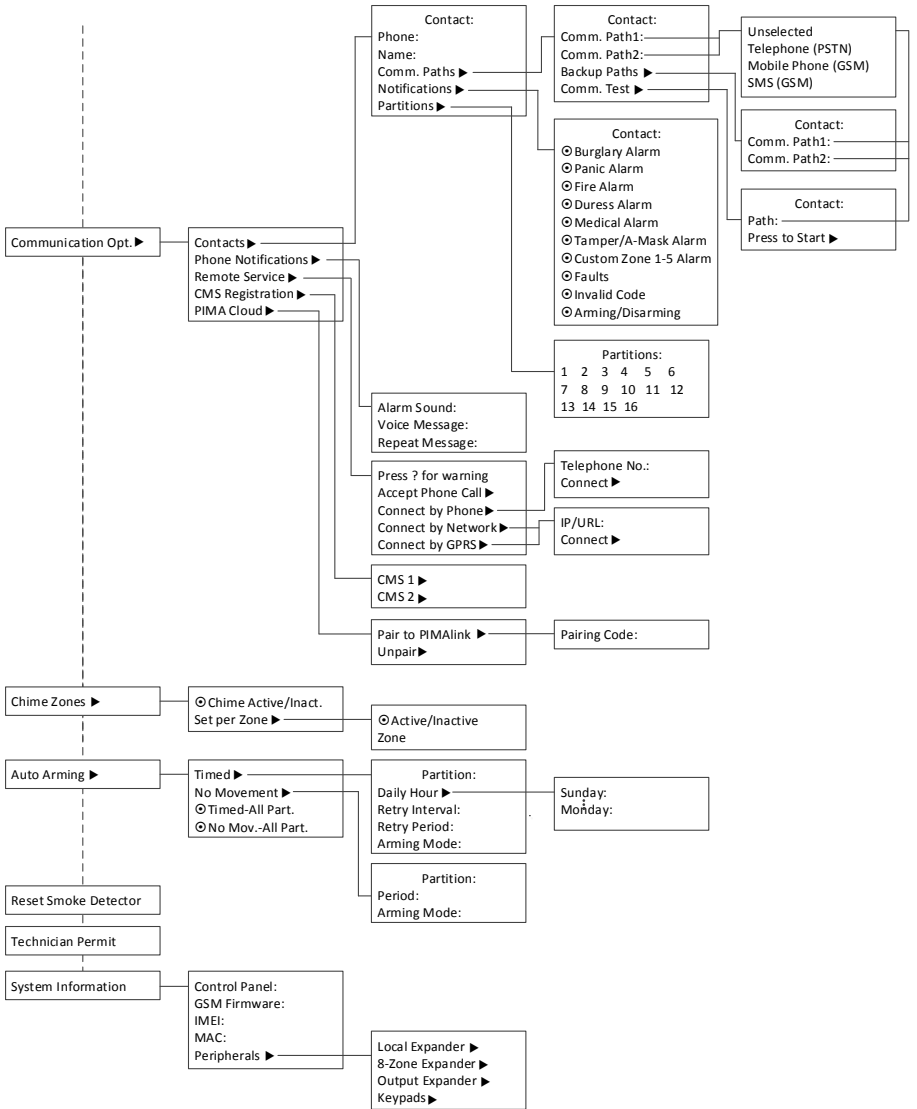
Zones (detectors) can be temporarily bypassed, so when the alarm system is armed, they stay in "normal" mode. This feature is used when the detector is at fault and it is valid for one-time arming only.

# Appendix C Zone Number and Location

Zone	Name/Location	Zone	Name/Location	Zone	Name/Location
1		49		97	
2		50		98	
3		51		99	
4		52		100	
5		53		101	
6		54		102	
7		55		103	
8		56		104	
9		57		105	
10		58		106	
11		59		107	
12		60		108	
13		61		109	
14		62		110	
15		63		111	
16		64		112	
17		65		113	
18		66		114	
19		67		115	
20		68		116	
21		69		117	
22		70		118	
23		71		119	
24		72		120	
25		73		121	
26		74		122	
27		75		123	
28		76		124	
29		77		125	
30		78		126	
31		79		127	
32		80		128	
33		81		129	
34		82		130	
35		83		131	
36		84		132	
37		85		133	
38		86		134	
39		87		135	
40		88		136	
41		89		137	
42		90		138	
43		91		139	
44		92		140	
45		93		141	
46		94		142	
47		95		143	
48		96		144	

# Appendix D Menu Map





### 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: <http://www.pima-alarms.com/site/Content/t1.asp?pid=472&sid=57>

**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.

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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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Manufactured by:

PIMA Electronic Systems Ltd. **WWW.PIMA-ALARMS.COM**

5 Hatzoref Street, Holon 5885633, ISRAEL

Tel: +972.3.6506414 Fax: +972.3.5500442

Email: support@pima-alarms.com

P/N: 4410460



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