

COMAX

Upload/Download Software



Installation & User Guide

Version 3.3.X




PIMA
FOR BETTER PROTECTION
PIMA ELECTRONIC SYSTEMS LTD.

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Graphic signs in this guide

Icon	Description	
	Caution	Issues that may cause malfunctions
	Warning	Issues that may cause damage and actual bodily harm
	Note	Important note

Chap. 1. Introduction

Dear Installer/Technician

This guide will help you installing and running PIMA's upload/download application, COMAX. A Windows© based software, COMAX can be used locally or remotely, for uploading & downloading parameters, programming & monitoring.

If, after reading this guide you still have questions, contact PIMA technical support team, at support@pima-alarms.com.

1.1 Version 3.3.X new feature

Added support in the RXN-800 touch key keypad.

1.2 Main Features

- Upload/download to all PIMA control panels, radio transmitters and panel programmers
- System status & log display
- Remote arming & disarming (including partitions)
- Various user authorization levels
- Easily operated over the Network
- Current to saved Configuration Comparison
- Accounts Backup
- Callback option
- Export accounts file to Microsoft Excel®
- Export/import/print accounts
- Log file
- Support in Samba cellular modem

1.3 Supported alarm systems and modules

COMAX can be used to program the following PIMA alarm systems & modules:

- Hunter-Pro Series
- Captain 6/8
- GSM-200
- net4pro/net4pro-i¹
- SAT-5/8/9/N/F
- TRV-100/TRU-100
- PRG-22/896

¹ To program the net4pro-i you will also need the *Device Installer* software by Lantronix (http://ltxfaq.custhelp.com/app/answers/detail/a_id/644)

1.4 Hardware requirements

- PC² with available USB port
- 1 GB free hard disk space
- LCL-11A Converter for local programming
- USB modem (P/N 5200012), or serial modem (P/N 5200010)

Connecting to the COMAX requires one of the following:

- a. Modem (PSTN or GSM)
- b. LCL-11A converter
- c. DPU adapter (Windows XP) and DPU-N (Windows 7/8)

1.4.1 Operating Systems

Windows® XP/7/8

1.5 The Log

The Comax.log file, is a text file located in the application's folder (C:\Program Files\Comax, by default).

² Pentium IV 450 MHz or higher, display adapter with 2 MB memory

Chap. 2. Installation and Upgrade

2.1 Installation

Before you begin, make sure your Windows OS version is supported. You may have to reboot the PC during installation, if Windows system files needs to be updated.

To install COMAX, do the following:

1. Close all running applications on the PC.
2. Double-click the file **Setup.exe**, located in the Comax installation folder. If you received the installation file on a CD, insert it into the drive and wait for the welcome screen to appear (see the next figure). If it doesn't, double-click the file **Setup.exe**.



Figure 1. Welcome screen

3. Click **Installation** and follow the wizard. Note that the default installation directory is C:\Program Files\COMAX



If you install COMAX not in the default directory, in any future software upgrade you will have to manually set the path to that directory.

4. Installation ends with the message: "*COMAX Setup was Completed Successfully*".



On Windows® 7 and 8, when installation is finished, you might get an error message regarding trying to create a desktop shortcut for the application. Options would be "Abort/ Ignore/Cancel". Click "Ignore". You can manually create the shortcut.

To run COMAX, you must have administrator rights. To do that:

- a. **Navigate to the PIMA folder on c: |.**
 - b. **Right-click the Comax.exe file.**
 - c. **Choose Properties.**
 - d. **On the Compatibility tab, select the Run This Program As An Administrator option.**
 - e. **Click OK.**
 - f. **If you see a User Account Control prompt, accept it.**
-



2.1.1 How to run COMAX over network

To run COMAX over network (LAN) and share the same subscribers file (CMR), do the following:

1. Install COMAX on all required workstations
2. Copy one of the **comax.cmr** files from any of the workstations (located in C:\Program Files\Comax) to a shared network folder³. Make sure this folder is accessible with Read/Write privileges to all the workstations.

³ Or make the file available to all the Comax users on the network.

3. On every workstation do the following:
 - a. Click **Tools → Settings**
 - b. In the **General** tab, under **Account File**, click **Browse** and point to the CMR file on the shared location
 - c. Click **Open**. All workstations will now share a single customer file

2.2 Version upgrade

Follow the next steps to upgrade an existing version of COMAX:

1. If running, exit COMAX.
2. Double-click the file **Setup.exe**, located in the Comax installation folder. If you received the installation file on a CD, insert it into the drive and wait for the welcome screen to appear (see the next figure). If it doesn't, double-click the file **Setup.exe**.
3. Click **Upgrading**.
4. Click **Start**. If COMAX was installed in a directory other than the default one (C:\Program Files\COMAX), click **Browse**, locate the COMAX folder and then click **Start**
5. Wait for the message "The COMAX was successfully upgraded" to appear. If the upgrade fails, a message will pop up
6. Click **OK**



COMAX temporarily keeps the old CMR file as a backup. The file, **comax.old**, is saved in the application's folder.

2.2.1 How to upgrade a shared CMR file

To upgrade a shared CMR file, do the following:

1. Copy the CMR file from the shared location to C:\Program Files\COMAX in one of the COMAX workstations (skip this step if COMAX already resides on one of the workstations). If the filename is different than the default one ("comax"), rename it.
2. Now upgrade COMAX on that workstation (see instructions above).
3. When upgrading is finished, copy and replace the CMR file back to the shared location. If you needed to change the filename, change it back.
4. Repeat the steps in section 2.2 and upgrade COMAX on all workstations. Do not repeat the steps in the current sub-section.

2.3 Optimal screen resolution

The interface of the software is based on tabs, like System, Zones, etc. and a navigation tree. Depending on the screen resolution, if not all the tabs are visible, use the arrows to the right of the tabs to scroll and display them. The optimal screen resolution is 1024 X 768. Lower resolution might cause some information not to be displayed, especially Help info.

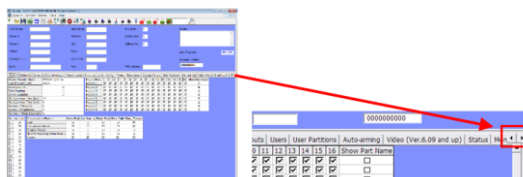



Figure 2. Tabs scrolling

Chap. 3. Users & Codes

In order for the COMAX to run, at least one user must be set. Up to 27 users with different authorization levels can be set.

To run COMAX, do the following:

1. Go to **Start -> All Programs -> COMAX**
2. Click **COMAX** (or double-click the COMAX icon  on the desktop)
3. In the **Security** window (see the next figure), enter the same code in the **upload** and **download codes**⁴. The codes are in Hex numbers, up to 6 characters⁵. See the next section for more details.

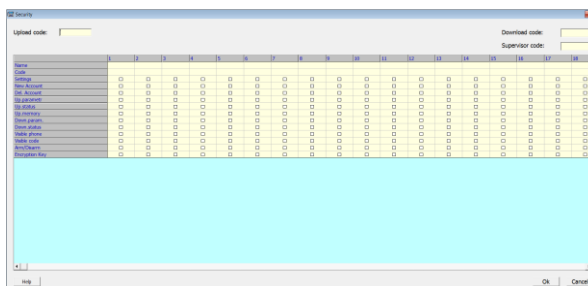


Figure 3. Users and authorizations window



The Security window is displayed upon the first time COMAX is run, or when logging-in with the Supervisor code.

4. Enter a **supervisor code**, up to 6 characters
5. Enter user names and set their codes and access authorizations. See the next table for details. Both the Names and the Codes are alphanumeric. A name can have up to 20 characters and a code up to 6

Authorization	The user can...
Settings	change COMAX settings
New Account	set new accounts
Del. Account	delete accounts
Up. parameter	upload parameters
Up. status	upload status
Up. memory	upload the log
Down. param.	download parameters
Down. status	download time & date
Visible Phone	set/view telephone numbers
Visible Code	set/view codes
Arm/Disarm	arm & disarm the remote panel
Encryption Key	change the net4pro/net4pro-i/GSM-200 encryption keys

⁴ See the "Glossary", on page 32

⁵ Use only 0-9 and A-F

6. Click **OK** to save (or Cancel, to discard changes)
7. In the login screen that pops up, enter a user password (no need to enter a username)
8. Click **OK**

3.1 How to change the Download code?

If you need to use a new Download code, do the following:

1. Change the **Download Code** to a new code.
2. Make sure the **Upload Code** is the current (Download) code that is saved in the Control Panel.
3. Connect to the Control Panel and **download** any parameter, except the time and status. The new Download Code will be saved in the Control Panel.
4. Change the **Upload Code** to the same code as the **Download Code**.
5. Save changes and exit.

3.2 The Log file

The Comax.log file is a text file, located by default in C:\Program Files\Comax. The file contains any operation taken by any of the software users and any change of parameters. The log doesn't record the content of the change.



To log is a simple file and is not protected against deletion.

Chap. 4. The main window

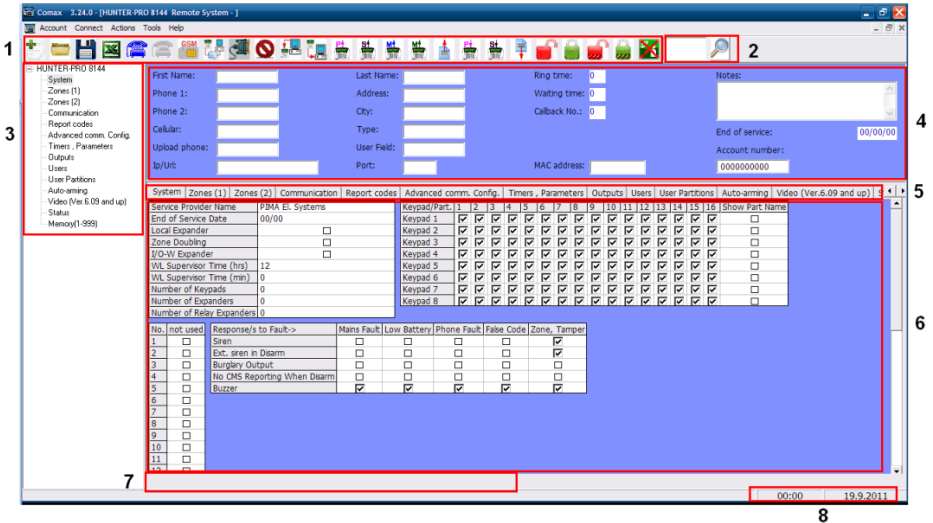


Figure 4. COMAX main window




















COMAX main window is divided into 8 sections, as follows:

1. Icons toolbar - see the next section
2. Search box - see section 4.9, on page 13
3. Navigation tree - see section 4.4, on page 12
4. Account parameters - see section 4.3, on page 12
5. Configuration tabs. Note that not all tabs are visible simultaneously; see section 4.5, on page 12
6. System/module parameters; these reflect the Installer menu of the control panel. See section 4.6, on page 12. To view this pane in full screen, double-click an empty area in it.
7. Help text; see section 4.7, on page 13
8. The connection timer and date - see section 4.8, on page 13

4.1 The icons toolbar

The toolbar includes the following icons:

Icon	Command
	Open new account
	Open account from the user file
	Save changes
	Export user file to Microsoft Excel®
	PSTN modem connection
	Not in use
	GSM connection

Icon	Command
	Ethernet/GPRS connection
	Local connection (using the LCL-11A adapter)
	Disconnect
	Download parameters to peripherals
	Upload parameters from peripherals
	Upload parameters from control panel
	Upload status of control panel
	Upload the first 100 events logged by the control panel
	Upload the entire log of the control panel
	Upload selected data. Available only in Hunter-Pro series & Captain 8
	Download parameters to control panel
	Download time & date to control panel
	Download selected data. Available only in Hunter-Pro series & Captain 8
	Disarm the control panel. The session will be disconnected by the control panel to report the CMS
	Arm the control panel to Full mode (all partitions)
	Disarm the control panel per partition
	Arm the control panel per partition
	Clear (reset) alarms on keypads (available only in some control panels)
	Search

4.2 Shortcut keys

The menus of COMAX can be accessed by pressing key combinations, as described in the next tables:

Account	
New	Ctrl + N
Open	Ctrl + O
Save	Ctrl + S
Verify	Ctrl + F
Export to Excel	Ctrl + P
Connect	
Dial a number	Ctrl + D
Over the network	Ctrl + I
Locally	Ctrl + L
Disconnect	Ctrl + Q

Commands	
Upload Selected	Shift + D
Download Selected	Shift + C
Direct Write Program 1	F12
Direct Read Program 1	F11
Help	F1

4.3 Account parameters

Parameter	Value, characters
First Name	Alphanumeric, up to 20
Last Name	
Address	
City	
User Field	
Phone 1	Numeric, up to 20
Phone 2	
Cellular	
Upload Phone	
Port	Numeric, up to 5
Ring time	Numeric , up to 99
Waiting time	
Callback no.	Numeric. Options are 0, 1 and 2 (the control panel's programmed phone numbers)
IP/URL	Alphanumeric, up to 47
Type	Alphanumeric, drop-down list
Notes	Free text, up to 250
End of Service	Numeric (DD/MM/YY)
MAC Number	For future use
Account number	For future use

4.4 Navigation tree

The navigation tree is enabled by selecting **Tools -> Navigation Tree** from the menu.

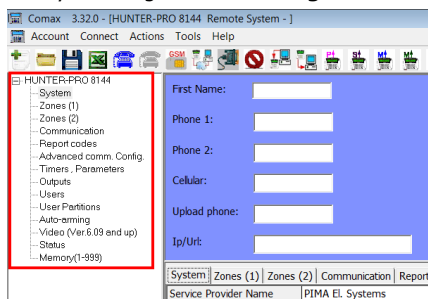


Figure 5. The navigation tree

4.5 Configuration tabs

The system configuration tabs are located in the lower half of the screen, below the account fields. The tabs are System, Zones, Communication and more.

4.6 System/module parameters

This pane contains the parameters for programming or reading parameters to/from the alarm systems and the other PIMA accessories.

Orientation is easy because the tabs (and parameters off course) for each device match its programming menu (where there are).

4.7 Help text


Clicking a parameter displays its help text in the status bar.

4.8 Connection timer and date

The timer displays the elapsed time of the connection session.

Depending on the panel, the time limit for the connection is 10-50 minutes; after that, the panel disconnects the session.

4.9 Search box

To search for text, type it in the search box and Click Enter, or Click the search button 

The results are displayed as follows (see the next figure):

- In the **current** selected **tab** ("Zones", for example), if founded, the **text** is highlighted in **Red** and the tab in **Blue**. In the **navigation tree**, the **branch** is highlighted in **Red**.
- To search in **other tabs**, click the tab - if founded, the **text**, the **tab** and the tree **branch** are **highlighted**.

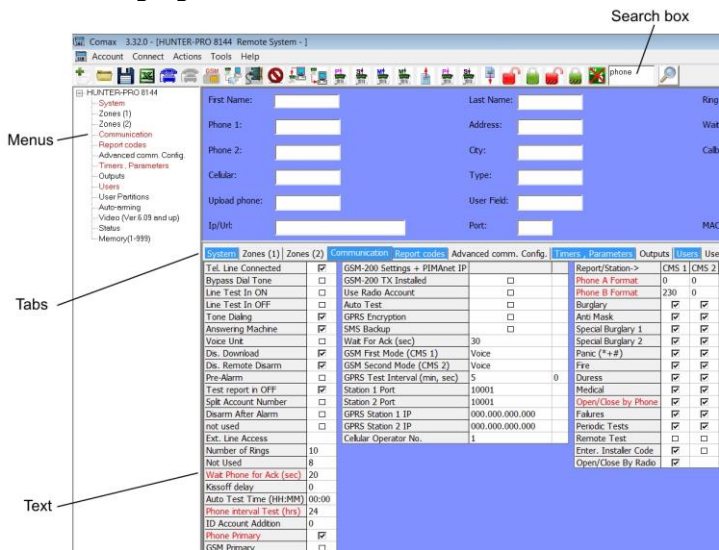


Figure 6. Text search results

Chap. 5. Settings

Click **Tools** → **Settings**. The COMAX configuration tabs in the Settings window are: **General**, **Modem**, **GSM Modem**, **Local**, and **Direct**.

5.1 General

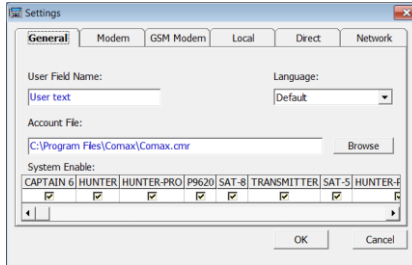


Figure 7. Settings window

The General tab has 4 configurable parameters: **User Field Name**, **Language**, **Account File**, and **System Enable**. See the following sub-sections for details.

5.1.1 User field name

This will be the title of the User field text box on the main window, and will be used as a password, when importing/exporting accounts.

The text in this field text is searchable.

5.1.2 Language

Select the Comax language. Contact Pima Support team for further information.

5.1.3 Account file

This is the full path to the subscribers' file (CMR). The default file is **comax.cmr**, located by default in the COMAX folder (C:\Program Files\COMAX).

5.1.4 Enabled systems/modules

Check to enable the subscriber's system/modules.

5.2 Modem

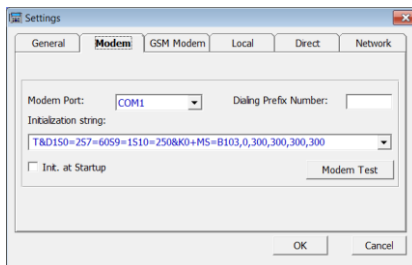


Figure 8. Initialization string drop-down list

The modem tab refers to PIMA's PSTN modem⁶. To configure the modem, do the following:

1. Select the **Modem's COM Port** from the drop-down list.
2. When required, set a **Dialing Prefix** (access) number.
3. Verify that the **Initialization String** matches the one printed on the back of the modem
4. Check **Init at Startup** to initialize the modem when COMAX starts running. This can be used when the modem should expect calls. If not checked, the modem is initialized when you try to communicate through it.
5. Connect the modem. For instructions, see page 22.
6. Click the **Modem Test** button and wait for the message "*Modem setting is successful*". If the test fails, the message will be: "*Modem is not responding*". If the COM port is busy, the error message is "*Error in the modem port*". In this case, check the port number, the initialization string and that no other application is using the same port.
7. Click **OK**.

5.3 The GSM Modem tab

This tab refers to PIMA's GSM modem. It is configured the same as the PSTN modem above.

5.4 Local

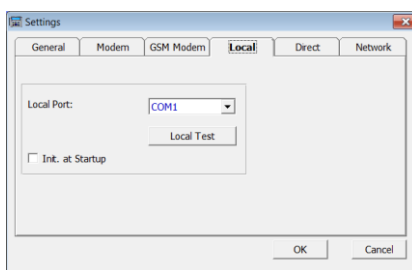


Figure 9. Local tab

Use the **Local** tab to configure a direct connection between COMAX' PC and the alarm system. The PC is connected to any PIMA LCD keypad⁷, using the LCL-11A serial converter. See the next figure. The LCL-11A has a D-type connector on one side, and a special phone connector on the other. The D-type can be connected to a COM port, or to a USB port, using a USB-to-Serial adapter.

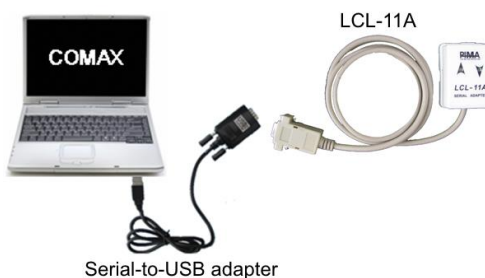


Figure 10. Local connection

⁶ For connection instruction, see page 24. The modem needs no installation.

⁷ LED keypads must be connected through LCD keypads.

Configure the local connection parameters, as follows:

1. From the **Local Port** drop-down list, select the COM port to which the LCL-11A will connect. The available COM ports are COM1-COM10 only!
2. To initialize the port every time COMAX starts running, check **Init. at Startup**.
3. Click the **Local Test** button and wait for the message "*Local port setting is successful*". If the test fails the message will be: "*Error in the local port*". If so, check that the port number is correct and that no other application is using that port.



The Local Test only checks for conflicts with Windows port settings. A successful test only indicates that the port is available. There is no indication that the LCL-11A is connected or that the selected port number is the correct one.

4. Click **OK**

See section 7.1, on page 22 for details on the local connection.

5.5 Direct

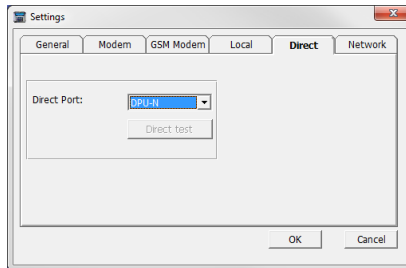


Figure 11. Direct port tab

The **Direct** tab is where you configure the connection to the PRG-22/896 Fast Programmers, the TRV-100/TRU-100 Radio Transmitters, and the SAT-8/9/5/N/F Modules.

To connect these peripherals you will need the DPU-N⁸ adapter.

To configure the port, do the following:

1. Connect COMAX' PC to the peripheral with the DPU-N.
2. From the **Direct Port** drop-down list, select **DPU-N**.
3. Click **OK**.

⁸ To use the DPU-N, see section 9.3, on page 27

5.6 Network

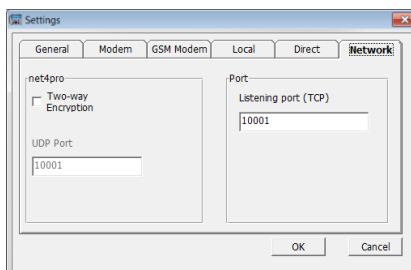


Figure 12. The Network tab

The **Network** tab is where you configure parameters of the net4pro network module, for the Ethernet and GPRS communications. The parameters are:

1. Two-way encryption enhances the security level of the communication: if this parameter is **NOT selected**, COMAX sends the control a connection request with the UDP port number and the encryption key, and the panel accepts it. **If selected**, the panel first verifies the connection request of COMAX and only if verified, connection is established.
2. UDP port: set a UDP port. This port must be port-forwarded at the net4pro side and be set at the control panel, in the **Communication** menu, under **Advanced Communication** → **Upload port**.
3. Listening port (TCP): set a TCP port. This port must be port-forwarded at the net4pro side.

Note the following:

- You must port forward the communication to the net4pro's UDP and the TCP ports (with the same port number)⁹.
- Open a UDP port (1024-40000) in the PC that hosts COMAX. Make sure it is opened in the firewall (or you may disable the firewall on your own risk) and port forward it in the router.

⁹ See the Limited Support Notice at the end of this guide.

Chap. 6. Managing Accounts

A subscriber's account holds all the details on its alarm system. Every account can have only one system/device: a subscriber with several systems must have several separated accounts.

All the accounts are saved in the CMR file.

6.1 The customers file (CMR)

The customers file (CMR) is where all the subscribers' accounts are kept with their system parameters and accessories information.

To share the file over LAN, see section 2.1.1, on page 6.


6.1.1 Unlocking account

When a COMAX user opens an account, it is locked to all the other users. If, for any reason, the PC reboots or freezes, the account may remain locked. To unlock it:

- a. Make sure all the users log out from COMAX.
- b. Click **Tools → Unlock Accounts**. The locked account will be unlocked.

6.1.2 Account commands

As mentioned before, the COMAX keeps a file (CMR) with all the accounts' settings. Several commands are used with the accounts file:

Command	Description
Save	Click  or select Account → Save
Save as new	To save the file as a new one, click Account → Save as New



COMAX does not check for duplicate accounts


Delete	To delete an account from the CMR file: <ol style="list-style-type: none"> 1. Open the account 2. Click Account → Delete
--------	---



Be careful! No confirmation message is displayed before the account is deleted

6.2 How to create new account

To create an account, do the following:

1. Click  or **Account → New**
2. Select the **System Type**¹⁰ from the drop-down list

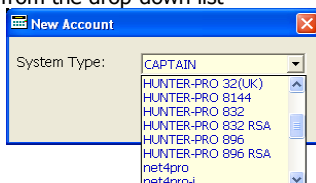


Figure 13. Selecting the panel/module

3. Click **OK**

6.3 How to open account from the CMR file

To open an account, do the following

1. Click  or **Account → Open**
2. Double-click an account

Use the **Search** box to search an account in the list.

Click the **Sort Field** drop-down list, to sort the table by any of the columns.

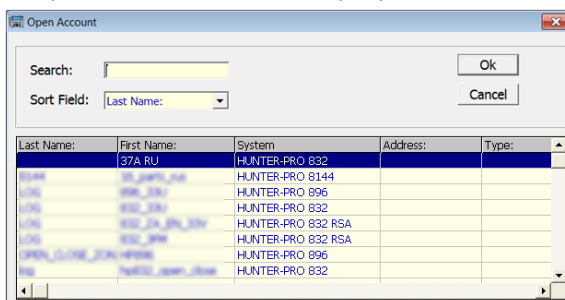


Figure 14. Open account window

6.4 CMR file backup

COMAX backs up the CMR (customers) file every time the application is closed. The backup file is saved in the COMAX directory with the name **COMAX3.x.x.cmr** (3.x.x: application version).

¹⁰ To program the PRG-22/896, select the control panel it will be used to program

6.5 How to import & export accounts

You import and export accounts from the CMR file when you want to transfer them from one PC to another, or when it is required by PIMA for technical support. Before you import or export an account to/from the CMR file, make sure to fill the next fields of the account:

- **First and Last Name**
- **User Field** text field (it is served like a password)

The screenshot shows the 'COMAX 3.26.0 (HARTE PRO 8144 Remote System)' window. The 'Account' tab is active. The form contains fields for 'First Name', 'Last Name', 'Phone 1', 'Phone 2', 'Cellular', 'Upload phone', 'Spoken', 'Address', 'City', 'Type', 'Part', 'Ring time', 'Waiting time', 'Callback No.', and 'MAC address'. The 'First Name', 'Last Name', and 'User Field' fields are highlighted with red rectangles.

6.5.1 How to export account

To export an account file, do the following:

1. Open the desired account.
2. Select **Account → Export Account**.
3. If the **Source file** (CMR file) is not located in its default folder, click **Browse** and select it.
4. In the **Destination file** click **Browse** and point to the location where the exported (CMR) file will be saved. The filename must be set in the following structure: *[First name] [space] [Last name].cmr*. For example: "Jane Connor.cmr". The filename is not case sensitive.

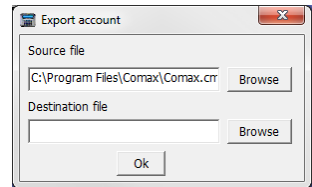


Figure 15. Export account window

Failing to follow this structure will result in the error "*Illegal destination file name*".



Each exported file can contain only one account

6.5.2 How to import account

To import an account file, do the following:

1. Select **Account -> Import Account**.
2. Enter the imported file's **User Field** text.
3. Browse to the **Destination file** (CMR file) and select it.
4. Click **OK**.

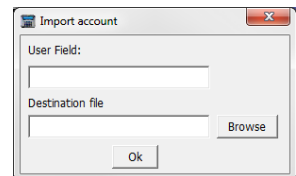


Figure 16. Import account window




A file can be imported only if it follows the next rules:

- **It carries the same supervisor code as the open customer file. If the codes don't match, an error message "You are not allowed to Import that file" is displayed.**
- **It has the same version of the software on both files.**
- **The user field text should be identical on both files.**

6.5.3 How to import and export the CMR file from/to Microsoft Excel®

You can also export the customer file to Microsoft Excel®. The Excel file will contain sheets that match the tabs on COMAX – *System, Zones*, etc.

To export an account to Excel®, do the following:

5. Open the desired account
6. Click the excel button  on the toolbar.
7. Wait for the application to collect the data.
8. Browse and select the location and name the Excel file.
9. Click **OK**.

Chap. 7. Local and Remote Connection

You can connect COMAX to the alarm system's BUS locally and remotely, for uploading and downloading:

- Locally, using the LCL-11A serial converter.
- Remotely, via network (Ethernet), PSTN, and GSM (with the GSM-200 communicator).

7.1 Local connection

Using the LCL-11A converter, you can connect a PC/laptop with COMAX to the BUS via an LCD keypad, or directly to the control panel's PCB.

7.1.1 Connecting via LCD keypads

RXN-400/410

In the LCL-11A kit you will find a phone cord with RJ-11 plug on one side (the LCL-11A side) and RJ-9 plug on the other side (the keypad side). To connect the LCL-11A, do the following:

1. Connect the LCL-11A's serial connector to one of the PC's serial ports, or use a USB-to-Serial adapter¹¹ and connect it to a USB port¹².
2. Remove the keypad's back cover and connect the RJ-9 plug (see the above diagram) to the designated socket.
3. Make sure the keypad is connected to the BUS.

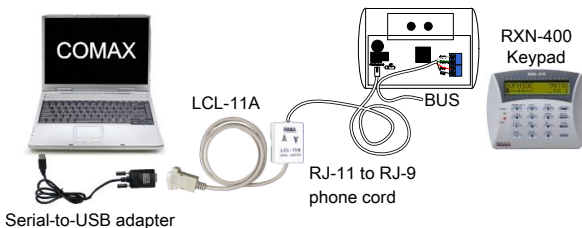


Figure 17. RXN-400/410 keypads connection diagram

RXN-800



For connecting the RXN-800 you will need rev. H of the LCL-11A kit (that includes the required cables) and ver. 3.39 and higher of COMAX.

To connect the LCL-11A () between a PC/laptop and the RXN-800 keypad, you will need an RJ-11 to Molex cable, which is part of the LCL kit. Do the following:

1. Connect the LCL-11A's serial connector to one of the PC's serial ports, or use a USB-to-Serial adapter¹¹ and connect it to a USB port¹².
2. Pull the rubber cover of the socket on the bottom of the keypad and connect the cable to it.
3. Make sure the keypad is connected to the BUS.

¹¹ Sold separately.

¹² The adapter needs a driver installation. The driver is supplied with the adapter.

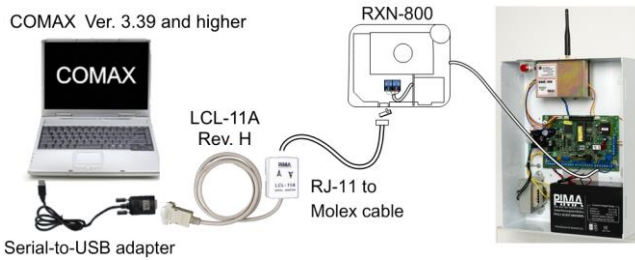


Figure 18. RXN-800 connection diagram for upload/download

7.1.2 Connecting to LED keypads

If you need to connect the LCL-11A to a LED keypad, you will first have to connect it through an LCD keypad, as explained above. Then connect between the keypads using the TC-3 cable, that has 4 wires on one end for the LCD keypad's terminal block, and RJ-9 plug for the LED keypad.

You can use PIMA's Technician keypad that has the TC-3 cable connected to it already.




Figure 19. LED keypad connection diagram

7.1.3 Connecting directly to the control panel's PCB

To connect the LCL-11A to the PCB, use a special phone cord with RJ-11 plug on one side and Molex on the other. Connect the Molex plug to the KEYPAD connector on the PCB. See the diagram above.

Once connected, follow the next steps:

1. **Open** or create a **New** account.
2. In an LCD keypad, enter the technician code.
3. Go to the **Local Connection** menu (**8** → **Enter** → **Next** → **Enter** in Hunter-Pro Series and Captain 8). See how in the control panel's Installation guide.
4. Immediately click the **Local Connection** icon  or click **Ctrl+L**.
5. Wait for "**Connected**" message in the status bar and a beep for confirmation.
6. Start uploading/downloading.

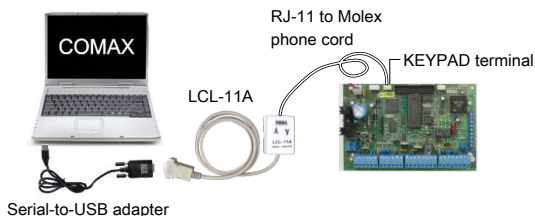


Figure 20. PCB connection diagram

7.2 Remote connection

7.2.1 Preliminary steps

Before connecting to the alarm system remotely, you need to do the following:

1. Install and configure a modem. See how on section 5.2, page 14.
2. Make sure the download code of the control panel has been changed from its default code.
3. Make sure the **Download Disabled** parameter in the *Communication* menu is disabled (set to "-").

If remote connection is denied by the alarm system, you can still connect manually: ask the master user to enter the Master code and press Enter twice. This will start a 5 minute window of time for you to connect.



-
- *PIMA recommends you to use its USB modem (P/N 5200012)*
 - *You can use any other modem that supports Bell 103/300 baud format. Note that PIMA doesn't technical support other modems.*
-

7.2.2 Over the phone

USB modem Installation

1. Install the USB modem (Installation guide: P/N 4410361).
2. Click **Tools** → **Settings** and click the **Modem** tab.
3. From the **Modem Port** drop-down list, select the Modem's **COM port**.
4. Verify that the modem's initialization string matches the one printed on the label attached to the modem.
5. If the phone line is connected via a switchboard or phone system, fill in the **Prefix** number.
6. Press the **Modem test** button and wait for the message "*Modem setting is successful*".
7. Click **OK**.

Using line snapping

Line Snapping (also known as "Answering Machine Override")¹³ is used where the control panel shares the phone line with an answering machine or a facsimile (that may answer an incoming call before the control panel does). To get the control panel to "snap" the call, you need to call it, wait until you hear 2 rings, hang up, wait for 10 seconds and call again. This time the control panel will pick up the call immediately.

In COMAX you need to set to parameters for the process to become automatic. The parameters (located up in the account fields) are **Ring Time** and **Waiting Time**:

- **Ring time:** the time between when the control panel picks up the call and hanging up. This time span should be related to the 2 rings.
- **Waiting time:** the time between hang up and the second call.


To begin with, start with 10 sec. for each parameters and increase it if the process fails.

To call the control panel, simply click the **Blue** phone  and wait for "*Modem Connected*" message. COMAX is now connected to the control panel.

¹³ Where applicable, must be enabled in the alarm system.

Using callback

To use the callback feature, the callback numbers must be set in control panel (Hunter-Pro Series and Captain 8). To configure the callback feature, do the following:

1. Verify that *S0* is set to 2 (**S0=2**) on the modem's initialization string (**Tools -> Settings -> Modem**).
2. **Open** (or create a new) the desired account file.
3. Select which of the callback numbers that are programmed in the control panel, will be used. Note that "0" refers to the first number programmed in the control panel, "1" to second, and "2" to the third.
4. Click the **Blue** phone icon . Verify that the phone number is correct.
5. Click **OK** - the Status bar will show the communication process.
6. Wait for a callback **verification message** in the status bar.
7. Click **OK** and wait for the control panel to call back. A beep and the "*Modem Connected*" message will indicate that a connection has been established.




- **COMAX will not accept any incoming call until OK is clicked.**
- **To use callback and line snapping, see section 11.3, on page 35.**

7.2.3 Over the network

COMAX can connect to PIMA's control panels over TCP/IP network. The control panels use the net4pro module or the GSM-200 communicator for connecting to the network. In either way, they must carry a fixed IP address.

A connection can be initiated by COMAX, or by the control panel¹⁴.

To connect COMAX to a control panel over network, do the following¹⁵:

1. Open the desired customer file.
2. In the user fields, enter the **IP address** or **URL** of the control panel and the (upload) **Port**¹⁶.
3. Click the "Network Connection" icon  or press **Ctrl+I**.
4. In the popup window click "*Call the panel*".



¹⁴ COMAX' IP address and Port are set in control panel's **Network Connection** menu.

¹⁵ The control panel must "listen" to the network or be in remote upload mode. See the control panel's Installation guide.

¹⁶ Uploading is available in net4pro, only up to ver. BL5 FW10. Via GPRS it is available in all versions.

Chap. 8. Upload & Download

"Download" means transferring information from Comax to the control panels or any peripheral. "Upload" means transferring information the other way - from the control panels and peripheral to Comax.


The parameters on COMAX are in tabs that resemble the menus on the control panels: System tab, Zones tab, Communication tab, and so on.

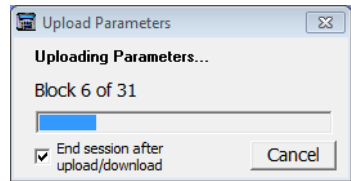


- *Always upload the current alarm system's configurations, before downloading new data – the configuration might have changed without your notice.*
- *COMAX may include parameters of system versions that are newer than the one you program.*
- *To Download/Upload only selected parameters, see section 8.3, on page 27.*

8.1 Download from Comax

1. Connect the desired system/module and open a matching customer file

2. Click the **Download Parameters** icon  - a window showing the download process will be displayed




3. Wait for the process to finish



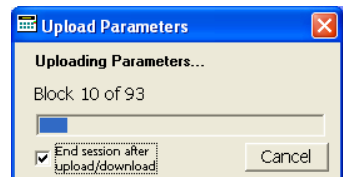
- ***We recommend to upload parameters before you download***
- ***Make sure all the required fields are set***
- ***Download is allowed only when the alarm system is Disarmed***

8.2 Upload to Comax

1. Connect the desired system/module and open a matching customer file

2. Click the **Upload Parameters** icon  - a window showing the upload process will be displayed

3. Wait for the process to finish



4. Save changes

5. To disconnect COMAX automatically when uploading is finished, check "End Session after upload/download"

8.3 Download/upload selected parameters

When downloading and uploading to Hunter-Pro Series and Captain 8, you can select parameters, and not transfer unnecessary information.

To select parameters, do the following:

1. Press **Ctrl** + the **parameters** you want to download/upload. The parameters will be highlighted in **Green** (see the next figure). To deselect, re-click the parameters



Checkboxes cannot be selected separately: after changing the required checkbox, you must download/upload the entire table

2. To select an entire table, click anywhere in the table. To select an entire tab, click its header

Communication	Report codes	Advanced comm. Config.	Timers , Parameters	Outputs	Users	User Partitions	Auto-arming	Video (Ver.6.09)	
GSM-200 Settings + PIMAnet IP			Report/Station->	CMS 1	CMS 2	User Phones	Account No.	Phone	Radio
GSM-200 TX Installed	<input type="checkbox"/>		Phone A Format	0	0		Part. 1	0	0
Use Radio Account	<input type="checkbox"/>		Phone B Format	230	0		Part. 2	0	0
Auto Test	<input type="checkbox"/>		Burglary	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Part. 3	0	0
GPRS Encryption	<input type="checkbox"/>		Anti Mask	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Part. 4	0	0
SMS Backup	<input type="checkbox"/>		Special Burglary 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Part. 5	0	0
Wait For Ack (sec)	30		Special Burglary 2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Part. 6	0	0
GSM First Mode (CMS 1)	Voice		Panic (*+#+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Part. 7	0	0
GSM Second Mode (CMS 2)	Voice		Fire	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Part. 8	0	0
GPRS Test Interval (min, sec)	5	0	Duress	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Part. 9	0	0
Station 1 Port	10001		Medical	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Part. 10	0	0
Station 2 Port	10001		Open/Close by Phone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Part. 11	0	0
GPRS Station 1 IP	000.000.000.000		Failures	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Part. 12	0	0
GPRS Station 2 IP	000.000.000.000		Periodic Tests	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Part. 13	0	0
Cellular Operator No.	1		Remote Test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Part. 14	0	0

Figure 21. Selecting multiple parameters

3. Click the **Download Selected Parameters** icon  or the **Upload Selected Parameters** icon 

8.3.1 One-click select/deselect all


To select or deselect an entire row or column of checkboxes, press **Shift** + the **header** of the row/column. If the row/column contains text and checkboxes, only the checkboxes will be selected.

System	Zones (1)			Zones (2)			Communication			Report codes			Advanced comm.			Config.			Timers ,			Parameters			Outputs	
Part./User->	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24		
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

Figure 22. Un-checking an entire line

8.4 Online status update

There are 2 ways to update and display the status of the connected panel:

1. Click the **Upload Status** icon . COMAX is immediately updated.
2. Click **Tools -> Status Online**. This will update COMAX once a minute (only in Hunter-Pro Series and Captain 8¹⁷; make sure the status tab is displayed).

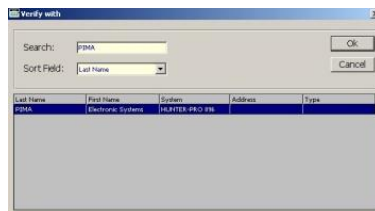
¹⁷ In other systems, the status is updated only when establishing a connection with the panel. To update again, disconnect the session and reconnect.

8.5 How to verify parameters in the CMR file

Verification is used for detecting changes made in the alarm system, from the last time its parameters were uploaded and saved in the CMR file.

To verify parameters, do the following:

1. **Upload** the parameters from the connected panel.
2. Click **Accounts → Verify**
3. Select the desired **Account** from the table. You can a name in the Search field, and sort the list by different fields.



4. Click **OK**. COMAX will now compare the uploaded parameters with those stored in the CMR file. If all parameters match, the message *"Verification has finished. All parameters match!"* will be displayed. If not, the fields that do not match will be highlighted in red.

System	Zones (1)	Zones (2)	Communication	Report codes
Service Provider Name	PIMA El. Systems			
End of Service Date	00/00			
Local Expander			<input type="checkbox"/>	
Zone Doubling			<input type="checkbox"/>	
I/O-W Expander			<input type="checkbox"/>	
Not Used			<input type="checkbox"/>	
WL Supervisor Time (hrs)	12			
WL Supervisor Time (min)	0			
Number of Keypads	0			
Number of Expanders	0			

5. To see the mismatched parameters, click on each tab - the **status bar** will display the parameters stored in the CMR file.
6. To finish, click **Ctrl+F**.

Chap. 9. Programming Peripherals

9.1 GSM-200

Use COMAX to program up to 4 encryption keys into the GSM-200 cellular communicator.

9.1.1 Hardware requirements

- LCL-11A serial connector
- GSM-200 programming cable (P/N 3411078)
- 12V Rechargeable battery

9.1.2 How to connect the GSM-200

To program the GSM-200, do the following:

1. Connect the LCL-11A to COMAX' PC/Laptop, directly to a COM port or to a USB port with a serial-to-USB converter¹⁸.
2. Connect the RJ-11 plug of the programming cable to the LCL-11A.
3. Connect the battery wires. Keep correct polarity.
4. Connect the Molex connector of the programming cable to the GSM-200.

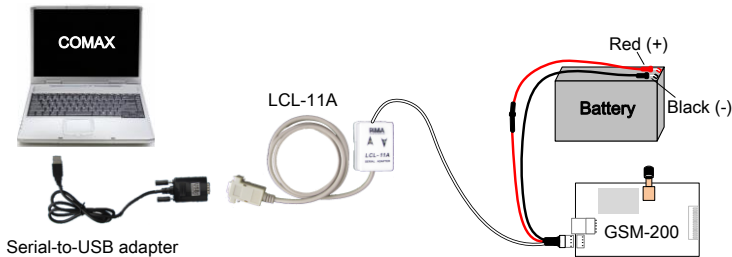






Figure 23. COMAX to GSM-200 connection diagram

9.1.3 How to program the GSM-200

1. Click  or **Account → New** and select **GSM-200** from the drop-down list.
2. Enter the encryption key/s. Note a key has 64 characters that can be made of A-Z, a-z, and 0-9 only.
3. Click the **Local Connect** icon  and wait for the status bar to confirm with "Connected", and a beep sound.
4. Click the desired key download button , or **Actions → Download Key X** to download the encryption key.
5. Click **Disconnect**  when you are finished.

¹⁸ The adapter needs a driver installation. The driver is supplied with the adapter.

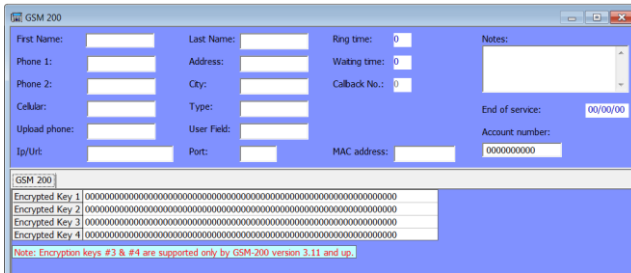


Figure 24. The GSM-200 screen

9.2 net4pro

Use COMAX to program up to 2 encryption keys into the into the **net4pro** network module. If you use the net4pro together with the SAT-N communicator, you can set its network parameters in COMAX.

9.2.1 Hardware requirements

- LCL-11A serial connector
- SA-232 module
- net4pro programming cable (P/N 3411079)
- Rechargeable battery
- For net4pro up to version 6.11: Category 5 cable
- 2 wires, 0.5 mm², up to 100 meter

9.2.2 How to connect the net4pro

To program the net4pro, do the following:

1. Connect the LCL-11A to COMAX' PC/Laptop, directly to a COM port or to a USB port with a serial-to-USB converter¹⁹.
2. Connect the RJ-11 plug of the programming cable to the LCL-11A.
3. Connect the battery wires. Keep correct polarity.
4. Connect the Molex connector of the programming cable to the SA-232 module
5. Connect the SA-232 to the net4pro with the 2 wires.

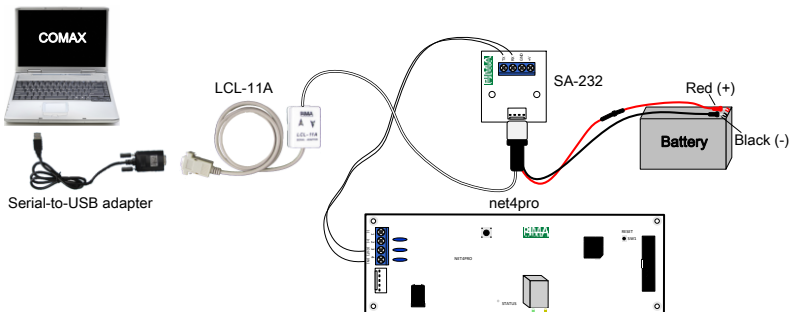






Figure 25. net4pro connection diagram

¹⁹ The adapter needs a driver installation. The driver is supplied with the adapter.

9.2.3 How to program the net4pro

1. Click  or **Account → New** and select **net4pro** from the drop-down list?
2. Click the **Local Connect** icon  and wait for the status bar to confirm with "Connected", and a beep sound.
3. Click the required encryption key icon  to download the encryption key
4. To download the network configuration to the SAT-N, click the icon 

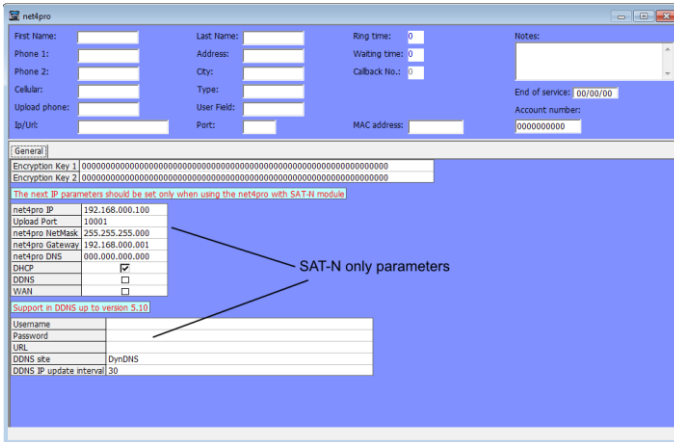


Figure 26. The net4pro screen

9.3 TRV-100/TRU-100, SAT-8/9/N & PRG-22/896

The transmitters and communication modules are programmed using the DPU-N (P/N 8420006). The DPU-N can be used with the following PIMA products: PRG-22/896 Fast Programmers, SAT-N, SAT-8/9 communicators and TRV-100/TRU-100 Radio Transmitters.

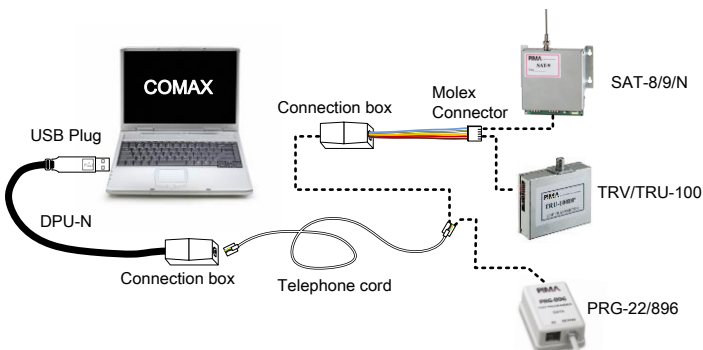


Figure 27. DPU-N optional connections diagram

9.3.1 Connection Options


To program the Radio Transmitters

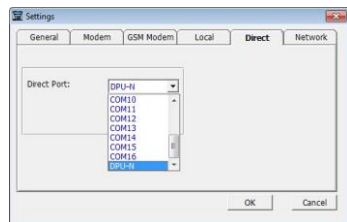
1. Connect the USB plug + cable into a USB port on COMAX's PC or laptop
2. Connect the telephone cable (RJ11) between the two connection boxes
3. Connect the Molex plug to the transmitter

To program the PRG's



1. Connect the USB plug + cable into a USB port on COMAX's PC or laptop
2. Connect the telephone cable (RJ11) between the connection box and the PRG

To program the peripherals:

1. Click  or **Account → New** and select the requested peripheral from the drop-down list
2. Click **Tools → Settings → Direct** tab
3. Select **DPU-N** from the drop-down list
4. Click **OK**



9.3.2 Writing and reading parameters

1. **Write:** click the **Direct Write** icon  or select **Actions → Direct Write** and select a program
2. **Read:** click the **Direct Read** icon  or select **Actions → Direct Read** and select a program

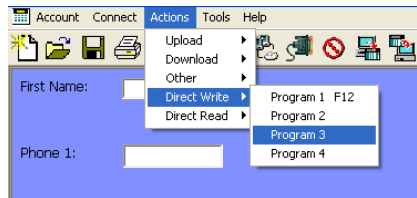


Figure 28. Direct Write/Read



- To read from a device, its account must be opened first
- If the protection code is different from the transmitter code, only downloading is enabled

9.4 RXN-800: how to upload a logo image

To connect to the RXN-800 keypad for uploading a logo image, you will need a 12V lead acid battery (for supplying current to the keypad while it's disconnected from the BUS; not included) and a special cable that includes battery wires²⁰. Also you will need COMAX version 3.3.6 or higher.

For instruction on how to create the image file, see Appendix A, on page 36.

To upload an image, do the following:




Connecting to the keypad:

1. Make sure the keypad is NOT connected to the BUS wires.
2. Connect the special cable's RJ-11 connector to the LCL-11A converter (see the image below).

²⁰ P/N 3411078.

3. Connect the red/black battery wires to the battery terminals. Match up the polarity correctly!
4. Gently pull the small protective rubber cover at the bottom of the keypad and connect the cable's Molex connector to the connector. Wait for the keypad to display a communication fault message (because the keypad is disconnected).

Uploading the image:

1. In COMAX select **New** → **RXN-800**²¹.
2. Click where it reads "Click here" (see the image) in the **Logo image** tab, and select the logo image file. After selecting the image, it will be displayed on the screen.
3. Press the **Local Connect** button .
4. Press the **Download** button . As download is progressing, the image will be displayed on the RXN-800 screen.
5. Press **Save** . The logo image will be saved together with the customer file.

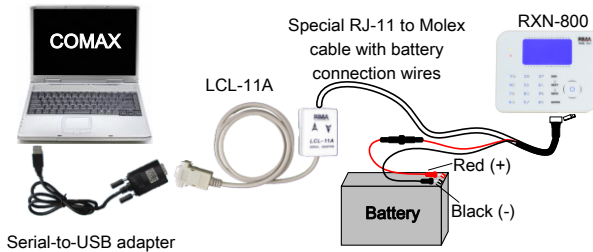


Figure 29. RXN-800 connection diagram for logo image upload

²¹ If RXN-800 is not on the list, go to **Tools** → **Settings** → **General** (tab) and check it in the **System enable** checkboxes.

Chap. 10. Glossary

- **LCL-11A:** programming adapter, used for local connection to PIMA Control Panels
- **PRG-22/896:** fast programmers to store presets for PIMA Control Panels
- Codes:
 - **Download:** this code that is saved in the control panel, the first COMAX downloads parameters to it.
 - **Upload:** this code must be identical to the code stored in the control panel, or the connection will be denied. This prevents unauthorized connection with the control panel.
 - **User:** this code is used by users of COMAX
 - **Supervisor:** this code is used for entering the configuration screen, managing users and modifying the upload & download codes



A user code cannot be the same as a supervisor code

- **TC-3:** PIMA's technician cable connects between PIMA's control panels to any of PIMA's LCD keypads. The TC-3 has three adaptors (RJ-11, Terminal Connection, and Molex) that fit any of PIMA's control panels and keypads

Chap. 11. Troubleshooting and Known Issues

11.1 Download code mismatch

Problem: the upload code in Comax doesn't match the control panel's code and connection is denied. One of the following messages will be displayed:

- a. "Wrong handshake code"
- b. "Connection time out"

Resolution: if you don't have the control panel's download code, you have to reset it to factory defaults - that also resets the download code.

11.2 How to display non-Unicode languages


Problem: text appears garbled.

Resolution: you must enable support in non-unicode languages on the PC. Do the following:

1. Browse to **Start → Control panel → Regional and Language Options → Advanced → Language for non-Unicode programs**.
2. From the drop-down list, make sure your **language** is selected.
3. Click **OK**.



11.3 How to use callback with line snapping

To use callback together with line snapping, do the following. First use line snapping to call the control panel:

1. Open desired **account file**.
2. In the customer screen, click the red icon  and verify that the **phone number** is correct.
3. Click **OK** - the status bar should display the communication process.
4. After the remote control panel answers the call, a verification message is displayed.
5. Click **OK**.



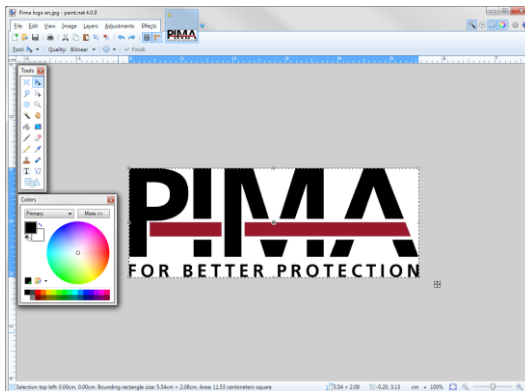
Until OK is clicked, the Comax will not accept any incoming calls

6. Click the blue icon .
7. Click **OK**.
8. Wait 2-3 seconds and click the Disconnect icon .
9. The panel should return a call shortly.

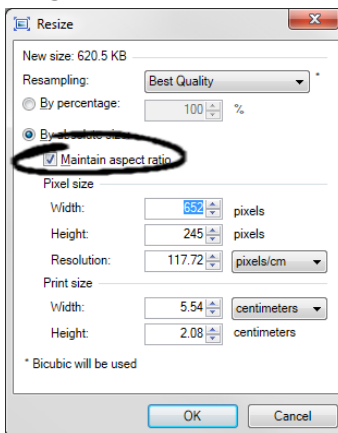
Appendix A. How to create a logo image file for the RXN-800 Touch Keypad

To upload your logo image to the RXN-800, the image should be Monochrome BMP, 128x24 pixels in size. Follow the instructions below to create the file:

1. Open your logo file (jpg, png, bmp, etc.) in an image editing software. In this example we use Paint.NET (www.getpaint.net).

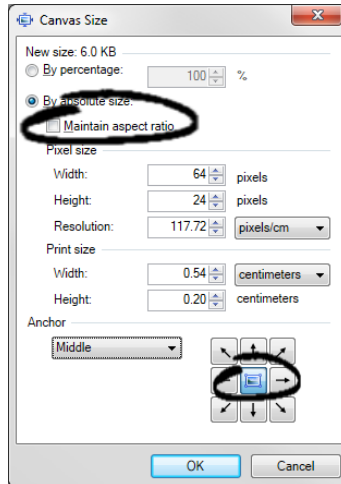


2. From the top menu select **Image → Resize...** Make sure **Maintain aspect ratio** is selected.

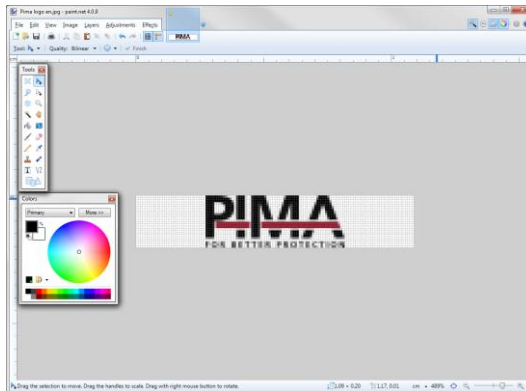


3. Depending on your image proportions, set either the width to 128 pixels, or the height to 24 pixels. If the resized image is not exactly 128x24 pixels in size, add white space where necessary. In the example we use in this guide, PIMA resized logo width is 64 pixels and the height is 24 pixels, so we need to add 38 pixels of white space to the width, without changing the height.

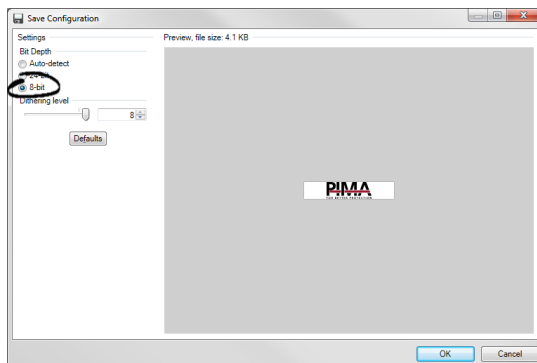
- From the top menu select **Image → Canvas size...** Make sure **Maintain aspect ratio** is NOT selected and that the selected **Anchor** is **Middle**.



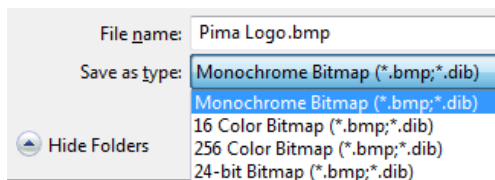
- Correct the **Pixel size's** wrong width or height to the right size, and click **OK**. In the example above, the Width should be changed to 128.



- The new image is now 128x24 pixels in size, with the logo maintaining its right proportions.
- Save the file as an 8-bit **BMP** image.



8. Now open the newly created BMP file in **Windows® Paint**.
9. Save the file as **BMP Picture** and select **Monochrome Bitmap** on the drop-down list (see the image below).



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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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