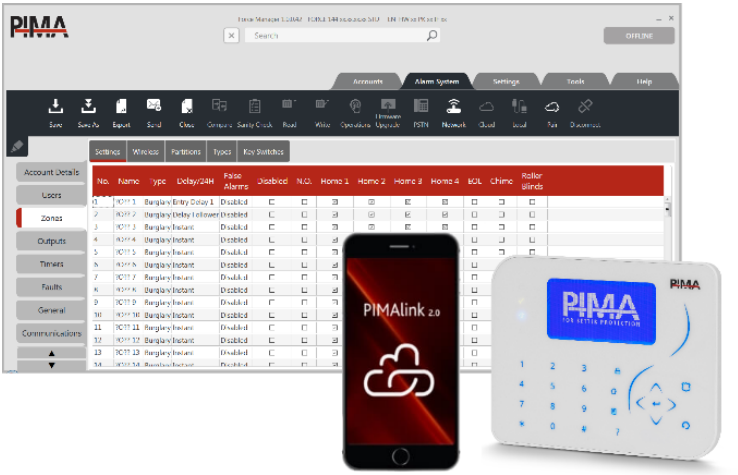
Force Manager

Upload/Download Software for the *FORCE & VISION* Alarm Systems



Installation and Operation Instructions

INTRODUCTION

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

a. Read/write system configuration
b. Read system status
c. Read system log (up to 1000 events)
d. Update system time

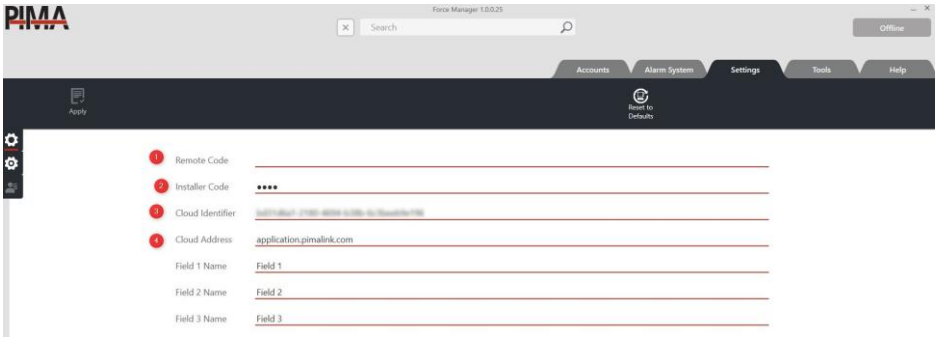
The FM can connect to the ***FORCE*** and ***VISION*** through TCP network and PIMA cloud. For security reasons, the connection can only be initiated from the control panel, not by the FM, unless it is first paired with PIMA cloud and authorized by the Master user.

Note: In this manual, any reference to the FORCE applies also to VISION.

HARDWARE REQUIREMENTS

- Operating system: Windows® 10,11
- Required disk space: 100Mb

SETTINGS



General

- Remote code: a security code that allows the FM to connect to ***FORCE***. The code can only be set in the FM, not in the ***FORCE***'s menus. The first time the FM writes parameters to the client's ***FORCE*** system, it also writes the Remote code.

Every code in FORCE (and therefore in Force Manager also) must be unique. The codes 1234 and 5555 are reserved.

- Technician Code: this code can also be used to connect between the FM and the ***FORCE***, but it requires a user permit.
- Cloud Identifier: a number that identifies your FM software 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 technical support team.
- 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: the 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 its path.
- Language: the FM interface's language. To change the language , click and select from the available languages list.
- Modem Name/Port/Init: currently not in use
- Network Port: the FM listening port. The client's ***FORCE*** will connect to this port, that should be opened in your router.

HOW TO CONNECT TO *FORCE*

Before you connect

1. Have your PC/laptop's IP address, or the router's IP address[1], or a URL (web address), and a free port.
2. Open the port in the firewall.
3. Make sure the ***FORCE***'s *Remote Upload* parameter is enabled, or you will have to ask the client to approve the connection over the network.
4. If you do not have the Technician or the Up/download codes, enter 1234 and you will only be able to set a CMS settings, if there is one available.
5. If you want to connect your FM through PIMA cloud, you will need to pair your FM with the client's ***FORCE***. User's approval will be required only on the first connection.
6. In ***FORCE***, set the *Callback Address* (*Technician menu* → *System Configuration* → *CMS & Communication* → *Network/GSM/GPRS Settings* → *Callback Address, Port*) with your FM's IP/URL and port number. Alternatively, ask the client to enter this information in the *Communication* → *Over Network* menu (IP:Port, no space). For a one-time connection, the user can allow you to connect by pressing *Allow Access now* in the same menu.
7. Have the ***FORCE***'s technician code or your upload/download code.
8. Ask the client to approve the connection as described above, or via the PimaLink app.

How to connect via TCP network

1. Open a new account or open one from the accounts file.
2. Click the *Network* icon.
1. Enter the port number set in the FORCE (see 6 in the previous paragraph) and the *up/download* or *Technician* codes and press *Wait for call*. The FM will now wait for ***FORCE*** to send a connection request.
2. If you had set the *Callback Address*, ask the client to press *Connect* in the *Remote Service/Network* menu. Otherwise, ask the client to enter the IP/URL and Port addresses (IP:Port, no space) manually and press *Connect*. As the connection is established, the icon on the upper right side of the screen turns red and the status to *Online*.

How to connect via PIMA cloud

1. Open a new account or open one from the accounts file.
2. Click the *Pair* icon.
3. Ask the client to hold down key No.8 on the keypad, and then enter the master or user code.
4. Enter the received code in the FM and click *OK*. When the FM is successfully paired with the ***FORCE*** the *Pair* icon is changed to *Unpair*.
5. Click the *Cloud* icon, enter the Technician or Up/download code, and press *Connect*. If you use the Technician code or the *Remote Upload* parameter is not enabled, before you press *Connect* you will have to ask the client to hold down key No.6 on the keypad, and then enter the master or user code and press *Allow Access Now*, every time you will need to connect to the ***FORCE***.
6. As the connection is established, the icon on the upper right side of the screen turns red and the status to *Online*.

[1] Port Forward is required; see *Limited support notice* on page 6.

THE MENUS

Accounts

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© 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 features 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© 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.

Search

At the upper center of the screen, you can search for a specific account. Enter the account's name or a portion of it, then press the search icon ( ). The display will show the search results.

Current Account

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 in 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).

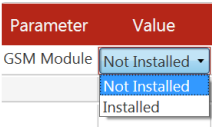
Press *Save* to save changes.

System tabs (Users, Zones, etc.)

The tabs on the left are parallel to the ***FORCE*** menus. Most of them have additional tabs (menus) when clicked. 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 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

Log

The FM event log.

Tools

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 is 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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Link to updated literature

https://www.pima-alarms.com/wp-content/uploads/forcemanager.html