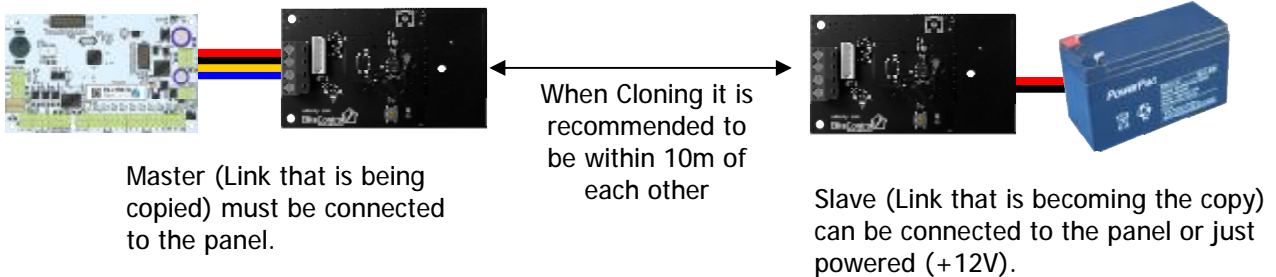


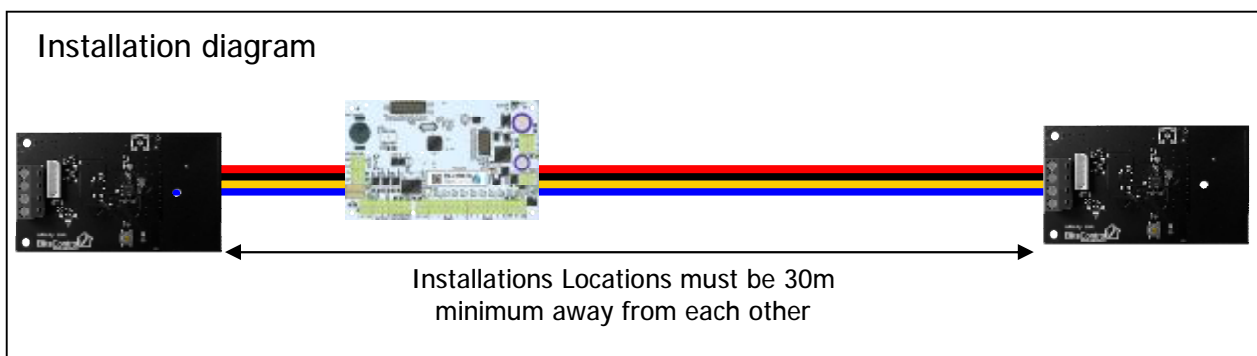
# Infinity Advance Setup & Troubleshooting Guide

## Cloning infinity links-A, to be used on the same site (you want to increase the range/coverage area for remotes)



1. Connect only one link (the master) to the panels keypad bus.
2. Learn all remotes into the panel.
3. Only learn in the detectors if they are to be installed closest to the location of the master link.
4. Power the slave link, or connect it to the keypad bus.
5. In programming mode press P 99 E 1 E E (keypad should start beeping)
6. Go to the Slave link and press and hold the default button until the green LED comes On
7. Now disconnect the Master link and connect the Slave link to the keypad bus.  
*Note. the location is not important for the programming/setup stage)*
8. In programming mode press P 20 E E E when the keypad starts beeping press a button on your already learnt in remote. (the keypad should come back with found and the user slot number).  
*Note. If the remote buttons can not be found the cloning process failed*
9. Repeat this process for every remote button  
*Note. Once you have found one remote you can just press E and it will search for another straight away.*
10. Now you can learn in the detectors that at to be installed closest to the location of the slave link.
11. Both master and slave Link's should now be installed in their final installation locations.  
*Note. Links should be a minimum of 30m away from each other, in their final installation locations.*

*For any remotes added later you will need to follow steps 1 & 2 then 6, 7 & 8.  
If not they will only work to one link.*



## Cloning infinity links-B, to be used on different sites (you want to use the same remotes on two different sites)



Master (Link that is being copied) must be connected to the panel.



Slave (Link that is becoming the copy) can be connected to the panel or just powered (+12V).

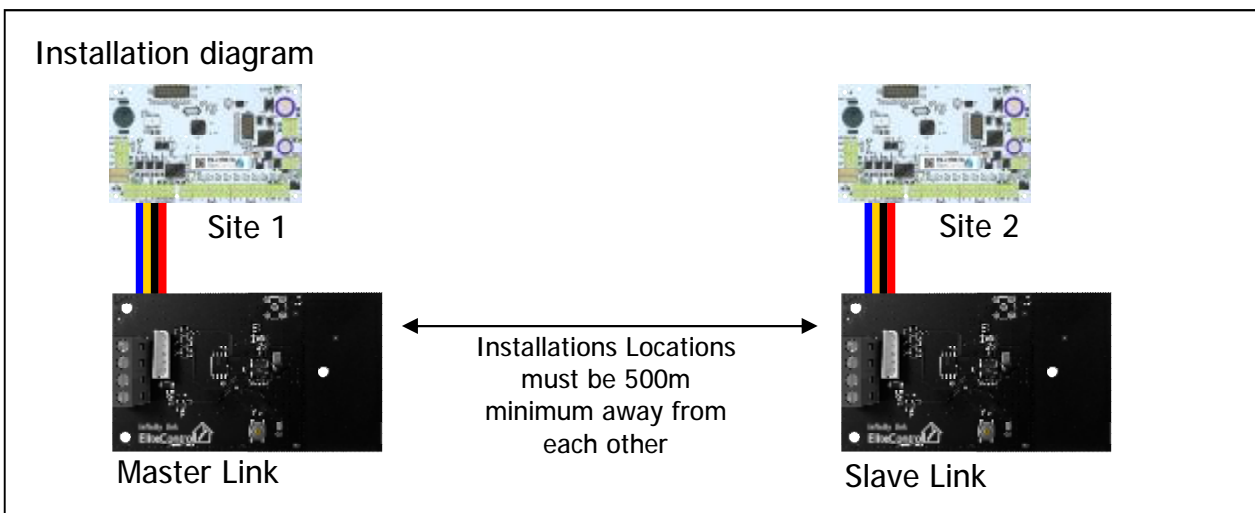


When Cloning it is recommended to be within 10m of each other

1. Connect master link to the panels keypad bus and power the slave link.
2. In programming mode press P 99 E 1 E E (keypad should start beeping)
3. Press and hold the button on the Slave Link for 5 seconds (until beeping stops)
4. The slave link can now be installed at the other site.

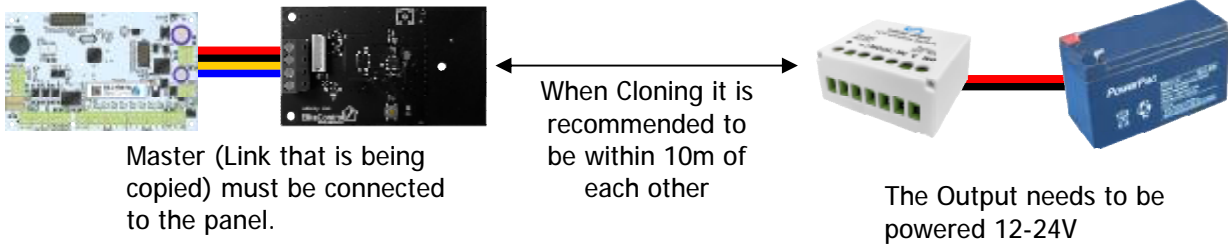
Any remotes that are learn in to a panel with the master link, can be learnt into a panel with the slave connected to it.

You can learn remotes into the slave first then master, or master then slave.



## Cloning infinity Output to Link

(you want to use the same remotes on an Output in Standalone mode and a Link)

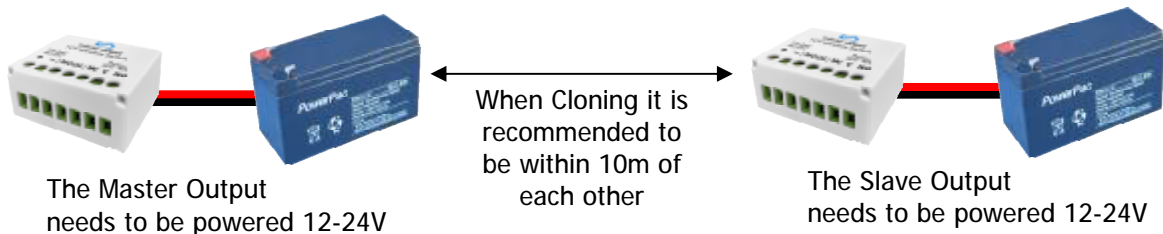


1. Connect the Link (the master) to the panels keypad bus.
2. Learn all remotes into the panel. *(recommended)*
3. Before powering up the Output, Default it by hold down the PGM button.
4. In programming mode press P 99 E 1 E E (keypad should start beeping)
5. On the Output and press and hold the PGM button for 5 red flashes, then release. (The Keypad should gives a triple beep and then stops beeping).
6. Now Remotes that have been learnt into the panel can be learnt into the Output.  
*Note: it is not recommend to learn in the same buttons, unless the Link and Output are more than 500m apart.*

*You can repeat steps 3 to 6 if you wish to clone more Infinity Outputs.*

## Cloning infinity Output to more Outputs

(you want to use the same remotes on more than one Infinity Output in Standalone mode)



1. Power up the Master Output *(making sure the mode terminals are Not Linked)*
2. Learn all remotes into the Master. *(recommended)*
3. Before powering up the Slave Output, Default it by hold down the PGM button.
4. Press the PGM button on the Master Output.
5. On the Slave Output and press and hold the PGM button for 5 red flashes, then release. (the slave Output should flash Green)
6. Now Remotes that have been learnt into the Slave Output.  
*Note: it is not recommend to learn in the same buttons into both master & slave unless they are more than 500m apart.*

*You can repeat steps 3 to 6 if you wish to clone more Slave Infinity Outputs.*

*Note. Any remotes that were learnt into the slave Output before cloning, will need to be defaulted then learnt in again.*

# Infinity Trouble Shooting

## Remotes won't learn in?

If remotes have been learnt into a Link already, you can not learn them into another Link unless you clone the links.

Answer:

1. Follow cloning link paperwork.
2. Default the remote (press and hold button 1, then press 2 then 4, then 3).  
Warning this will stop the remote from working on the other link it was learnt into

## Remote not seeming to work

V1.1.0 has a new feature 'Delay Action' where the buttons must be pressed for more than 0.5seconds to cause a transmission. To turn this feature On and Off you must be out of range of the Infinity Link or Output, then press and hold button 2 until the Red light turns off, then press button 1 Five times while still holding button 2 down.

'Delay Action' also allows multi button press 1+2, 3+4, 1+3 & 2+4

## V1.1.0 Remotes on V1.0.2 Link

The newer Remotes can work on older Links but buttons 3 & 4 will not work unless buttons 1 and 2 are also learnt in.

## V1.1.0 Link this V1.0.0 Remotes

Older Remotes can work on newer Links but buttons 3 & 4 will be reversed after they are learnt in. (example B3 learnt into User slot 70, testing B4 will trigger User slot 70)

## I defaulted my Remote by mistake?

If you default your remote it will stop working any system.

Defaulted remotes can not be learnt straight back into the same link as before.

1. Default the link, then in programming Mode press P 20 E E E then press a remote button, repeat for every button, if you have other remotes they will also need to be defaulted and found again. If you have any detector learnt in, they will also need to be defaulted and found again use P 166 E E E for detectors.
2. If you know the user slot the remote button was learnt into you, in programming mode press P 19 E (then the slot number) E E, then press P 18 E (then the same slot number) E E and press the remote button.  
For a 4 button remote, you only need to delete and re-learn one button and the rest will automatically re-assign themselves.

## The Haptic feed back stopped working on my remote?

There are 3 reason this can happen:

1. The remote battery is low, (if the remote flashes red then green with no vibration)
2. Signal has not been received, (remote will also not respond green) Out of range.
3. Remote has been defaulted or deleted from system

## Motion/Input won't learn in?

If a detector has been learnt into a Link already, you can not learn them into another Link unless you clone the links.

Answer:

1. Follow cloning link paperwork.
2. Default the Motion/Input, following its installation paperwork.  
Warning this will stop the remote from working on the other link it was learnt into

## **Infinity Trouble Shooting-*continued***

### **I defaulted my Motion/Input by mistake?**

If you default your detector it will stop working any system.

Defaulted detector can not be learnt straight back into the same link as before.

1. Default the link, then in programming Mode press P 166 E E E then trigger the detector.

Warning defaulting the link will stop all wireless devices from working and they will also need to be defaulted and found back in.

### **My Motion battery went flat very quickly?**

1. Check the 'Walk' jumper has not been fitted, see motion instructions

### **ESX Limitation**

Motion and Link can not be perform RSSI check under P 200 E 14 E (ESX/EC-i only)

### **Infinity Remotes Limitation**

Programming option Delay Panic (1.5s) doesn't not work with infinity Remotes.

### **Infinity Output Limitation**

You can only learn Infinity Remotes and Infinity Panic into Infinity Outputs.

Motion, Motion IP54 & Input can NOT be learnt into the Output in stand-alone mode

### **Infinity Output with V1.0.0 Remotes**

Older Remotes can work on Output Buttons 1 & 2 work fine, but buttons 3 & 4 will be reversed after they are learnt in. (example B3 learnt in, testing B4 will trigger relay, B3 won't work)

### **Infinity Output not will not learn into Link**

1. Check the software version of the Link is V1.1.0 or above (v1.0.2 will not work)
2. Try Defaulting the Output (if the output has been paired with another Link it has to be defaulted before it can be learnt into a new Link)
3. On ESX panels check the firmware is must be V10.2.468 or higher (P99E does not exist on earlier firmware releases)
4. Check the Output is in the correct Mode (mode input should have a wire link fitted)

### **Remotes not learning into Infinity Output**

1. If remotes have been learnt into another Output or Link they can not be learnt into another Output without Cloning Output first (see page 3 for cloning options) if you don't want the remote to work on the other Output/Link defaulting it allow it to learn.
2. Check the Output is in the correct Mode (mode input should NOT have a wire link)