

# prime

CONTROL PANEL

USER MANUAL



UPGRADING  
EVERYDAY  
SECURITY

infinite prime User Manual - Version 3.00  
Catalog Number: 5IN1912






























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# Quick Reference Guide

Function	Press...	Additional Information
SET	 OR  OR 	If "One-Key Setting" is disabled enter your user code when setting. The default Master code is <b>1234</b> .
INSTANT SET	 Hold down this key until "Instant Setting OK?" is displayed. Then Press  .	Instant setting cancels the entry delay after Part or Perimeter setting. This feature can be enabled by your engineer.
UNSET	[USER CODE]	Entering your user code also silences the sounder in the event of an alarm.
PANIC ALARM	 + 	Press these keys together and hold them down to generate an alarm.
FIRE ALARM	 + 	
MEDICAL ALARM	 + 	
MENU MODE	 then [USER CODE]	Use the menu navigation keys (  /  ) until the required menu item is displayed then press  . Alternatively, enter the shortcut (e.g. 21 for Omit Zones).
CHECK TROUBLE CONDITIONS	 Use this key scroll the system trouble list	Pressing  also silences any trouble tones that may be sounded by the system.
SWITCH HA/PGM UNIT ON	 then [HA UNIT #]	Enter the HA module number in two digits (e.g. 03, or 30 for PGM ).
SWITCH HA/PGM UNIT OFF	 then [HA UNIT #]	
SERVICE CALL	 Hold down this key until "Service Call Dialing" is displayed.	The number dialed for the service call is programmed by your engineer.
GLOBAL CHIME	 then 	Use the menu navigation keys (  /  ) to choose enable or disable, then press  .
RECORD MESSAGE	 then 	After recording a message, "Message Waiting" is displayed until the message is played back.
PLAY MESSAGE	 then 	The Message Center is an optional feature that is included with certain versions of <i>infinite prime</i> .

## Telecontrol Commands

Function	Press...
2-WAY AUDIO	
FULL SET	
HA UNIT XX ON*	 then  
HA UNIT XX OFF*	 then  

Function	Press...
UNSET	
SOUNDER CANCEL	
EXTEND CALL	
DISCONNECT	 then 

\* for PGM XX=30

# Table of Contents

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Quick Reference Guide .....	3
Table of Contents .....	4
Chapter One: Introduction and Overview .....	5
1.1: Security System Components .....	5
1.2: System Monitoring .....	6
1.3: Home Automation .....	6
1.4: Self-Monitoring .....	6
1.5: Telecontrol .....	6
1.6: Vocal Message Annunciation .....	6
Chapter Two: The User Interface .....	7
2.1: Front Panel Keypad .....	7
2.2: LCD Keypad .....	8
2.3: Keyfobs .....	8
2.4: Wireless Keypad .....	9
Chapter Three: Setting and Unsetting .....	10
3.1: Setting the System .....	10
3.2: Unsetting the System .....	11
3.3: Set Status Indication .....	12
3.4: Setting Tones .....	12
3.5: Remote Setting/Unsetting via SMS .....	12
3.6: Remote Setting/Unsetting via the Telephone .....	13
Chapter Four: Panic Alarms .....	14
4.1: Keypad Alarms .....	14
4.2: Keyfob Panic Alarm .....	14
4.3: Wireless Keypad Panic Alarm .....	14
Chapter Five: Home Automation and PGM .....	15
5.1: Keypad Control .....	15
5.2: Keyfob Control .....	15
5.3: Telephone Control .....	15
5.4: SMS Control .....	16
5.5: Scheduling (not relevant to PGM) .....	16
Chapter Six: Telecontrol .....	18
6.1: Calling your Home .....	18
6.2: Service Call .....	19
6.3: Two-Way Audio after an Alarm .....	19
6.4: Two-Way Audio Follow-Me .....	19
6.5: Simplex Mode .....	20
Chapter Seven: Advanced System Operation .....	21
7.1: Stop Communications .....	21
7.2: Zone Bypassing/Unbypassing .....	22
7.3: User Codes .....	22
7.4: Follow Me .....	24
7.5: Event Log .....	24
7.6: Service Menu .....	25
Appendix A: Menu Structure .....	28
Appendix B: Glossary .....	29

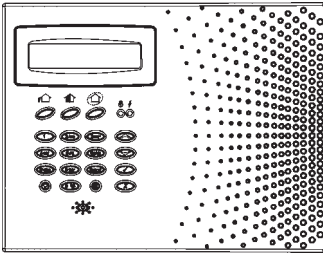
# Chapter One: Introduction and Overview

This user manual explains all you need to know about your *infinite prime* security system and provides step-by-step instructions for all the system's user functions. In addition to the explanation you will receive from your engineer, we urge you to read this manual so that you can take full advantage of your system's features. Keep this manual in an accessible location for future reference.

The *infinite prime* system has many features in order to suit a wide range of applications. This manual outlines all of these features but it is likely that there are options that are not relevant to your system. If you have any questions regarding the availability of the features described in the manual, please ask your engineer.

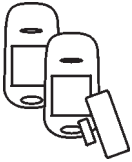
## 1.1: Security System Components

Your security system is made up of a control panel, various sensors and a number of optional peripheral devices. This section explains the role of each component in your system.



### Control Panel

The control panel is the brain of the system. It communicates with all the devices connected to the system. For example, in the event of a burglary, a sensor sends a signal to the control panel indicating that it has sensed motion on the premises. On receiving this signal, the control panel makes the decision to report the alarm to your monitoring service and activate the sounder.



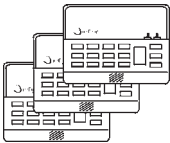
### Sensors

Sensors are the devices that protect your home, alerting the control panel when there is a breach in security. Magnetic contacts protect your doors and windows while motion sensors are able to detect an intruder moving across its field of view. Additionally, smoke sensors can be installed to provide an early warning in the event of a fire.



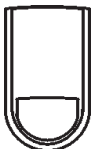
### Keyfobs

Keyfobs are hand-held transmitters that are used to operate the system. Various keyfobs are available providing a number of functions. For example, setting/unsetting the system, sending panic alarms and various home automation functions.



### Keypads

The keypads enable you to communicate with the control panel in order to perform a number of different functions. The main function you can perform using a keypad is to set the system when leaving your home and to unset on your return.

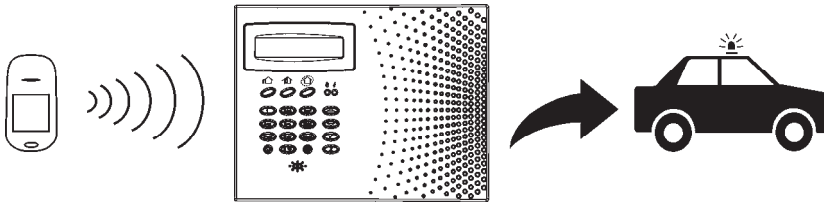


### Sirens

While the control panel includes a built-in internal sounder, it is possible that you also have an external sounder installed. The sirens are sounded during certain alarm conditions serving to warn you and ward off intruders.

## 1.2: System Monitoring

When an event occurs within the system, the control panel sends a message to your monitoring service describing the exact nature of the event. This enables the monitoring service to take the required action. System monitoring can implement either regular telephone or cellular communication.



A sensor detects. ▶ ▶ ▶ The control panel is alerted. ▶ ▶ ▶

An alarm is generated and the monitoring service is notified.



*Remember that no security system can prevent emergencies. This system is only intended to alert you in case of an emergency and should not take the place of prudent security practices or life and property insurance.*

## 1.3: Home Automation

An optional expansion module can provide you with the ability to control up to 16 individual electrical appliances or lights using the front panel keypad, wireless keypads or keyfobs. Additionally, each appliance can be programmed to be turned on and off automatically according to various schedules and system status conditions.

## 1.4: Self-Monitoring

In addition to the ability to report to a monitoring service, the system can also send you and other users notification when an event occurs. This may be in the form of vocal messages played over the telephone or, if your system supports cellular communication, you can receive information on system status via SMS. If an alarm occurs on the premises, you are informed no matter where you are in the world.

### SMS Control

Using your cellular phone, you can also send commands to the appliances controlled by the Home Automation feature using SMS and receive confirmation when the command is received.

## 1.5: Telecontrol

The *infinite prime* offers a range of “Telecontrol” features that provide remote access via the telephone. These features include remote setting/unsetting, HA on/off, PGM output activation/deactivation, sounder cancel, and Two-Way audio via the control panel’s built-in microphone and speaker.

The Two-Way Audio features allow you to contact your home directly in the event of an alarm or simply to check the premises when you are away.

## 1.6: Vocal Message Annunciation

Vocal message annunciation is an optional feature that, if enabled in programming, causes the system to play short messages that indicate system status.

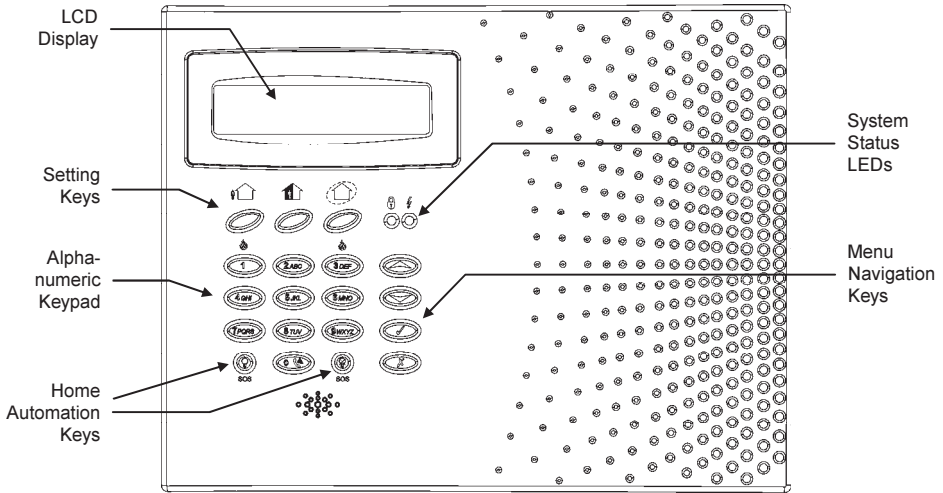
# Chapter Two: The User Interface

There are several methods you can use to operate the system. Apart from the keypad on the front panel, your system may include a number of peripheral devices such as keypads and keyfobs.

This chapter provides a brief introduction to each of the devices you can use to operate the system. It is important that you familiarize yourself with these devices before reading the following chapters that shall describe system operation in further detail.

## 2.1: Front Panel Keypad

The front panel keypad is the main user interface that provides you with all the functions you need to control your security system.



### Setting Keys

Three setting keys are available: Full, Part and Perimeter. These keys set the system using one of the three setting methods. One-key Setting is an option that is programmed by your engineer. If this option is disabled, you must also enter a user code when setting.

### System Status Indicators

The System Status indicators provide essential information on the status of the system such as set, unset, alarm and power failure conditions.



*On during set. Off during unset.  
Flashes after alarm.*



*On when power is connected. Off when power is disconnected. Flashes if there is a problem with mains power or the backup battery.*

### System Trouble Indication

In the event that the system detects a trouble condition, "System Trouble" appears on the display. To identify the problem, scroll through the trouble list by pressing ▼. Scrolling the trouble list also silences system trouble tones that may be sounded if enabled in programming. When the trouble condition is restored, it is removed from the system trouble list.



### Service Call Button

The Service Call button enables you to contact the monitoring service and talk to an operator.

Press and hold down the Service Call key for a few seconds to initiate a service call.

### Home Automation and PGM On/Off Keys

Pressing one of the Home Automation keys followed by the unit number (01-16, or 30 for PGM) enables you to control lights and appliances in your home, activate and deactivate the PGM output.



ON

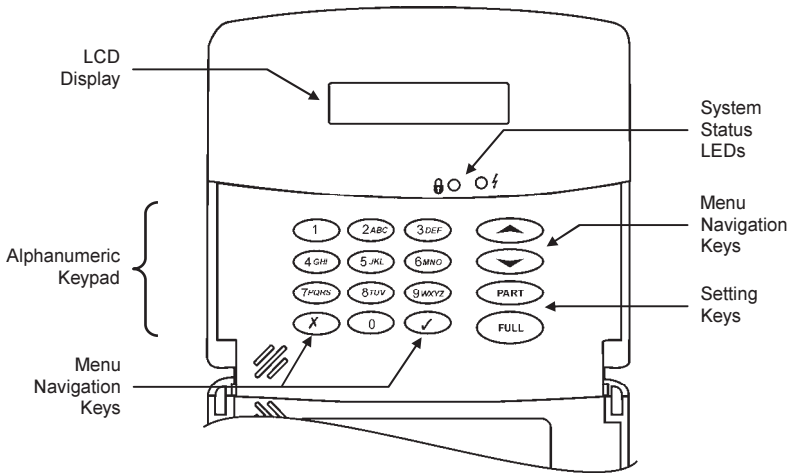


OFF

Pressing both Home Automation keys simultaneously generates an SOS panic alarm.

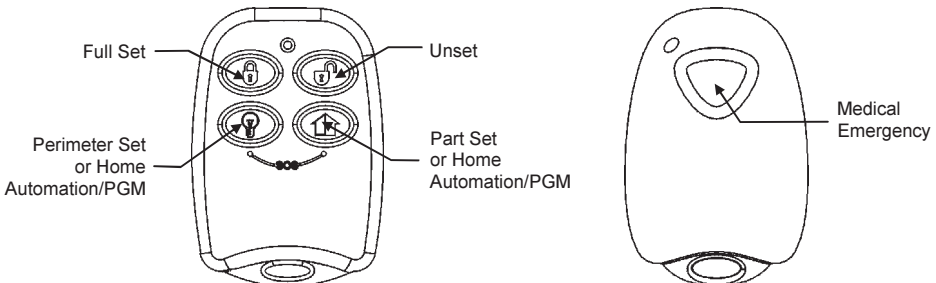
### 2.2: LCD Keypad

In addition to the front panel keypad, your system may include one or more LCD keypads. The layout of the LCD keypad is similar to the front panel keypad and most of the functionality is identical.



### 2.3: Keyfobs

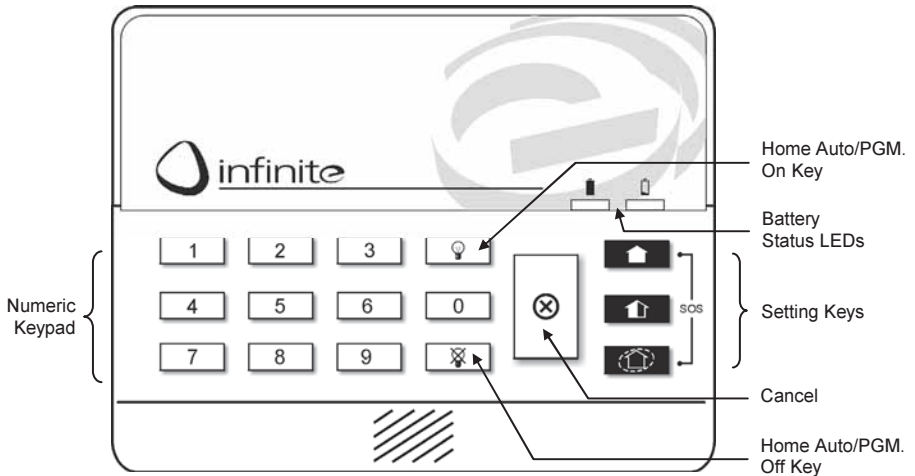
The *infinite prime* supports two types of keyfob transmitter. The function of the buttons on each keyfob are shown below.





## 2.4: Wireless Keypad

The system supports up to four wireless keypads. You can use the keypad as an setting station, perform basic home automation functions and generate a panic alarm in the event of emergency.



### Numeric Keypad

The numeric keypad allows you to set or unset the system by entering a user code.

### Setting Keys

Three setting keys are available: Full, Part and Perimeter. These keys set the system using one of the three setting methods. One-key Setting is an option that is programmed by your engineer. If this option is disabled, you must also enter a user code when setting.

Simultaneously pressing the Full and Perimeter buttons generates a panic alarm.

### Home Automation On/Off Keys

Pressing one of the Home Automation keys followed by the unit number (01-16) enables you to control lights and appliances in your home.

### Cancel

The Cancel key clears the keypad in the event that you pressed a key by mistake.

For example, when entering your code you enter a wrong digit, the system waits for you to enter all four digits before it decides that the code is incorrect. Pressing the Cancel key causes the keypad to disregard what was previously entered enabling you to start again.

### Battery Status LEDs

Every time a key is pressed, one of the Battery Status LEDs is lit. When the battery needs to be replaced, the red Low Battery LED is lit.

# Chapter Three: Setting and Unsetting

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Setting can be defined as activating the system. When the system is set, it monitors the zones that are protected by the sensors. If a sensor detects an intrusion, the system generates an alarm.

Certain sensors, such as smoke sensors, are always active regardless of system status.

## 3.1: Setting the System

Three setting modes are available: Full, Part and Perimeter. These modes enable you to set your system accordingly to suit different circumstances.



### Full Setting

Full setting activates the entire system. This setting method is used when you intend to leave your home, leaving the premises empty.



### Part Setting

This setting method enables you to set a section of your home while remaining on a different part of the premises.



### Perimeter Setting

Perimeter setting enables you to activate the perimeter zones (the windows and doors of your home) enabling you to move freely within the protected area.

Before setting the system, check that all doors and windows are secured so that the system is ready for setting.



*If the One-key Setting option is disabled in programming, you must enter your user code when setting the system from a keypad.*

### Setting with the Front Panel or Wireless Keypad

To set the system using the front panel or wireless keypad:

- Press one of the three setting keys; the exit delay begins to count down. At the end of the exit delay, the system is armed.

### Setting with the LCD Keypad

To “Full” set the system using the LCD keypad:

- Press FULL on the keypad; the exit delay begins to count down. At the end of the exit delay, the system is armed.

To “Part” or “Perimeter” set the system using the LCD keypad:

1. Press PART on the keypad.
2. Use the menu navigation keys (▲/▼) to choose the required setting method.
3. Press √; the exit delay begins to count down. At the end of the exit delay, the system is armed.

## Setting with a Keyfob

To set the system using a keyfob:

- Press the relevant button on your keyfob (see 2.3: *Keyfobs*); the exit delay begins to count down. At the end of the exit delay, the system is armed.

## Forced Setting

Forced setting enables you to set when the system is not ready. For example, if a door protected by a magnetic contact is open, you may set the system on condition that the door will be closed by the end of the Exit delay. If the door is still open after the exit delay expires, an alarm is generated.



*Forced setting is available only if the option is enabled in programming. Forced setting may be enabled for specific zones or for the entire system.*

## Instant Setting

Instant setting is a feature that allows you to cancel the entry delay after Part or Perimeter setting the system. For this feature to function, it must be enabled in programming by your engineer.

To instantly set the system.

1. Check if the system is ready to set.
2. Press the Part or Perimeter setting key on the keypad and enter your user code if One-Key Setting is disabled.
3. Press and hold down  $\blacktriangle$  on your keypad until the message **Instant Setting, OK?** is displayed.
4. Press  $\checkmark$ ; the entry delay for the current setting period is canceled.

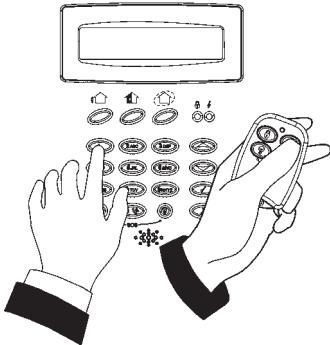
## Supervised Set

Supervised Set is an optional feature designed to supervise intrusion sensor activity before you set the system.

If Supervised set is enabled in programming and the system has not received a transmission from a sensor for a certain amount of time, all setting methods that include that sensor shall not be available.

In this case, press  $\blacktriangledown$  to check which sensor is causing the “System Not Ready” condition.

To make the required setting method available, activate the sensor. If activating the sensor does not help, there may be a problem with the sensor. You can omit the faulty sensor’s zone to allow system setting until the problem is remedied – see 7.2: *Zone Bypassing/Unbypassing*.



## 3.2: Unsetting the System

When you enter the premises, the entry delay begins to count down. You must unset the system within the entry delay time to prevent the system from triggering an alarm.

To unset the system using a keypad:

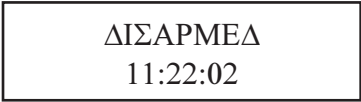
- Enter your user code.

To unset the system using a keyfob:


- Press the unset button – see 2.3: *Keyfobs*.

### 3.3: Set Status Indication

The system's set status is displayed on the front panel only. The following table explains the various set status descriptions that appear on the LCD display.

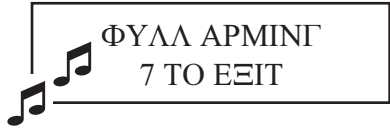


This...	Means...
UNSET	The system is unset.
FULL ARMED	The system has been armed using the displayed setting method.
PART ARMED	
PERIMETER ARMED	
FULL SETTING	The system is in the process of setting (displayed during exit delay).
PART SETTING	
PERIMETER SETTING	
PART ARMED INST	The system has been armed using the displayed setting method with the Instant set feature activated.
PERIM ARMED INST	
PART SETTING INST	The system is in the process of setting with the Instant set feature activated.
PERI SETTING INST	

 The system may be programmed to display set status at all times or only for the first two minutes after you set or unset the system.

### 3.4: Setting Tones

Setting tones are the chimes that the system sounds during the entry/exit delay and when the system arms or disarms. Various options are available that determine the pattern of these tones.



Setting tones may be sounded by either the external wireless sounder or the control panel's built-in sounder.

### 3.5: Remote Setting/Unsetting via SMS


You can set and unset the system remotely by sending the SMS commands from a cellular phone to the cellular communications module.

Each SMS command contains the following elements:

- SMS Command Descriptor (up to 43 characters of free text)
- # (separates the descriptor from the actual command)
- User Code
- Command (120=Unset, 121=Full Set, 122=Part Set, 123=Perimeter Set, 124=Full + Perimeter Set, 125=Part + Perimeter Set, 200 = Set Status)

The following example shows the format of an SMS command for unsetting the system:

SMS Command Descriptor						User Code				Command			
D	i	s	a	r	m	#	1	2	3	4	1	2	0

 While the SMS Command Descriptor is optional, you must start the SMS command with the # symbol for the system to accept the command.

### Set Status Reply

On receiving an Set Status request message, the system returns a status message to the sender. This message includes the system status and the descriptor of the user or the device used to set/unset the system.

The following example shows an Set Status reply where the system has been fully armed by a user named Mark.

F	U	L	L		A	R	M	E	D	-	M	A	R	K
---	---	---	---	--	---	---	---	---	---	---	---	---	---	---

### 3.6: Remote Setting/Unsetting via the Telephone

Using the Telecontrol feature, you can “Full” set and unset the system via the telephone. For further information on the Telecontrol features, see *Chapter Six: Telecontrol*.

# Chapter Four: Panic Alarms

Panic alarms enable you to send a message to the monitoring service in the event of an emergency. There are various types of panic alarm and several methods you can use to generate them.

## 4.1: Keypad Alarms

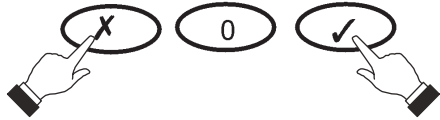
To activate an SOS Panic alarm from the front panel keypad:

- Press and hold down the Home Automation On and Off keys simultaneously.



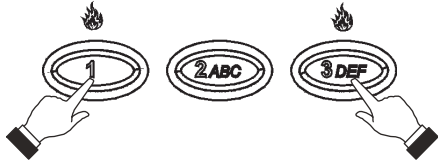
To activate an SOS Panic alarm from the LCD keypad:

- Press and hold down the ✓ and X keys simultaneously.



To activate a Fire alarm from the front panel keypad or LCD keypad:

- Press and hold down keys 1 and 3 simultaneously.



To activate a Medical alarm from the front panel keypad or LCD keypad:

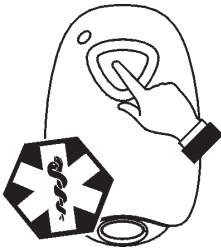
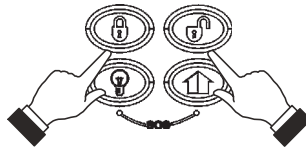
- Press and hold down keys 4 and 6 simultaneously.



## 4.2: Keyfob Panic Alarm

To activate a Panic alarm using the four-button keyfob (EL-2614):

- Press the lower two buttons simultaneously.



### Medical Emergency

The one-button keyfob (EL-2611) is designed to send a message to your monitoring service in the event of a medical emergency.

The transmitter is water-resistant and can be worn around the neck as a pendant.

## 4.3: Wireless Keypad Panic Alarm

To activate a panic alarm from the wireless keypad (EL-2620):

- Press the Full Set and Perimeter Set keys simultaneously.



# Chapter Five: Home Automation and PGM

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Home Automation is an optional feature that requires an add-on expansion module. Home Automation enables you to control up to 16 individual lights and appliances around the home. In this section, we shall refer to these lights and appliances as HA units.

HA units and the PGM programmable output can be controlled using the keypad and keyfobs, remotely by telephone control (DTMF or SMS), or programmed to react to specific system status conditions. For example, an HA unit can be programmed to switch on when the system is armed or when a specific zone is triggered. Additionally, the Randomize feature is designed to switch lights on and off at night when the system is armed. This gives potential intruders the impression that the house is occupied.

Scheduling options enable you to program On and Off times for each HA unit. This feature is found in the main menu. For further information on how to navigate the menu, refer to Chapter Seven: Advanced System Operation.

## 5.1: Keypad Control

Two keys on the keypad enable you to send On and Off commands to HA units, activate and deactivate the PGM output. How an HA unit reacts to the On command is determined by the engineer in programming.

The HA unit can be programmed to switch on until the Off command is received or automatically switch itself off after a pre-programmed amount of time.



To turn HA units on using the keypad:

1. Press the On key.
2. Enter the two-digit HA unit number (01-16, or 30 for PGM); the chosen HA unit switches on.



To turn HA units off using the keypad:

1. Press the Off key.
2. Enter the two-digit HA unit number (01-16, or 30 for PGM); the chosen HA unit switches off.

## 5.2: Keyfob Control

You can control two separate HA units, using the four-button keyfob. This option can be programmed by the engineer. For further information on keyfob button assignments refer to 2.3: Keyfobs.

## 5.3: Telephone Control

Using the Telecontrol feature, you can control HA units and PGM output remotely via the telephone. For further information on the Telecontrol features, see *Chapter Six: Telecontrol*.

## 5.4: SMS Control

If your system supports cellular communication, you can control HA units and PGM remotely via your mobile phone using a number of SMS commands. The SMS commands are designed to be entered as templates on your mobile phone.

Each SMS command contains the following elements:

- SMS Command Descriptor (up to 43 characters long)
- # (separates the descriptor from the actual command)
- User Code
- Command (0=Off, 1=On)
- HA Unit Number (01-16, or 30 for PGM)

The following example shows the format of an SMS command to switch on a water boiler controlled by HA unit 08.

SMS Command Descriptor											User Code				On	Unit
B	o	i	l	e	r		O	n	#	1	2	3	4	1	0	8



*Do not include the symbol '#' in the descriptor as the system regards any text after this symbol as part of the command. The SMS Command Descriptor is optional but you must still enter the '#' before the user code.*

### SMS Confirmation Message Format

After an SMS command is executed by the system, if programmed by your engineer, a confirmation message may be returned to your mobile phone. This message includes the HA unit's descriptor and the command that was sent. The following example shows the confirmation message you receive for the sample command from the previous section.

B	o	i	l	e	r	-	O	N
---	---	---	---	---	---	---	---	---

## 5.5: Scheduling (not relevant to PGM)

The Scheduling feature allows you to set an On and Off time for each HA unit. At these times the system automatically switches the HA unit on and off. You can also choose the days of the week that the schedule is active.

### On Time

To edit an HA unit's "On" Time:

- From the main menu, select HA Schedules [8].
- Select an HA unit.
- From the HA unit's sub-menu, select On Time.
- Enter a time (HH:MM).
- Press  $\sqrt{\quad}$  when the desired setting is displayed.

### Off Time

To edit an HA unit's "Off" Time:

1. From the main menu, select HA Schedules [8].
2. Select an HA unit.



3. From the HA unit's sub-menu, select Off Time.
4. Enter a time (HH:MM).
5. Press √ when the desired setting is displayed.

### Weekly Schedule

To program the days of the week that the schedule is active:

1. From the main menu, select HA Schedules [8].
2. Select an HA unit.
3. From the HA unit's sub-menu, select Schedule.
4. Use keys 1 to 7 to toggle the days on and off.

Press...	To toggle...	Press...	To toggle...
1	Sunday	5	Thursday
2	Monday	6	Friday
3	Tuesday	7	Saturday
4	Wednesday		

5. Press 3 when the desired setting is displayed.

# Chapter Six: Telecontrol

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The *infinite prime* control panel offers a range of Telecontrol features that provide remote access via the telephone. These features include Two-Way Audio, remote arming/unsetting and sounder cancel.

## Two-Way Audio

You may use the Two-Way Audio features to check your home in the event of an alarm or as an alternative means of communicating with members of your family. For example, you may wish to call an elderly person who has difficulty reaching the phone. Using its Two-Way Audio features, the control panel automatically picks up the call and you can communicate via its built-in microphone and speaker.

## 6.1: Calling your Home

You may call your home at any time in order to contact your family, operate your system or check your home while you are away. This feature is available for both regular telephone communication or cellular communication.

### Making a Call using a Regular Telephone

When your security system shares a telephone line with other devices (e.g. telephone handsets, an answering machine or fax), it is important that the control panel distinguish between calls so that it knows when to pick up the relevant call. For this purpose the *infinite prime* employs a double call method.

To make a call to the control panel using the double call method:

1. Dial your telephone number.
2. Wait for two or three rings then hang-up.
3. Wait at least five seconds and dial the number again; on the second ring, the control panel picks up and sounds two tones.

### Making a Call to the Cellular Communications Module

If your system supports cellular communication, the Cellular Communications Module has its own individual telephone number. Therefore, the double call method is not necessary and you may call the control panel directly.

### Call Procedure

To prevent unauthorized attempts to call your control panel, you must enter a user code when calling your home – see 7.3: *User Codes, Code 29*.

To call your home:

1. Call the control panel either using the double call method or directly (see above); when the control panel picks up, two tones are sounded.
2. Enter the Telecontrol code (Code 29) on your telephone within 15 seconds.



*Do not enter your user code until you hear the two tones. Any digits entered before the tones are sounded are disregarded by the system.*

3. A tone is sounded to indicate that the system is ready to receive commands.

The following commands are available:

- Press “2” for Two-Way Audio.
  - If the TWA mode is defined as “Simplex” (see 6.5: *Simplex Mode*), the audio channel opens in Listen mode (microphone active/speaker mute). To switch to Speak mode, press “1” on your telephone. To switch back to Listen mode, press “0” on your telephone.
- Press “3” to fully set the system.
- Press “4XX” to turn HA unit #XX ON
- Press “430” to activate the PGM output (Unit 30)
- Press “5XX” to turn HA unit #XX OFF
- Press “530” to deactivate the PGM output (Unit 30)
- Press “6” to unset the system.
- Press “9” to cancel the sounder.



The commands “3” (Full Set), “4” (HA/PGM On), “5” (HA/PGM Off), “6” (Unset), and “9” (Bell Cancel) can also be executed at any time during a Two-Way Audio session.



Error beeps (three DTMF tones) are sounded in case of a wrong DTMF command.



To clear the last command, press “\*” or “#”.

4. The duration of the call is an option programmed by your engineer. Ten seconds before the end of the call, two short tones are sounded. To extend the call, press “7” on your telephone.
5. To disconnect before the end of the call, press “\*” then “#” on your telephone.

### Sounder Muting

The sounder is muted during Two-Way Audio communication. At the end of the call, the sounder is re-activated (if the Sounder Cut-Off has not yet expired). You can cancel the re-activation of the sounder by pressing “9” on your telephone during the call.

## 6.2: Service Call

The Service Call feature enables you to call the monitoring service by pressing one key.



To make a Service Call:

- Press and hold down the Service Call key for a few seconds.



If using Simplex mode, the call is connected in Listen mode – see 6.5: *Simplex Mode*.

## 6.3: Two-Way Audio after an Alarm

In the event of Burglary, Fire and Medical alarms, the control panel is able to report the events and then stay on the line. This allows the monitoring service to verify the alarm or provide assistance in the event of an emergency.

## 6.4: Two-Way Audio Follow-Me

This feature causes the control panel to call you in the event of an alarm so that you may check your family and home.

When the control panel calls, you will hear two short tones when you pick up the phone. Press "2" on your telephone to answer the call.



*If you press "9" to answer the call, the control panel simultaneously cancels the sounder when you answer the call.*

*If using Simplex mode, the call is connected in Listen mode – see 6.5: Simplex Mode.*

## **6.5: Simplex Mode**

It is possible that the Two-Way Audio features on your system are programmed to operate in "Simplex" mode. Simplex mode means that one party may speak while the other party listens.

If using Simplex mode, the call is connected in Listen mode. In Listen mode, the microphone on the control panel is turned on so that you can listen in. If you want to switch to Speak mode, press "1" on your telephone.

In Speak mode, the microphone is turned off and the speaker is turned on so that you can speak to the person on the other end of the line. If you want to switch back to Listen mode, press "0" on your telephone.

# Chapter Seven: Advanced System Operation

Besides the basic functions described in the previous chapters, you can access additional functions via the menu. This chapter describes these functions and the menu navigation procedure.

## Menu Navigation

Using the LCD keypad on the front panel, you can navigate through the menus using the menu navigation keys ( $\blacktriangle/\blacktriangledown$ ) and make simple yes/no decisions using the  $\checkmark$  and  $\times$  keys.

The availability of menu items depends on the user code that you used to enter Menu mode. Some menu items are limited to the Master code only (User 1). Certain menu items, such as system programming functions, are not intended for the user and can only be accessed by the engineer.

The following example explains the procedure for Event Log viewing (Master code access only).

1. Press  $\checkmark$  to enter Menu mode.
2. Enter the Master code; the first menu item in the main menu, **1. Stop Comm.** is displayed.
3. Press  $\blacktriangledown$  until **6. Event Log** is displayed.
4. Press  $\checkmark$  to enter the Event Log menu; **1. View Log** is displayed.
5. Press  $\checkmark$  to choose the displayed item.

Press X if you do not want to choose the displayed item. Pressing X also takes you back to the previous menu level.



*Menu mode automatically terminates two minutes after the last keystroke.*

Throughout this chapter, we have tried to include all of the system functions using a similar structure and order as they appear in the menu. The above procedure provides a detailed explanation of menu navigation. However, in order to simplify the procedures that appear in the rest of this chapter, the following conventions are used:

This...	Means...
From the Omit Zones menu, select Unbypass All.	Enter the main menu by pressing $\checkmark$ and entering your user code. Using the arrow keys, navigate until you reach Omit Zones and press $\checkmark$ . Using the arrow keys, navigate until you reach Unbypass All and press $\checkmark$ .
Select...	Use the arrow keys to scroll through the options and press $\checkmark$ .
[61]	The shortcut to a specific menu item from the main menu. In this case, this is the shortcut for View Log. These appear in the procedures as an additional aid to menu navigation.

## 7.1: Stop Communications

The Stop Communications function enables you to prevent the system from reporting in the event of a false alarm.

To stop communications:

- From the main menu, select Stop Com. [1]; all pending messages to the monitoring service are canceled.

## 7.2: Zone Bypassing/Unbypassing

When a zone is bypassed, its sensor is ignored by the system and does not generate an alarm when triggered.

To omit a zone:

1. From the Omit Zones menu, select Omit. [21].
2. Using the arrow keys, scroll to the zone you want to omit.
3. Press  $\checkmark$  to change the omit status.
4. Press X; **Save Changes?** is displayed.
5. Press  $\checkmark$  to confirm the changed omit status.

To unbypass all zones:

1. From the Omit Zones menu, select Unbypass All [22].
2. Press  $\checkmark$ ; all zones are unbypassed



*All bypassed zones will be automatically unbypassed when the system is unset.  
A fire zone cannot be bypassed*

## 7.3: User Codes

The *infinite* supports a variety of individual user codes. Each of these codes is four digits long. Most system functions require you to enter a valid user code.

The ability to perform a function is defined by your user code's authorization level. These authorization levels are pre-defined for each code as explained below.

### Code 1: Master Code

The Master code is the highest user authorization level. With the Master code, you can edit all other user codes. Additionally, the Master code grants access to the Event Log, the Service menu and Home Automation Schedule programming.



*The default Master code is 1234. Change this code immediately after the system has been installed!*

### Codes 2-19: Controlled Codes

When you use a controlled user code for setting and unsetting, the system notifies the monitoring service.

### Codes 20-25: Non-controlled Codes

Non-controlled codes do not cause the system to send Set/Unset reports to the monitoring service. The system sends a Unset report only if you use this code to unset the system after an alarm occurrence.

### Codes 26-27: Limited Codes

A Limited code enables you to issue a code that is valid for one day only. This code automatically expires 24 hours after it has been programmed.

### Code 28: Duress Code

The Duress code is designed for situations where you are being forced to operate the system. This user code grants access to the selected operation, while sending a Duress event message to the monitoring service.

## Code 29: Telecontrol Code

The Telecontrol code is designed to enable the user to perform a number of tasks via their telephone using DTMF commands. Using this code, the user can call their system to set and unset, turn on and off HA units, activate and deactivate the PGM output, cancel the sounder or establish Two-Way Audio communication. This code can only be used for this specific purpose and does not grant access to any additional system functions such as unsetting.

### Editing User Codes

User code editing is a feature that is available exclusively to the Master code. To maintain a high level of security, keep all user codes confidential.

To edit a user code:

1. From the main menu select, User Codes [4].
2. Select the code you want to edit;
3. From the code's sub-menu, select Edit Code; the 4-digit code is displayed with the cursor flashing on the first digit.
4. Edit the code.
5. Press  $\sqrt{\phantom{x}}$ ; the new code is stored in the memory.



*If you enter a code that is identical to an existing user code, the panel sounds an error tone and the new code is not accepted. 0000 is not a valid user code as this value is used to delete a user code.*

### Deleting User Codes

As an additional security measure, make certain that you delete any extra codes that are no longer required.

To delete a user code:

1. From the main menu select, User Codes [4].
2. Select the code you want to delete;
3. From the code's sub-menu, select Edit Code; the 4-digit code is displayed with the cursor flashing on the first digit.
4. Enter 0000.
5. Press  $\sqrt{\phantom{x}}$ ; the code is deleted.



*The Master code cannot be deleted.*

### User Code Descriptors

Using the alphanumeric keypad on the front panel, you can edit the 16-character user code descriptors and enter the name or title of the users to whom the code is allocated.



---

*During descriptor editing, use this key to enter a space before the current character.*

---



---

*Use this key to delete the current character.*

---

To enter text, press a key repeatedly to scroll through the characters that appear on the key. For example, press *MINO* to enter M, N, O, or 6 respectively. You can also use the 1 and 0 keys to enter symbols. After you enter text, the cursor automatically moves to the next character.

To edit a user code descriptor:

1. From the main menu, select User Codes [4].
2. Select a code.
3. From the code's sub-menu, select Descriptor.
4. Edit the descriptor using the alphanumeric keypad.
5. Press  $\sqrt{\phantom{x}}$  when you have finished editing.


## 7.4: Follow Me

The Follow Me feature is designed to notify you when events have occurred within your security system. This notification may be an SMS message to your mobile phone. Alternatively, the control panel can call you in the event of an alarm so that you may check your family and home using the Two-Way Audio feature.



*The SMS Follow Me feature requires that you have cellular communication support. You may only access the Follow Me menu item if the feature is enabled in programming.*

To edit the Follow Me number:

1. From the main menu, select Follow Me [5].
2. Enter a telephone number for Follow Me communication. If using the SMS Follow Me feature, this number must be for a cellular phone with the capability to receive SMS messages.
3. Press  when you have finished editing.

## 7.5: Event Log

The event log records events that have occurred within your security system. When the log is full, the oldest events are automatically erased and are replaced by new events.

To view the event log:

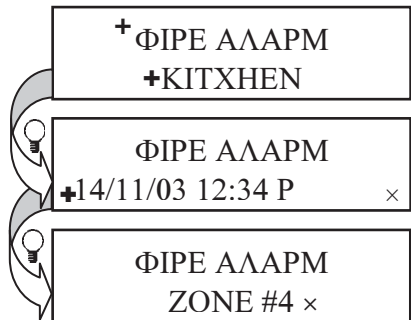
1. From the Event Log menu, select View Log [61]; the most recent event is displayed.
2. Use the arrow keys to scroll through the events.
3. When you have finished viewing, press Xto exit the log.



*Press this key to display the Time/Date stamp or the default descriptor on the second row of the display.*

The event log displays the following information for each event:

- + The event – a brief description of the event that occurred.
- + Zone descriptor – exactly where the event occurred.
- + Time/date stamp – the exact time the event occurred.
- × Report details – a single character indicating whether the event was reported to the central station. The options available are R: Report Sent, F: Report Failed or N: No Report.
- × Default descriptor – in this case the number of the zone.



The above example shows the event log entry for a Fire alarm in the Kitchen (Zone 4) on November 14<sup>th</sup> 2003. The report was successfully reported to the central station.



## 7.6: Service Menu

The Service menu includes various functions that enable you to test your system effectively. You can gain access to the Service menu using the Master code.

### Set Time & Date

To set the time:

1. From the Service menu, select Set Time/Date, Set Time [7011].
2. Enter the current time.
3. Press  $\checkmark$ ; the time is modified.

To set the date:

1. From the Service menu, select Set Time/Date, Set Date [7012].
2. Enter the current date.
3. Press  $\checkmark$ ; the date is modified.



*The format of the time and date is defined by your engineer in programming. If you are setting the time in 12hr format, use the  $\odot$  key to toggle between AM and PM.*

### Message Center

The Message Center is designed to allow you to record a short message that may be played back later by another user. After a message is recorded, **Message Waiting** is displayed on the LCD until the message is played back.

To play back a recorded message:

- From the Service menu, select Messages, Play Message [7021].

To record a message:

1. From the Service menu, select Messages, Record Message [7022].
2. Press  $\checkmark$  to start recording the message.
3. Record your message. The message may be up to twenty seconds long.
4. Press  $\checkmark$  to stop recording; the message is automatically played back and **OK?** is displayed.
5. Press  $\checkmark$  to save your recording.

To delete a message:

1. From the Service menu, select Messages, Delete Message [7023]; **OK?** is displayed.
2. Press  $\checkmark$ ; the message is deleted.



*The Record and Play options can also be accessed via a convenient shortcut without needing to enter a valid user code.*

*To access the Record Message option from Standby mode, press  $\blacktriangle$  then X.*

*To access the Play Message option from Standby mode, press  $\blacktriangle$  then  $\checkmark$ .*

## Sounder Tests

To test the external wireless sounder:

- From the Service menu, select WL Sounder Test [703]; the wireless sounder is sounded briefly.

To test the built-in sounder:

- From the Service menu, select Sounder Test [704]; the built-in sounder is sounded briefly.

## Interface Test

The Interface test enables you to check if the speaker, LEDs and LCD are functioning correctly.

To test the system interface:

- From the Service menu, select Interface Test [705]; a short sequence of chimes are sounded from the speaker, all LEDs flash and the LCD is tested on all connected LCD keypads.

## Walk Test

Walk Test mode enables you to test all the sensors registered to your system without triggering an alarm.

To initiate Walk Test mode:

1. From the Service menu, select Walk Test [706]; a list of registered sensors appears.
2. Trigger each sensor; when the system receives a successful transmission from a sensor, the sensor is removed from the list.
3. When all the sensors are removed from the list, **End Walk Test** is displayed.

## Transmitters

The Transmitters menu offers two utilities, TX List and TX Test.

The TX List comprises all registered transmitters and their last reported status.

To view the TX list:

1. From the Service menu, select Transmitters, TX List [7071]; the first transmitter on the list is displayed.
2. Using the arrow buttons, scroll through the transmitter list.
3. When you have finished viewing, press X to exit the list.

The TX list displays the following information for each transmitter:

- + The transmitter's descriptor
- + The signal strength of the last received transmission
- + An abbreviation indicating the last received status of the transmitter.

+ ΦPONT ΔOOP + Σ=6 OK +
----------------------------



Press this key to display the transmitter's default descriptor.

This...	Means...	
OK	The transmitter is functioning correctly	
TA	Tamper condition	Notify your engineer
BT	Battery low	
OS	The transmitter is out of synchronization	
NA	The transmitter is inactive	

The second utility, TX Test enables you to identify transmitters.

In TX Test mode, each time a transmission is received, a chime is sounded and the activated transmitter is displayed.

To initiate TX Test mode:

1. From the Service menu, select Transmitters, TX Test [7072].
2. Activate a transmitter; the transmitter's details are displayed.
3. When you have finished, press X to exit TX Test mode.

## Audio Volume

To adjust the sensitivity of the microphone and the volume of the speaker:

1. Establish a two-way audio connection.
2. From the Service menu, select Audio Volume [708].
3. Adjust the setting according to the following table.

Press...	To...
1	Increase microphone sensitivity
4	Reduce microphone sensitivity
3	Increase speaker volume
6	Reduce speaker volume

4. Press √; the new settings are stored in the memory.

## GSM Signal Strength

You can measure the GSM signal strength using the system's RSSI (Received Signal Strength Indication) meter.

To view the GSM signal strength reading:

- From the Service menu, select GSM Signal [709]; the signal strength of the cellular network is displayed.

This reading...	Means...
8 to 9	Reception is good
5 to 7	Reception is acceptable
Less than 5	Reception is unacceptable

## Display Version


To display the system's software and hardware versions:

- From the Service menu, select Version [710]; the software (SW) and hardware (HW) versions are displayed.

## Global Chime

Each sensor can be programmed by your engineer to cause the system to chime when activated. This feature is active only when the system is unset. For example, the system can be programmed to sound a chime each time the front door is opened or closed. The Global Chime option, enables you to turn this feature on and off.

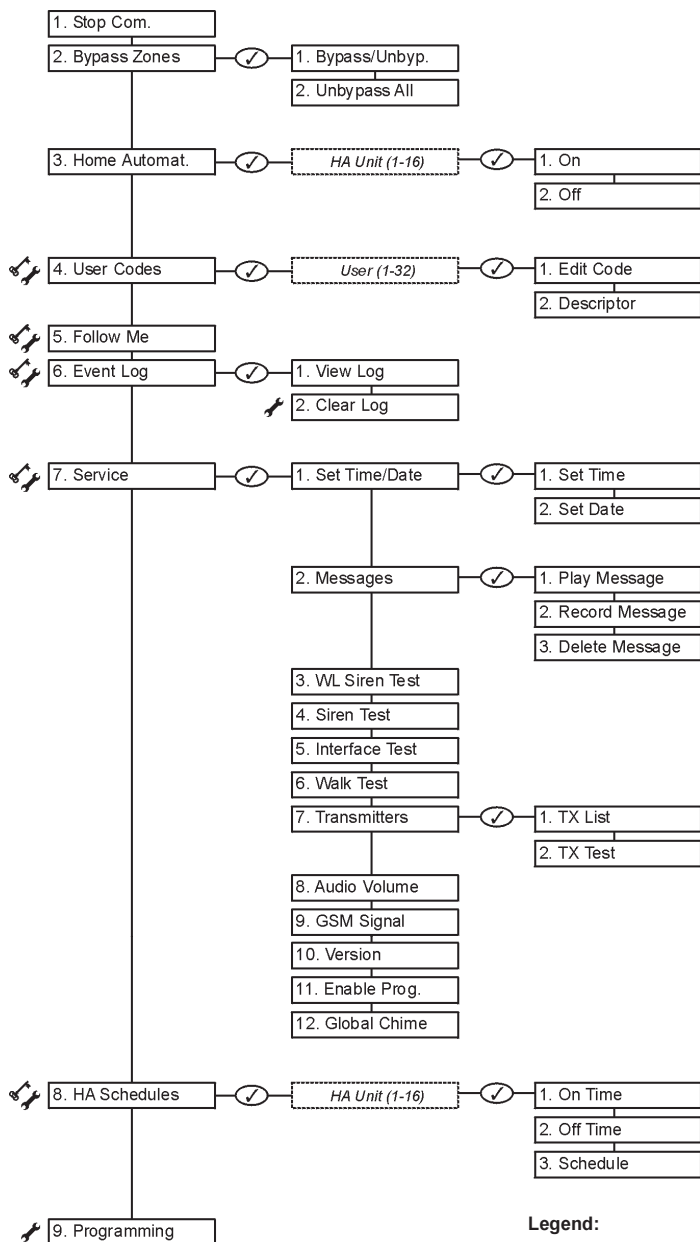
To enable or disable Global Chime:

1. From the Service menu, select Global Chime [712].
2. Select either Enable or Disable.
3. Press  when the desired setting is displayed.





*Global Chime can also be accessed via a convenient shortcut without needing to enter a valid user code. To access the Global Chime option from Standby mode, press ▲ then ▼.*

# Appendix A: Menu Structure



**Legend:**

-  Engineer code required
-  Master code required

## Appendix B: Glossary

---

<b>24hr Zone</b>	A sensor which is always active regardless of whether the system is armed or unset.
<b>A</b>	
<b>Armed</b>	The state during which the security system is activated. In most cases, when the system is armed, triggering a sensor generates an alarm.
<b>Setting Keys</b>	The three keys on the front panel or keypad that activate one of the system's setting options.
<b>B</b>	
<b>Bypassed Zone</b>	A sensor which is ignored by the system. No alarm is generated from a bypassed zone even if triggered when the system is armed.
<b>C</b>	
<b>Cancel Key</b>	A key on the wireless keypad that causes the system to disregard any partially entered code or command that may have mistakenly been entered.
<b>Cellular Communication</b>	Monitoring and control via a cellular network.
<b>Chime</b>	A feature that provides audible annunciation when specific sensors are activated.
<b>Code</b>	<i>see User Code</i>
<b>Controlled Code</b>	A user code that causes the system to notify the monitoring service when used to set or unset.
<b>D</b>	
<b>Delay</b>	The exit/entry delay times that allow the user to set or unset the system without generating an alarm.
<b>Descriptor</b>	Custom labels programmed for each user code, zone, keyfob, keypad etc.
<b>Unset</b>	The state during which the security system is deactivated. During unset only sensors that are defined as 24hr, Panic, Medical, Fire, Gas, Flood and Environmental are capable of generating an alarm.
<b>Duress Code</b>	A user code that generates a silent alarm to indicate that the user is being forced to operate the system.
<b>E</b>	
<b>Entry Delay</b>	<i>See Delay</i>
<b>Event Log</b>	A browsable record of events that have occurred within the system.
<b>Exit Delay</b>	<i>See Delay</i>
<b>F</b>	
<b>Follow Me</b>	A feature that enables users to receive notification to their telephone that an event has occurred in the system.
<b>Forced Setting</b>	Setting before the system is ready. If the system is not secured by the time that the exit delay expires, an alarm is generated.
<b>Front Panel</b>	The main interface located on the front of the control panel consisting of an LCD keypad.
<b>Full Setting</b>	An setting method that activates the entire system when the premises are vacated.

## G

**Global Chime** A feature that enables/disables the Chime feature for the entire system – *see Chime*.

## H

**HA Units** Home Automation Units (abbr.). The lights and appliances in the home that are controlled by the optional Home Automation feature.

**Home Automation** An optional feature that enables the user to control electrical appliances and lights via the control panel.

## I

**Instant Set** An setting method that cancels the entry delay after the system has been Part or Perimeter armed.

## K

**Keyfob** Handheld wireless transmitters used to remotely control the system.

## L

**Limited Code** A user code that automatically expires 24 hours after it is programmed.

**Log** *See Event Log*

## M

**Master Code** The only user code with the ability to program other user codes. The Master code also has exclusive access to specific system functions.

**Medical Emergency** A type of alarm that informs the monitoring service that the user is in need of medical assistance.

**Message Center** An optional feature that enables users to record messages to be played back by other users.

## N

**Non-Controlled Code** A user code that does not cause the system to notify the monitoring service when used to set or unset. The system only reports if the code is used to unset after an alarm.

## O

**One-Key Setting** Setting the system without the need for a valid user code.

## P

**Panic Alarm** A user initiated event that alerts the monitoring service in the event of an emergency.

**Part Setting** An setting method that is designed to activate a certain section of the premises.

**Perimeter Setting** An setting method that is designed to activate the sensors protecting the doors and windows while enabling residents to move freely on the premises.

## R

**Ready** The state in which all zones are closed and the system is ready to be armed.

**Restore** The restoral of a trouble condition to its normal state. For example, if AC power is reconnected, an AC Loss Restore event code is sent to the central station.

## S

<b>Scheduling</b>	A Home Automation feature that switches HA units on and off automatically according to pre-set times.
<b>Sensors</b>	The devices installed around the home that alert the panel in the event of an alarm.
<b>Service Call</b>	A feature that enables the user to contact the monitoring service and talk to an operator via the control panel.
<b>SMS Command</b>	An SMS message sent to the control panel that causes the system to perform a specific function.
<b>SMS Confirmation</b>	An SMS message sent to the user confirming that the SMS command has been performed.
<b>Stop Communications</b>	An operation that clears all communication buffers and stops the transmission of any pending messages to the monitoring service.
<b>System Status Indicators</b>	Luminous indicators on the front panel that provide information on the set and power status of the system.

## T

<b>Telecontrol</b>	A feature that provides remote access via the telephone including remote setting/unsetting, sounder cancel and Two-Way audio.
<b>Tones</b>	Chimes sounded by the control panel's internal or external sounder.
<b>Trouble Tones</b>	Tones sounded by the system to indicate a trouble condition.
<b>TWA</b>	Two-Way Audio (abbr.)
<b>TX</b>	Transmitter (abbr.)
<b>TX List</b>	A service feature that lists all the system's registered transmitters, their last recorded status and signal strength.
<b>TX Test</b>	A service feature that displays the source of the last received transmission.

## U

<b>Unbypass</b>	The restoral of a bypassed zone to its original state.
<b>User Code</b>	A four-digit code that grants access to certain system functions such as setting and unsetting the system.
<b>User TWA Code</b>	A user code that enables Two-Way Audio communication.

## W

<b>Walk Test</b>	A mode that enables sensors to be tested without generating an alarm.
------------------	---

## Z

<b>Zone</b>	A protected area within the security system.
<b>Zone Bypassing</b>	<i>See Bypassed Zone</i>



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[www.electronics-line.com](http://www.electronics-line.com)

**Electronics Line 3000 Ltd.:**

14 Hahoma St.

Rishon Le Zion

75655 Israel

Tel:(+972-3)9637777

Fax:(+972-3)9616584