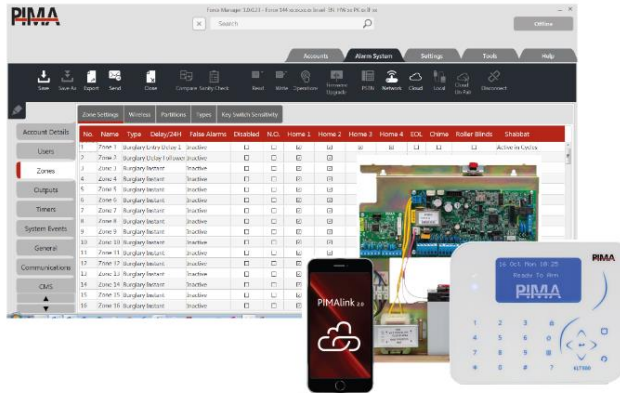


# Force Manager

## Upload/Download Software for the FORCE Alarm System



## Quick Guide

### INTRODUCTION

This quick guide will introduce you with the *Force Manager* (hereinafter, FM), a PIMA Electronic Systems Upload/Download software. The FM allows technicians to connect to the **FORCE** alarm systems of their clients and do the following:

- Upload/download system configuration
- Read system status
- Read system log (up to 250 events)
- Write system time
- Write panel firmware

The FM can be connected to the **FORCE** via TCP network and via PIMA cloud. Because of security considerations, the connection can only be initiated by the users.

## HARDWARE REQUIREMENTS

- Operating system: Windows® 7, 10
- Free disk space: 100Mb

## SETTINGS

### General

- Upload/Download code: the security code that allows the FM to connect to the **FORCE**. The first time the FM uploads to the **FORCE**, it also sends the Upload/Download code; from then on, the uploaded code becomes the **FORCE**'s upload/download code<sup>1</sup>.
- Technician Code: this code must match the client **FORCE**'s technician code, or the connection will not be granted by the **FORCE**.
- Cloud Identifier: a number that identifies your FM in PIMA cloud. This number is automatically generated by the cloud during the pairing process.
- PIMA Cloud Address: don't change the default address without consulting with PIMA tech support first.
- User Field Name 1-3: user text fields that can serve for any purpose. The fields are displayed on the *Account Details* tab.

### Local

- Accounts File Path: by default, the FM accounts file is located in the FM folder (C:\Pima\Force Manager by default). Unless you need to locate it on a local network, do not change the path.
- User Interface Language: if you have some language files and want to change the interface's language, type the language in this field and click *Apply*. Note that the language file (ForceManager.xx.xml) is located in the FM folder by default (C:\Pima\Force Manager, by default).
- Serial Port Parameters: parameters for *Local Connection* (currently not in use).
- Modem Name, Modem Port Parameters, Modem Init String: parameters for the *Telephone (PSTN) Connection* (currently not in use).
- Network Port: the FM listening port. Set this port<sup>2</sup> (together with the IP address) in the CMS's Communication menu (see next, in *How to connect to the FORCE*).

## HOW TO CONNECT TO THE FORCE

### Before you connect

Connecting between the **FORCE** and the FM can be done in the following ways:

- Initiating the connection by the **FORCE**. Currently, you can connect through TCP network (LAN or GSM/GPRS), and PIMA cloud. This requires the user approval.
- Initiating the connection by the FM via PIMA cloud. This requires the user approval on the initial connection.

<sup>1</sup> The only way to set the **FORCE**'s upload/download code is by the FM.

<sup>2</sup> The port must also be opened in the firewall.

To connect the FM to the client's **FORCE** system, you will need the following:

1. your PC/laptop's IP address (in LAN, or the router's address in WAN<sup>3</sup>) or URL (web address), and a free port number<sup>3</sup>.
2. to set your IP/URL and port number as the **FORCE's** *Callback Address* (Technician menu → *System Configuration* → *CMS & Communication* → *Network Settings* → *Callback Address, Port*), or ask the client to enter this information at your request (User menu → *System Options* → *Communication* → *Remote Service* → *Allow Access now OR. Over Network* → Type the IP:Port, no space) -> Connect
3. the client's technician code or upload/download code.
4. the presence or the approval of the client via the PimaLink app, to initiate the connection at your request.

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## How to connect via network



1. On the FM, open the desired *Account*.
2. In the pop-up window, enter the *upload/download* or *Technician code* (set under *Settings*) and press *Connect* - a wait for connection pop up window is displayed.
3. On the **FORCE**, if you have not previously set the callback's IP/URL and port enter this information (in the format of IP:Port, no space), and then press *Connect*.
4. The **FORCE** will now try to connect with the FM. As soon as connection is established, the rectangle on the upper right side of the screen will turn red and the status to *Online*.

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## How to connect via PIMA cloud



To connect the FM to the client's **FORCE** system via PIMA cloud, you need to pair the FM with the Force (first time only) for each client. Pair the FM the same way the **FORCE** was paired with the client's smartphone (see below) - the received pairing code is the one you use to pair your FM. However, because of security considerations, you will need the client to approve the connection every time you want to connect to the **FORCE**.

1. Open the desired *Account*.
2. Enter or ask the client to enter the User menu → *System Options* → *Communication* → *Remote Service* → *PIMA Cloud* → *Pair to PIMAlink*, to receive a pairing code. The letter *N* on the **FORCE's** keypad indicates that the alarm system is communicating over network.
3. Click the cloud button.
4. In the pop-up window, leave the cloud address and enter the *Upload/download* or *Technician code*. On the next window, enter the received pairing code and click *Connect*. The message *Paired Successfully* should be displayed on a keypad.
5. Enter or ask the client to enter the User menu → *System Options* → *Communication* → *Remote Service* → *Allow Access Now*. This opens a two minutes window for you to connect to the **FORCE**.
6. Click the cloud icon again and connect to the **FORCE**; the message *Technician On-site* should be displayed on a keypad, the rectangle on the upper right side of the screen will turn red, and the status will turn to *Online*, all to indicate that connection has been established.

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<sup>3</sup> Port Forward is required; see *Limited support notice* on page 6.

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## Code options

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Following are the options when establishing a connection with the **FORCE**:

- |   |  |
|---|--|
| 1. The <i>upload/download</i> or the <i>Technician</i> codes (both are set under <i>Settings</i> ) match those of the client's <b>FORCE</b> system. | Connection is approved   |
| 2. None of the above two codes match those of the client's <b>FORCE</b> .   | Connection is approved as if you are using the default technician code (1234) This will only allow you to set a new CMS (if there is one available) <sup>4</sup> . |
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## THE MENU

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### Accounts

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The *Accounts* is where you manage and view the accounts (clients). To open a new account, press *New*, select the system type from the popup window, and press *OK*.

Click the triple bar icon on the left to change the view of the account list.

#### Import and export

The accounts file can be exported to a Microsoft Excel<sup>®</sup> file. The exported excel file must be protected by a password during the export process. Keep the password for future use.

With the import and export feature you can set yourself template accounts for various installations, and then use the *Import* option to create new clients (accounts) based on the template accounts.

#### Email

You can export the selected account to a Microsoft Excel<sup>®</sup> file, and send it by email in one click. The FM will open your mail client and attach the password protected file to a new mail message.

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### Current Account

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The *Current Account* is where you configure the open account. To open an existing account, double-click it, or select it from the account list, and click *Open*.



**Before changing any parameter, download the current configuration of the client's FORCE - there are parameters you might not want to change (such as the master and technician codes) when you will later on upload the new configuration (unless you make sure to upload only selected parameters).**

Start by filling the *Account Details* (the tab on the left): enter the name of the client and any other preferred detail. Note, that the three *User Fields* are user defined fields (see *Settings* above).

Press *Save* to save changes.

#### System tabs (Users, Zones, etc.)

The tabs on the left are parallel to the **FORCE** menus. Most of them have additional tabs (menus) when clicking them. For example, the *Communication* tab has four additional tabs: *General*, *PSTN*, *Ethernet*, and *Cloud*.

Go through each tab and set the account's users and parameters. When you are done, upload the entire configuration, or just selected parameters. To select parameters, hold the *Ctrl* key and click

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<sup>4</sup> To connect with the new CMS code, first disconnect from the **FORCE**.

the desired parameters across the tabs, and when you click *Upload*, click *Selected Parameters* in the pop up menu.

Note, that some parameters, like *GSM Module* have a selection list from which you select the value - *Installed/Not Installed* in this example.

## TOOLS & LOG

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### Log

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The FM event log.

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### Tools

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#### Unlock accounts

When the FM account file is shared over a network, the file might become locked (inaccessible), if a user shut down the FM without saving the file. Use this feature to unlock the file. Any information that was not saved cannot be recovered.

Limited support notice:

Due to the diverse mix of networks, we are not able to offer support on routers (including port forwarding), modems, switches or any other network/internet related devices or services.

Our support for internet or network related features, that are not directly related to the product are limited.

The following must be completed before calling our support team with network/internet related features:

1. Your network/internet must be configured and working.
2. IP address and port number for the product must be pre-configured on the network.
3. Also, have the following information available: default gateway, subnet mask, port numbers and all other network information.

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