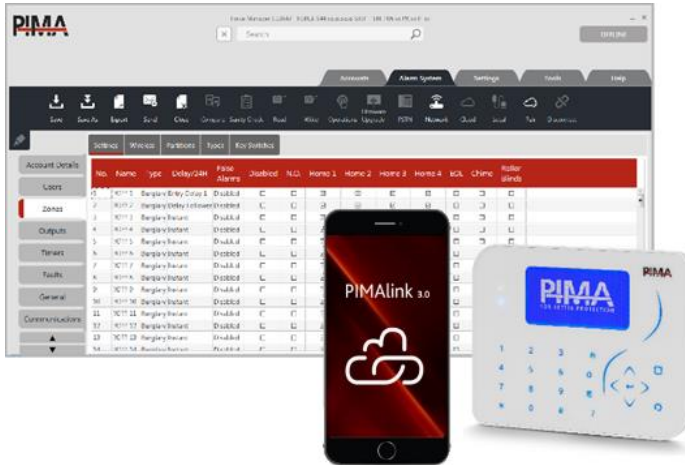# Force Manager

Upload/Download Software for the

FORCE Intruder 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:

a. Read\write system configuration

b. Read system status

c. Read system log (up to 250 events)

d. Update system time

e. Upgrade panel firmware

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

HARDWARE REQUIREMENTS

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

SETTINGS

General ⚙

- Upload/download 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 Upload/download 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 (if there are other available languages), click and select from the 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, every time.
4. If do not have the Technician or the Up/Download code, enter 1234 - you will only be able to set a new 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. If you do not do that, 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 Up/Download code.
8. Ask the client to approve the connection as described above, or via the PimaLink app.

How to connect through TCP network

1. Open a new account or open one from the accounts file.
2. Click the *Network* icon.
3. Enter the **FORCE**'s port number and the *up/download* or *Technician* code and press *Wait for call*. The FM will now wait for the **FORCE** to send a connection request. Connection timeout is 120 sec.
4. If you had set the *Callback Address*, ask the client to press *Connect* in the *Remote Service/ Network* menu. If you had not, ask the client to enter the IP/URL and Port addresses (IP:Port, no space) manually and press *Connect*. As connection is established, the rectangle on the upper right side of the screen turns red and the status to *Online*, and the client's keypads display the message "Technician On-site".

How to connect through PIMA cloud

1. Open a new account or open one from the accounts file.
2. Click the *Pair* icon.
3. Ask the client to enter the User menu → *Communication → PIMA Cloud* and press *Pair to PIMAlink*, to receive a pairing 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 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 enter the User menu → *Communication → Remote Service* and press *Allow Access Now*, every time you will need to connect to the **FORCE**.

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

6. As connection is established, the rectangle on the upper right side of the screen turns red and the status to *Online*, and the client's keypads display the message "Technician On-site".

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 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© 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.

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 write the new configuration (unless you make sure to only write 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 Field*s are user defined fields (see *Settings* above).

Press *Save* to save changes.

System tabs (Users, Zones, etc.)

The tabs on the left are the same as in the Technician and User menus on the **FORCE**. Each tab has more subject tabs when clicking it. Click each tab and set the parameters. When you are done, you can write the entire configuration (all parameters), or only selected parameters. To select parameters, hold the *Ctrl key* and click the desired parameters across the tabs; when you click *Write*, 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.

Parameter	Value
GSM Module	Not Installed ▾
	Not Installed
	Installed

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 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.