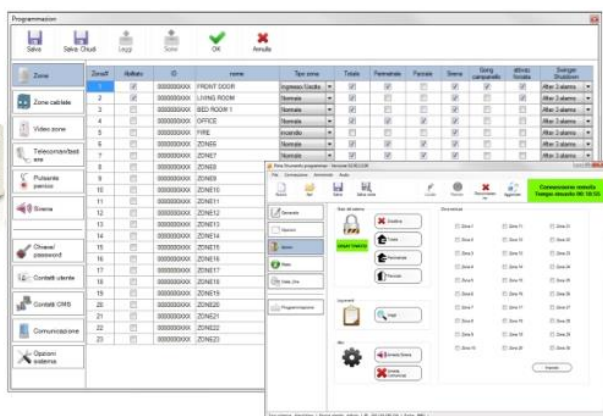


Programming Tool

PC program for PIMA AlarmView+ and Guardian+ Wireless Alarm Systems, and the AVR add-on



 **PIMAlink**



Installation and User Guide

PIMA
WIRELESS
PIMA Electronic Systems Ltd.

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Notice and Disclaimer

- ❖ This manual is intended to assist installers and operators in the safe and efficient installation and use of the SOFTWARE described herein.
- ❖ Before attempting to install and use the system, the installer / user must read this manual and become familiar with all limitation, requirements and operating procedures.
- ❖ The software must not be used for purposes other than those for which it was designed.
- ❖ The use of the software associated and other attached components are subject to the terms of the license provided as part of the purchase documents.
- ❖ This manual describes the maximum configuration of the software / system with the maximum number of functions, including future options. Therefore, not all functions described in this manual may be available in a specific system or software release.
- ❖ Notes and cautions are given for situations requiring special attention to prevent possible damage and or to improve the operating procedure.
- ❖ Incorrect operation, or failure of the operator to effectively use and maintain the software and its parts, relieves the manufacturer (and seller) from all or any responsibility for consequent noncompliance, or damage.
- ❖ The text and graphics contained in the manual are for the purpose of illustration and reference only. In no event shall manufacturer be liable for any special, direct, indirect, incidental, consequential, exemplary or punitive damages (including, without limitation, any and all damages from business interruption, loss of profits or revenue, cost of capital or loss of use of any property or capital or injury).

Default Username & Password: admin

Graphic signs in this guide



Caution Issues that may cause system malfunctions



Warning Issues that may cause damage to the system or actual bodily harm



Note Notes used to emphasize points and for useful operation tips

1 Introduction

1.1 General

This guide will introduce you with the Programming Tool application, for PIMA Wireless AlarmView and Guardian Intruder Alarm Systems, and the AVR Alarm Video Reporter.

The Programming Tool is a PC/laptop application that allows quick and effortless local and remote system configuration, including downloading and uploading of system configuration settings.

The Programming Tool can be connected locally via USB, or remotely via USB-GPRS modem or the network¹.

Starting version 2.00.11, the Programming Tool now incorporates PIMA's PIMALink technology. PIMALink is a PIMA cloud service and smartphone application, that provides its users with the secured yet convenient option of receiving push notifications and visual verification images, and remotely controlling their alarm system from virtually anywhere.

Using the PIMALink technology, every control panel and smartphone application receive a unique code and are paired with the PIMALink cloud, to ensure maximum security without the need for passwords and other login information.

1.1.1 Main features

The Programming Tool allows you to do the following:

- Upload and save the system configuration
- Download new system configuration
- Delete/add/change connected peripherals
- Upload the event log and export it as a CSV file
- Arm and disarm the alarm system, bypass zones and more
- Check zone status and reception levels
- Create AVD customer data files to be used as templates for multiple installations

1.2 System requirements

- PC/laptop free disk space: 200 Mb
- Internet connection (for remote connection only)
- Free USB port



Make sure the port is not blocked by firewall or antivirus software.

¹ Using a fixed IP address

1.2.1 Operating system & configuration

Operating system	RAM	Processor
Windows Vista Home/Premium/ Business /Ultimate /7, 32-bit	4GB (min 1GB)	2GHz (min 1GHz)
Windows 7, 64-bit	4GB (min 2GB)	2GHz (min 1GHz)
Windows 8 Pro, 64-bit		

2 Installing & Running the Tool

To install the Programming Tool, double-click the file "Programming tool.exe" and follow the installation wizard.



In Windows 7, if you locate the Programming Tool folder not in the default destination (C:\PIMA), make sure other users can access it.

2.1 Running the tool

1. Double-click the shortcut icon on the desktop, or the file "Programming tool.exe" (located by default on C:\PIMA).
2. Enter the user name and password of the tool in the login window
The Default for both is "admin".



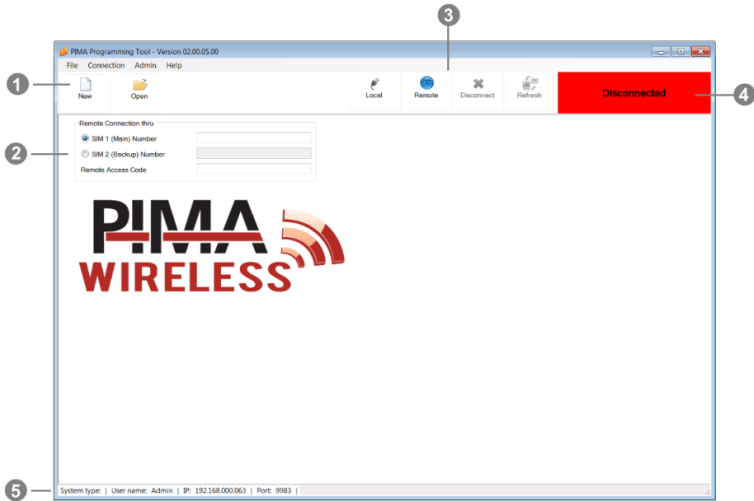
Change the default user name and password, to keep the Programming Tool and the alarm systems secured. See how on section 2.3.1, page 7.




3. Click **OK**. The main window opens up (see next)

2.2 The main window

The Programming Tool opens up with the available Local and Remote Connection options. See the next image and table.



①	Menu bar and File buttons	New and Open buttons: create a new customer file (AVD) or open an existing file. See more on the next section, 2.3
②	Remote Connection	<ul style="list-style-type: none"> • SIM X Number: if you use the GSM stick to send the control panels connection requests by text messages, enter the currently active SIM (#1 or #2) number². • Remote Access Code: enter the Access Code of the control panel³ <div>  <p>You can connect to a control panel without the Master user approval ("Always" connection mode), only if the default Access Code has been changed.</p> </div>
③	Remote Connection buttons	Local and Remote Connection , Disconnect and Refresh buttons
④	Connection Status	Shows the connection status with the control panel: <ul style="list-style-type: none"> • Green: connected (+ time left for session end in remote connection) • Red: disconnected
⑤	Info bar	The connected systemtype, the username, the IP and port

² The SIM card must be a global SIM.

³ The code must be different than the default code.

2.3 The Admin menu

The Admin menu is visible only to Administrator users. It includes the following sub-menus: User accounts, Language, Systemtype and Options.

2.3.1 User accounts

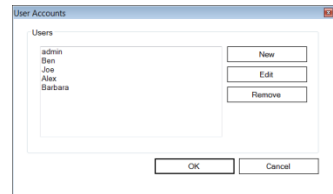
The programming tool allows creating unlimited amount of users of the application, each with one of three permission levels: Operator, Installer, and Administrator. Here you can also change the administrator's name and password.



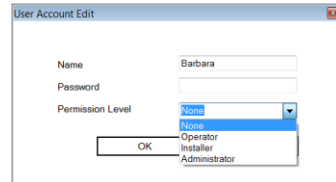
Change the default admin password during the installation the application

How to configure a user

1. From the menu, select **Admin → User Accounts**.



2. To set a new user click **New**.
3. To set an existing user, click the **user** on the list and click **Edit**.
4. Enter a user **name** and **password** for new users.
5. Select **Permission Level** from the drop-down list. The available options are:



- **None:** the user is disabled from accessing the Programming Tool. Use this option to temporarily block users from the application.
- **Operator:** the user can operate the Control panel only remotely, and cannot access the Programming menu.
- **Installer:** the user can access the Programming menu, but cannot operate the Control panel remotely.
- **Administrator:** the user can access all the menus, remotely or locally.



A minimum of one user must have Administrator permissions

6. Click **OK**.

How to delete a user

To delete a user:

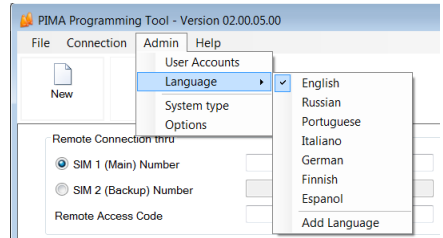
1. From the menu, select **Admin → User Accounts**.

2. Click the desired **User**.
3. Click **Remove**.
4. Click **OK**. The user is deleted.

2.3.2 Language

Changing the language of the interface of the application requires restarting the application. To change the language, do the following:

1. Make sure you have a compatible language file (XML).
2. From the menu, select **Admin → Language** and select the desired language. A confirmation message in the selected language will be displayed.
3. Restart the application to change the language.



- If the language file is incompatible with the application, an error message will be displayed.
- You can add more languages. See the next subsection for details.

Adding a language

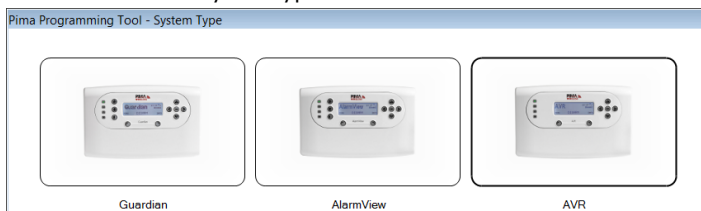
You can add any more language file. To do so, contact your PIMA distributor. After receiving the language file, do the following:

1. From the menu, select **Admin → Language → Add Language**.
2. Locate the language file and click Open. The new language will now appear in the language list.
3. Select **Admin → Language** and select the newly added language.
4. Restart the application to change the language.

2.3.3 System type

Because the Programming Tool is used to program three different alarm systems, with some parameters in use by only some, you will need to select the alarm system before opening a new customer file. To do that:

1. Click **New** (or **Admin -> System type**).
2. Click and select the desired system type.



2.3.4 Options

The Options window includes the application behavioral options, mainly for the remote access feature. To set the system options:

1. From the menu, select **Admin → Options**.

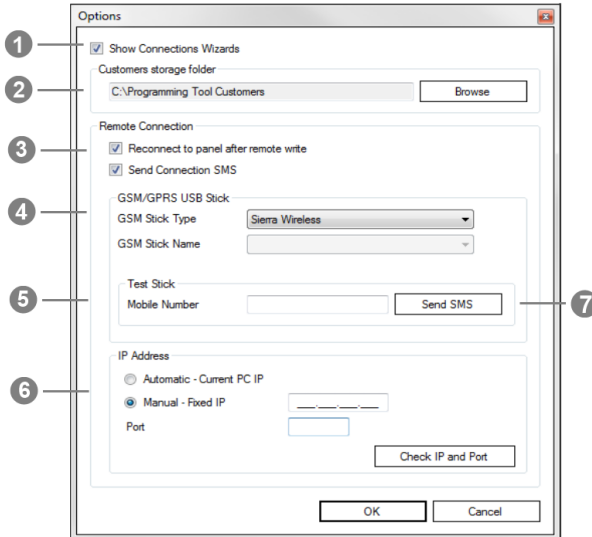



Figure 1 System Options window

The options are:

❶	Show connections wizards	Check to display the wizard every time you connect to the control panel.
❷	Customers storage folder	The path to the customer files. To change it, click Browse .
❸	Reconnect to panel after remote write	The control panel disconnects the communication with the tool at the end of writing, to report it to the CMS (this action is taken even if CMS is not set). Check this option so the control panel will automatically initiate a new session with the application right afterwards.
	Send Connection SMS	Check this option so the Programming Tool will automatically send (via the AirCard stick, if being used) a text message with connection request to the control panel. If left unchecked, you will have to manually send the SMS from any mobile phone, or use the IP Receiver to send it.

4	GSM/GPRS USB stick	<ul style="list-style-type: none"> Stick Type: If being used, select the stick from the drop-down list: Sierra Wireless (recommended) Vodafone Huwaei, or any generic USB-GPRS modem. <div style="text-align: center;">  <p><i>Using a generic GSM stick that have not been tested and found to comply with our standards may cause various malfunctions or not function at all. Note the stick must carry a global IP address.</i></p> </div> <ul style="list-style-type: none"> Stick Name: enter a name to recognize the stick on text messages
5	Test Stick	<p>To test the GSM stick⁴:</p> <ol style="list-style-type: none"> Enter a Mobile phone Number. Click Send SMS. A test message will be sent to the mobile phone. If the message is not received, check the phone number. If the number is correct, check the stick.
6	IP address	<ul style="list-style-type: none"> Automatic: check this option so the application will use the PC/laptop's IP address. Fixed IP: enter a fixed IP address as the application's address.
	Port	<p>Enter the port no. in use by the Programming Tool. Make sure the port is not blocked by any firewall/anti-virus software.</p>

- Click **OK** to save the changes and close the window.

⁴ Use a stick with a global static Internet IP address.

3 The Tabs

The Programming Tool has five tabs: General, Options, Actions, Status, Time & Date, and Programming. Only the General and Programming tabs are available before connecting to the control panel.

3.1 General

After selecting the system type (see section 2.3.3), the General tab is opened.

The screenshot shows the Pima Programming Tool interface. The left sidebar has tabs for General, Options, Actions, Status, Time & Date, and Programming. The General tab is active. The main window has the following sections:

- Customer Name:** A text input field labeled with a circled 1.
- Remote Connection:** A section with radio buttons for SIM 1 (Main) Number and SIM 2 (Backup) Number, and a text input for Remote Access Code (531902). It is labeled with a circled 2.
- Customer details:** A section with a user icon and a list of fields: Name, Phone, Address, City, State, Country, Email, and End of Maintenance. It is labeled with a circled 3.
- System/Version:** A section with fields for System Version (02.10.03.00.000), Active Language (english), Active System Type (AlarmView), Wireless frequency (868.635 MHz), and Wireless version (A08A). It is labeled with a circled 4.
- Status Bar:** A bar at the bottom labeled with a circled 5, showing "System type: AlarmView | User name: Admin | IP: 192.116.240.154 | Port: 9983 |".

Figure 2 The main window

❶	Customer Name	Enter the name of the customer. This name, along with the customer ID will serve as the customer filename.
❷	Remote Connection	<ol style="list-style-type: none"> 1. Enter the phone number/s of the control panel, for sending connection requests text messages to the control panel by the AirCard stick. Leave blank otherwise. 2. Enter the Remote Access Code of the control panel⁵.
❸	Customer details	Enter the details of the customer.

⁵ You can connect to a control panel without the Master user approval ("Always" connection mode is enabled at the control panel), only if the default Access Code has been changed.

4	The connected control panel details	<ul style="list-style-type: none"> System Version: the connected control panel's version Active Language: the GUI's language Active System Type: the selected system (Admin-> System Type) Wireless frequency: the connected control panel's frequency Wireless version: the version of ST-1 card
5	Info bar	Information on the connected control panel and the Programming Tool

3.2 Options

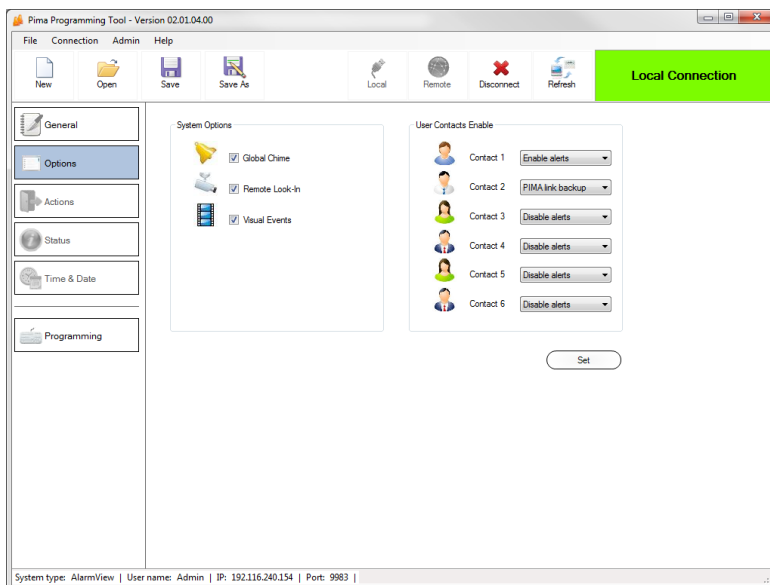


Figure 3 The Options tab

The available options (only when connected) are:

System Options	Select/deselect to enable/disable the options.
Contacts	For every contact, select the options for receiving system notifications, including via the PIMAlink app.
Set	Click the button to write the settings to the control panel.

3.3 Actions (Remote Connection)

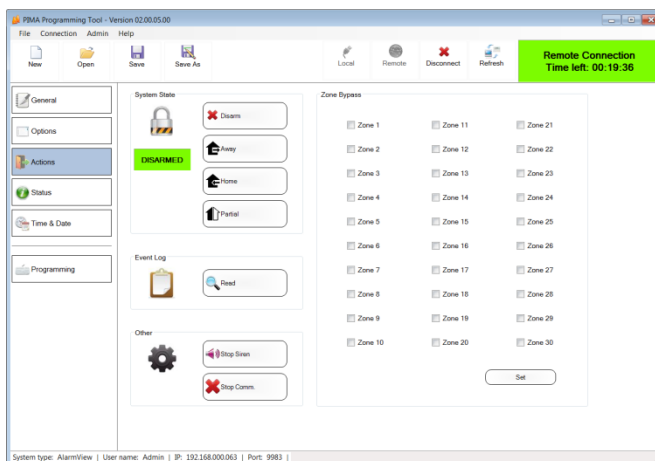


Figure 4 Actions tab

The Actions menu is only available in remote connection. This tab allows you to arm and disarm, bypass zones and stop the siren. The available actions are:

System State	Click to Arm the control panel to one of the arming modes, or Disarm it. The systemstate is reflected in the colored area and label.			
Event Log	Click Read to upload and save the control panel's log as CSV file. When you will open the file ⁶ , you will see the log. For example:			
	12	01/01/2010 14:03	AC Loss	System (AlarmView)
	13	01/01/2010 12:00	Backup SIM failure	SIM not inserted
	14	01/01/2010 12:00	System Programming	System (AlarmView)
	15	01/01/2010 12:00	End System Prog	System (AlarmView)
Other	Stop siren and stop communication options			
Zone Bypass	Select zones to be bypassed and click Set to write it to the control panel.			



- It may take 10 sec. until the action is performed and status is updated correctly
- To change the arming state from one mode to another (for example: Away to Home), disarm the control panel first

⁶ Use Microsoft Excel[®] or any text edit software, like Notepad[®].

3.4 Status

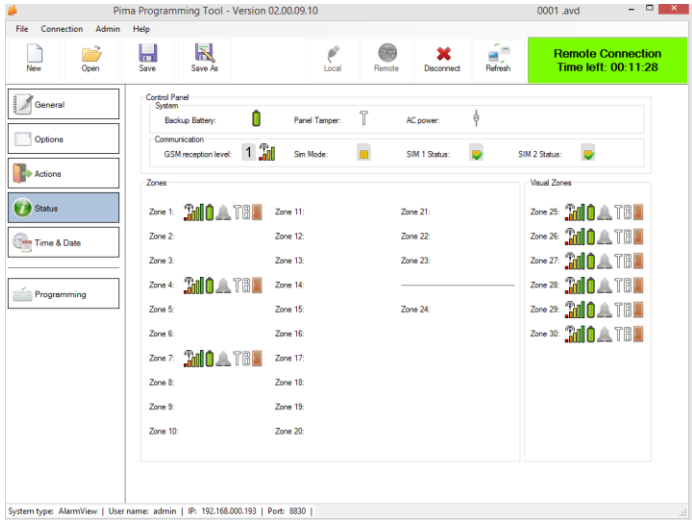


Figure 5 Status tab

The Status tab shows the connected system's and available zones' status in colorful icons. To refresh the status, click the Refresh button, up on the connection bar. The available control panel icons are described in the next table.

	Icon	Description	State
System		Backup Battery	Full, Low, Disconnected
		Panel Tamper	Open (alarm)/Closed (normal)
		AC power	On/Off
Communication		Active SIM	-
		GSM reception level	No reception/Good
		SIM mode	Single/Dual
		SIM X Status	OK/Not inserted/Faulty
Normal and Visual Zones		RSSI level	No reception/High
		Battery	Full, Low, Discharged
		Chime	On/Off
		Zone Tamper	Open (alarm)/Closed (normal)
		Zone bypass	Bypassed/Un-bypassed (normal)
		Zone state	Open/Closed

3.5 Time & date

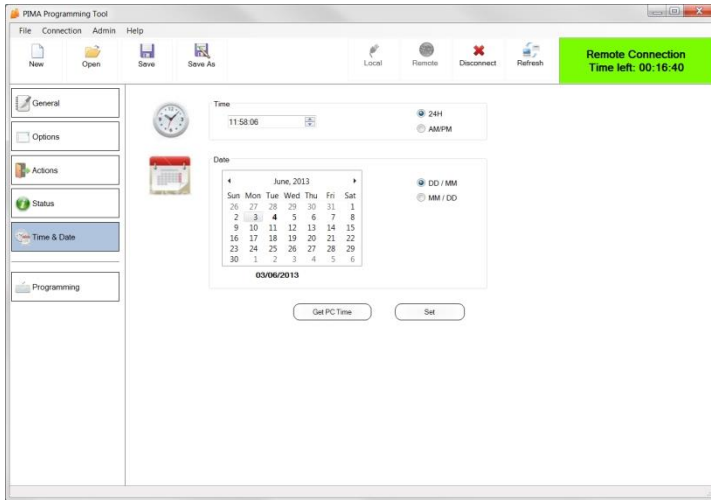


Figure 6 Time & date tab

The Time & Date tab allows setting the control panel's current time (only when connected):

1. Set the time manually, **OR**
2. Click **Get PC Time** to get the PC/laptop current time.
3. Click **Set** to write the settings.

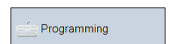
3.6 Programming

See the next section for details.

4 Programming

Clicking **Programming** opens up the programming window, with the **Zones** tab selected. The window is divided into three sections, as shown in the following figure, and detailed below.

The Programming window can be open at any time, without being connected to a control panel.



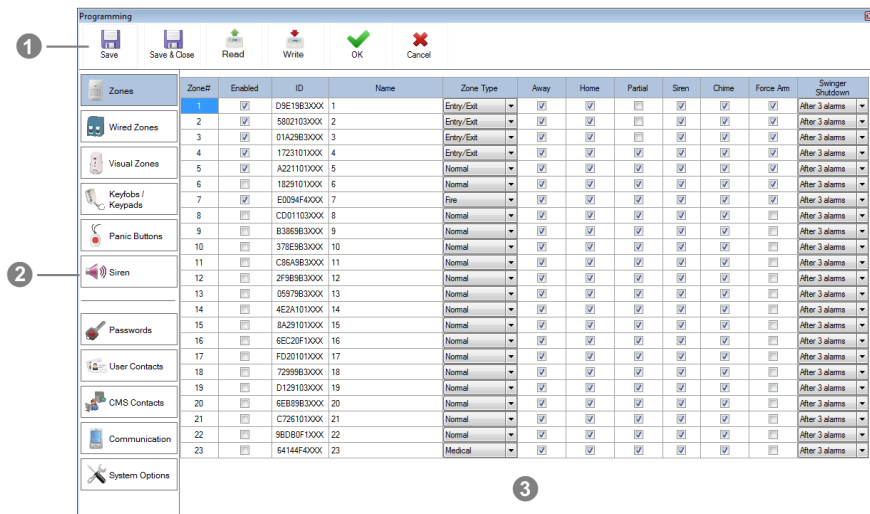


Figure 7 The Programming window

1	Command buttons	Save	Save the current configurations (modified or not) to a file (AVD).
		Save & Close	Save the current configurations and close the window.
		Read	Upload the configurations of the connected control panel.
		Write	Download the configurations to the connected control panel.
		OK	Temporarily save the current configurations and close the window. If you exit the Programming Tool without saving the configuration to a file or downloading it, changes will not be saved.
		Cancel	Close the window without saving changes. A pop up message will ask you to confirm this action.
2	Programming groups	Click each group to set its configurations. The groups match the control panel's menu.	
3	Parameters area	Set the configurations of the connected alarm system. See each system's Installation Guide for complete details.	

4.1 Wireless and wired zones⁷

Zones	Zone#	Enabled	ID	Name	Zone Type	Away	Home	Partial	Siren	Chime	Force Arm	Swinger Shutdown
	1	<input checked="" type="checkbox"/>	0000000...	FRONT DOOR	Entry/Exit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	After 3 a...
	2	<input checked="" type="checkbox"/>	0000000...	LIVING ROOM	Normal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	After 3 a...
	3	<input type="checkbox"/>	0000000...	BED ROOM 1	Normal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	After 3 a...
	4	<input type="checkbox"/>	0000000...	OFFICE	Normal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	After 3 a...
	5	<input type="checkbox"/>	0000000...	FIRE	Fire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	After 3 a...

Figure 8 Zones configurations

⁷ See the product's installation guide for full details on each option.

Zones	Zone#	Enabled	Name	Zone Type	Away	Home	Partial	Siren	Chime	Force Arm	Swinger Shutdown
	24	<input type="checkbox"/>	ZONE24	Normal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	After 3 a...

Figure 9 Wired zone

4.2 Visual zones

Visual Zones	Zone#	Enabled	ID	Name	Zone Type	Away	Home	Partial	Siren	Force Arm	Remote look-in	Visual Verif.	Led Ind.	Swinger Shutdown
	25	<input checked="" type="checkbox"/>	00000...	VISUAL ZONE25	Normal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	After 3 a...
	26	<input type="checkbox"/>	00000...	VISUAL ZONE26	Normal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	After 3 a...
	27	<input type="checkbox"/>	00000...	VISUAL ZONE27	Normal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	After 3 a...
	28	<input type="checkbox"/>	00000...	VISUAL ZONE28	Normal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	After 3 a...

Figure 10 Visual zones configurations

4.3 Keyfobs and keypads

Keyfobs / Keypads	Keyfob#	Enabled	ID	Name
	1	<input checked="" type="checkbox"/>	00000000...	KEYFOB/KEYPAD1
	2	<input type="checkbox"/>	00000000...	KEYFOB/KEYPAD2
	3	<input type="checkbox"/>	00000000...	KEYFOB/KEYPAD3
	4	<input type="checkbox"/>	00000000...	KEYFOB/KEYPAD4
	5	<input type="checkbox"/>	00000000...	KEYFOB/KEYPAD5
	6	<input type="checkbox"/>	00000000...	KEYFOB/KEYPAD6

Figure 11 Key fob and keypads configurations

4.4 Panic buttons

Panic Buttons	Panic#	Enabled	ID	Name	Type
	1	<input type="checkbox"/>	00000000...	PANIC1	Medical
	2	<input type="checkbox"/>	00000000...	PANIC2	Medical
	3	<input type="checkbox"/>	00000000...	PANIC3	Medical
	4	<input type="checkbox"/>	00000000...	PANIC4	Medical
	5	<input type="checkbox"/>	00000000...	PANIC5	Medical
	6	<input type="checkbox"/>	00000000...	PANIC6	Medical

Figure 12 Panic buttons configurations

4.5 Sirens

Siren	Ext. Siren <input type="checkbox"/> Enabled Cut Off (Sec.) 60	ID 000000 Start Delay (Sec.) 0	Options (Away) <input type="checkbox"/> Arming Tones <input type="checkbox"/> Entry/Exit Tones
	Internal Siren <input checked="" type="checkbox"/> Enabled Cut Off (Sec.) 60		

Figure 13 Sirens configurations

4.6 Passwords

Passwords

User 1
Name: User 1 Password: ☒ Remote Commands ☒ Remote Look-In

User 2
Name: User 2 Password: ☒ Remote Commands ☒ Remote Look-In

User 3
Name: User 3 Password: ☒ Remote Commands ☒ Remote Look-In

User 4
Name: User 4 Password: ☒ Remote Commands ☒ Remote Look-In

User 5
Name: User 5 Password: ☒ Remote Commands ☒ Remote Look-In

User 6
Name: User 6 Password: ☒ Remote Commands ☒ Remote Look-In

4-8 digit passwords, numeric values 1-4

Duress Code
Password:

24H Limited Code
Password:

Master User
Name: 1111 Password:

Installer
Password: 1234 Access Mode: Always

Figure 14 Password configurations

4.7 User Contacts

User Contacts

System Name: AlarmView Event Report: ☒ Alarm Events ☒ Power Report ☒ Service Report ☒ Dis/Arm Report

Contact1
Name: CONTACT1 Mobile: Email (by MMS):
☒ SMS Remote Commands ☒ MMS Remote Look-In ☐ Email Visual Events
☒ SMS Events Report ☒ MMS Visual Events ☐ Email Events Report

Contact2
Name: CONTACT2 Mobile: Email (by MMS):
☒ SMS Remote Commands ☒ MMS Remote Look-In ☐ Email Visual Events
☒ SMS Events Report ☒ MMS Visual Events ☐ Email Events Report

Contact3
Name: CONTACT3 Mobile: Email (by MMS):
☒ SMS Remote Commands ☒ MMS Remote Look-In ☐ Email Visual Events
☒ SMS Events Report ☒ MMS Visual Events ☐ Email Events Report

Contact4
Name: CONTACT4 Mobile: Email (by MMS):
☒ SMS Remote Commands ☒ MMS Remote Look-In ☐ Email Visual Events
☒ SMS Events Report ☒ MMS Visual Events ☐ Email Events Report

Contact5
Name: CONTACT5 Mobile: Email (by MMS):
☒ SMS Remote Commands ☒ MMS Remote Look-In ☐ Email Visual Events
☒ SMS Events Report ☒ MMS Visual Events ☐ Email Events Report

Contact6
Name: CONTACT6 Mobile: Email (by MMS):
☒ SMS Remote Commands ☒ MMS Remote Look-In ☐ Email Visual Events
☒ SMS Events Report ☒ MMS Visual Events ☐ Email Events Report

Figure 15 Contacts configurations

4.8 CMS Contacts

Figure 16 CMS Contacts configurations

4.9 Communication

Figure 17 Communication configurations

4.9.1 Custom operator parameters

You can define up to four new operators, in addition to the default list of operators. The operator/s will be added to the Operator drop-down list on the left pane. To add an operator:

1. Obtain the required data from the cellular operator.
2. Fill the relevant fields.
3. Press Save at the top to save the new operator. The new operator/s can be found by selecting "Custom" from the Country drop-down list on the left pane. After testing the communication you can send PIMA the XML file to permanently include the new operator/s in the control panel's operators list.

4.10 System options

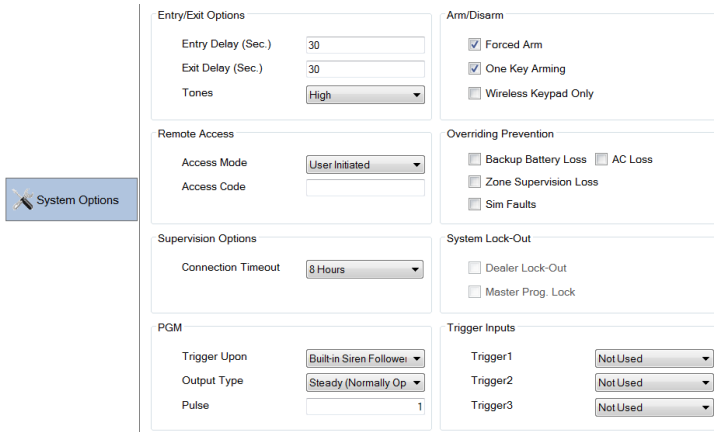


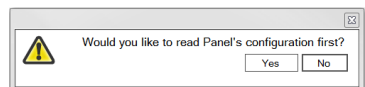
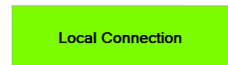
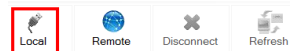
Figure 18 System Options

5 How to connect to the Control Panel

5.1 Local connection

To connect to the control panel locally, do the following:

1. Click the **Local** connection button, up on the connection toolbar and follow the wizard⁸ to connect to the Control panel. If the connection wizard is enabled,
2. If you prefer to connect without using the wizard, do the following:
 - a. In the control panel, press **Menu**, enter the **Technician code** and select **Programming** → **Local Programming** and click **OK**.
 - b. Connect the control panel to the PC/Laptop with an A-B USB cable.
 - c. Wait for the computer to recognize the control panel (a message will be displayed on the task bar).
3. When connection is established, the connection status turns green.
4. In the window that opens up, click **Yes** to read the control panel's configuration first.



⁸ See section 2.3.4, on page 8 for details

5. When you're done with programming, click the **Disconnect** button up on the connection toolbar.



After disconnecting from the control panel, set the system time.

5.2 Remote connection

Before you connect remotely, make sure you enter the Remote Access Code on the General tab (see section 3.1, on page 11).

To connect to the control panel remotely, you need to send the IP address and port of the Programming Tool⁹ to the control panel - that is the initiator of the call session. To do so, you have several options:

- a. Send SMS from any mobile phone: send the control panel a text message with the IP address and port no. of the Programming Tool, in the following syntax: "R space IP address space Port, for example "R 236.154.1.5 8888".

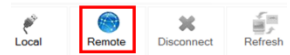


- 1. Make sure any Firewall is not blocking the port from internet connection.**
- 2. The default Remote Access Code must be changed for the Programming Tool to connect to the alarm system.**
- 3. While running the Programming Tool, the PC/laptop's network adaptor must be disabled - see Appendix B, on page 24 for details.**

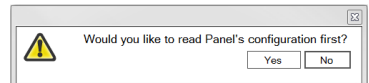
- b. Automatically send text message using a GPRS stick (if in use). See section 2.3.4, on page 9 for details.
- c. Send a connection request by the IP Receiver¹⁰.

Immediately after sending the connection request, do the following:

1. Click the **Remote** connection button, up on the connection toolbar.
2. Wait for the Programming Tool to establish the connection. The connection status will turn green. If connection is not established within 90 sec., repeat the process.
3. The remote connection timeout is 20 min. The session will be terminated when this time is up (a one minute to disconnection warning is displayed).
4. In the pop up window, click **Yes** to first read the control panel's current configuration, before making any change to it.



Remote Connection
Time left: 00:19:16




⁹ If the PC/laptop with the Programming Tool is connected to the net through a router, you need to Port Forward the communication to the PC/laptop. See the "Limited Support Notice" at the end of this guide.

¹⁰ See a separate guide P/N 4410388.

6 Read, Write and Offline Programming


6.1 Reading parameters

To read (upload) the parameters from the control panel:

1. Click the **Programming** tab.
2. Click the **Read** button . The Read button icon will now appear as disabled. Wait until the icon is enabled and the parameters under the Programming tabs are updated with new ones. The process may take several minutes.
3. Save the uploaded parameters in your database, by clicking the **Save** or **Save & Close** buttons.

6.2 Writing parameters

To write (Download) to the control panel:

1. Click **Programming** tab.
2. You can either set the various system parameters and download them immediately, or click **Open** to open a previously saved data file (AVD).
3. Click the **Write** button . The Write button's icon will now appear as disabled. Wait until writing is completed and confirmed. The process may take few minutes.

6.3 Offline programming

You can set the various parameters in the Programming Tool, before connecting to the alarm system (for example, at the office), save them, and download them later on when you connect to the system.

To create a new data file:

1. On the Main window, click **New** in the toolbar (or select **File → New**).
2. Set the desired parameters, including those in the **Programming** menu.
3. Click the **Save** button and save the newly created file.

Appendix A Sierra GPRS stick installation

This section describes the installation and configuration of the recommended Sierra GPRS Stick.

An online tutorial of the manufacturer can be found in the following link:

<http://www.sierrawireless.com/resources/images/demos/aircardwatcher2010.swf>

Full Installation guide:

http://www.sierrawireless.com/Support/Downloads/AirCard/Legacy_Products/~media/Support_Downloads/AirCard/docs/UG/2130961_Compass_USB_modems_Installation_Guide.aslx

To install the stick:

1. Insert a SIM card into the GPRS stick. Ensure proper direction of the card.
2. Insert the GPRS Stick into an available USB port in the PC/laptop. If a Windows security window appears, click **Yes**.



3. The Sierra installation wizard opens. Follow its steps carefully to install the application.
4. Once completed, the AirCard Watcher application will open automatically. As soon as cellular link is detected, the Watcher's window is minimized to the tray.
5. Check the cellular signal quality - it should be green and indicate with as much as five indicators



6. Open the **User** option screen and make sure the Routing option is set to: **Circuit Switched**.

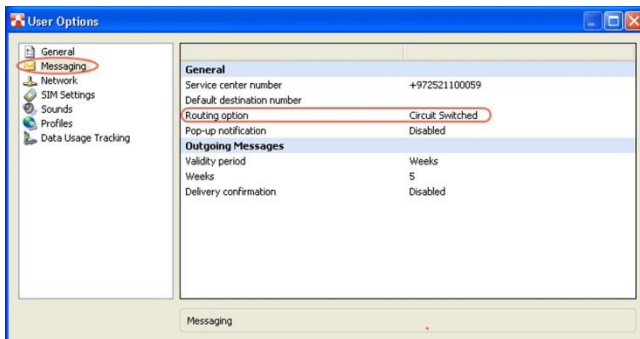


Figure 19 AirCard Watcher User Option screen

10. In the Programming Tool main screen (General), enter the correct **System Phone Number** and **Remote Access code**. If you need to check the two parameters in the control panel:
 - a. Access the installer menu and select **Programming → System Options → Remote Access**.
 - b. Check that the **Access mode** is set to either **Always** or **During Disarm**.
 - c. Check that the **Access code** matches that of the programming tool.

Appendix B How to disable the network adaptors

For the Programming Tool to run, make sure all the network adaptors are disabled in the PC/laptop: WLAN, LAN and/or any additional network adaptor must be disabled, during the use of the GPRS-stick and the Programming Tool.

Open Network Connections by clicking the **Start → Control Panel → Network and Internet → Network and Sharing Center → Manage network connections**.

Right-click the network adapter, and click **Disable**. If you are prompted for an administrator password or confirmation, enter the password or provide confirmation:

After finishing working with the Programming Tool, you have to enable the network adaptors to connect to a network.

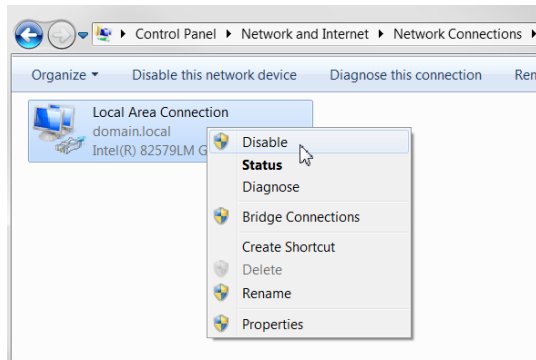


Figure 20 Disabling network adaptors

Appendix C Troubleshooting Remote Connection

Following is a list of actions you can take in order to troubleshoot remote communication failures. There are many reasons why the remote communication might fail, and before contacting PIMA support, review the following actions, which most likely will resolve any communication error you may encounter.



Test the communication after each step described below, and only move on to the next step if the communication is still not established.

1. Make sure the control panel's phone number and access code are identical to those in the control panel; see section 2.2, on page 6.
2. Ensure that the remote connection option is enabled in the control panel: access the Installer menu and select **Programming → System Options → Remote Access → Access Mode**.

3. Make sure the IP address is correct.
4. Add an exception to the firewall for the Programming Tool, the port, and IP address.
5. Turn the firewall completely off. Make sure to turn it on again once you finish using the Programming Tool.
6. Restart the computer.
7. Ensure that all the network adaptors and connections beside the GPRS stick are disabled.
8. Check the connection to the cellular network: make sure that the signal level is strong.
9. Attempt to open any web page online and try to ping another PC/laptop.
10. Test the stick's SMS capability, by sending a test SMS. If you don't receive the message, check the SMS options in the control panel to see if the send and receive messages option is enabled: access the Installer menu and select **Programming → User Contacts → Contact X → Options**.
11. Check the AirCard Watcher application to see its status and ensure that the adapter is connected properly.
12. Check that the GPRS stick drivers are installed properly and reinstall the application if necessary.



Figure 21 Stick detection error

If none of these steps helped, contact PIMA technical support for further assistance.

Appendix D Limited Warranty

PIMA Electronic Systems Ltd. ("the Manufacturer") warrants its products hereinafter referred to as "the Product" or "Products" to be in conformance with its own plans and specifications and to be free of defects in materials and workmanships under normal use and service for a period of twelve (12) months from the date of shipment by the Manufacturer. The Manufacturer's obligations shall be limited within the warranty period and its option, to repair or replace the product or any part thereof. The Manufacturer shall not be responsible for dismantling and/or reinstallation charges. To exercise the warranty, the product must be returned to the Manufacturer freight prepared and insured.

The warranty does not apply in the following cases: improper installation, misuse, failure to follow installation and operating instructions, alteration, abuse, accident or tampering, and repair by anyone other than the Manufacturer.

The warranty is exclusive and expressly in lieu of all other warranties, obligations or liabilities, whether written, oral, express or implied, including any warranty of merchantability or fitness for a particular purpose, or otherwise. In no case shall the Manufacturer be liable to anyone for any consequential or incidental damages for breach of this warranty or any other warranties whatsoever, as aforesaid.

This warranty shall not be modified, varied or extended, and the Manufacturer does not authorize any person to act on its behalf in the modification, variation or extension of this warranty. This warranty shall apply to the Product only. All products, accessories or attachments of others used in conjunction with the Product, including batteries, shall be covered solely by their own warranty, if any. The Manufacturer shall not be liable for any damage or loss whatsoever, whether directly, indirectly, incidentally, consequentially or otherwise, caused by the malfunction of the Product due to products, accessories, or attachments of others, including batteries, used in conjunction with the Products. The Manufacturer does not represent that its Product may not be compromised and/or circumvented, or that the Product will prevent any death, personal and/or bodily injury and/or damage to property resulting from burglary, robbery, fire or otherwise, or that the Product will in all cases provide adequate warning or protection. User understands that a properly installed and maintained alarm may only reduce the risk of events such as burglary, robbery, and fire without warning, but it is not insurance of a guarantee that such will not occur or there will be no death, personal damage and/or damage to property as a result.

The Manufacturer shall have no liability for any death, personal and/or bodily injury and/or damage to property or other loss whether direct, indirect, incidental, consequential or otherwise, based on a claim that the Product failed to function. However, if the Manufacturer is held liable, whether directly or indirectly, for any loss or damage arising under this limited warranty or otherwise, regardless of cause of origin, the Manufacturer's maximum liability shall not in any case exceed the purchase price of the Product, which shall be fixed as liquidated damages and not as penalty, and shall be the complete and exclusive remedy against the Manufacturer.

Warning: The user should follow the installation and operation instructions and among other things test the product and the whole system at least once a week. For various reasons, including, but not limited to, changes in environmental conditions, electric or electronic disruptions and tampering, the Product may not perform as expected. The user is advised to take all necessary precautions for his/her safety and the protection of his/her property.

* Patent Pending Technology

Limited network support notice:

Due to the diverse mix of networks, we are not able to offer support on routers, 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:

- a. Your network/internet must be configured and working.
- b. IP address and port number for the product must be pre-configured on the network.
- c. Also have the following information available: default Gateway, Subnet mask, port numbers and all other network information.

Limitation of Liability

In no event shall PIMA or its' suppliers be liable for any consequential, special, incidental, or indirect damages of any kind arising from the delivery, performance, or use of the software, including loss of profits, loss of business, loss of data, or loss of use, system crash, disk/system damage, regardless of the form or base of action.

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You agree to the allocation of liability set forth in this section and acknowledge that without your agreement to these limitations, the fees charged for the license would be substantially higher.

Appendix E Declaration of Conformity

Hereby,

Company: PIMA Electronic Systems Ltd

Address: 5 Hatzoref Street, Holon 58856

Country: Israel

Telephone: +972.3.6506414

Fax: +972.3.5500442

PIMA Electronic Systems Ltd. declares that the AlarmView system is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Federal Communications Commission (FCC) Part 15 Statement

This equipment has been tested to FCC requirements and has been found acceptable for use. The FCC requires the following statement for your information.

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

If using an indoor antenna, have a quality outdoor antenna installed.

Reorient the receiving antenna until interference is reduced or eliminated.

Move the receiver away from the control/communicator.

Plug the control/communicator into a different outlet so that it and the receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions.

The user or installer may find the following booklet prepared by the Federal Communications Commission helpful: "Interference Handbook". This booklet is available from the U.S. Government Printing Office, Washington, DC 20402.

The user shall not make any changes or modifications to the equipment unless authorized by the Installation Instructions or User's Guide. Unauthorized changes or modifications could void the user's authority to operate the equipment.

RoHS compliance - All our products are lead-free

PIMA Electronic Systems is ISO 9001 certified



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* Patent Pending Technology

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Pima Electronic Systems Ltd.

WWW.PIMA-ALARMS.COM

5 Hatzoref street,
Holon 5885633

ISRAEL

Tel: +972.3.650.6414

Fax: +972.3.550.0442

E-mail: support@pima-alarms.com
sales@pima-alarms.com



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