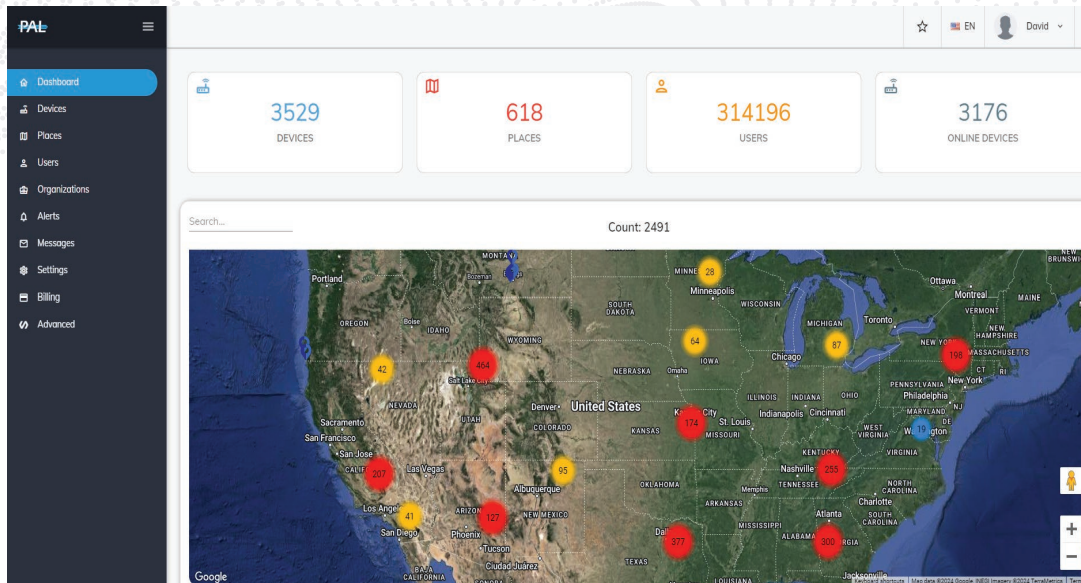




PAL

Cloud Management



Web Interface User Manual



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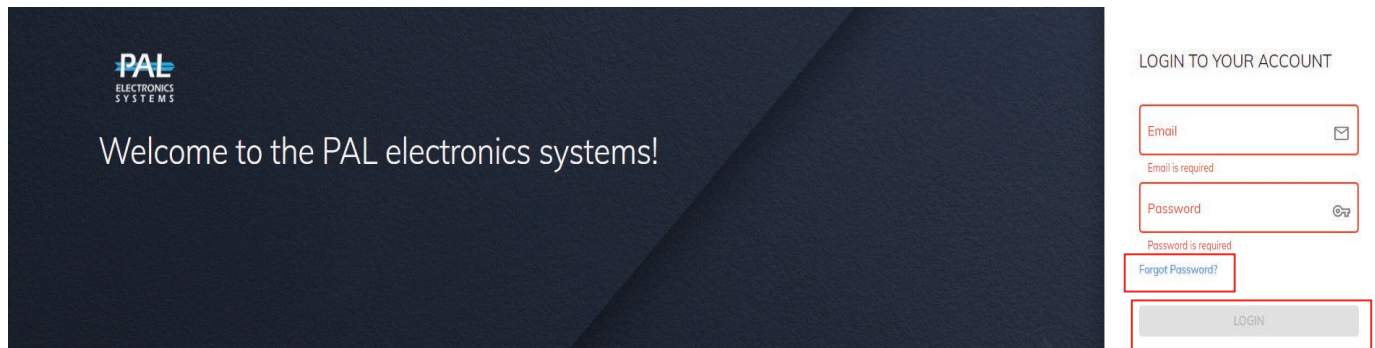
Web interface login

If you are a dealer and this is the first PAL device you have purchased, please make sure you receive a welcome message from the sales representative who sold you the PAL controller instructing you how to log in to the PAL Portal.

If you are an end user, and this is the first PAL device you have purchased, please make sure you receive a welcome message dealer who sold you the PAL controller instructing you how to log in to the PAL Portal.

Once you have created your PAL portal Login:

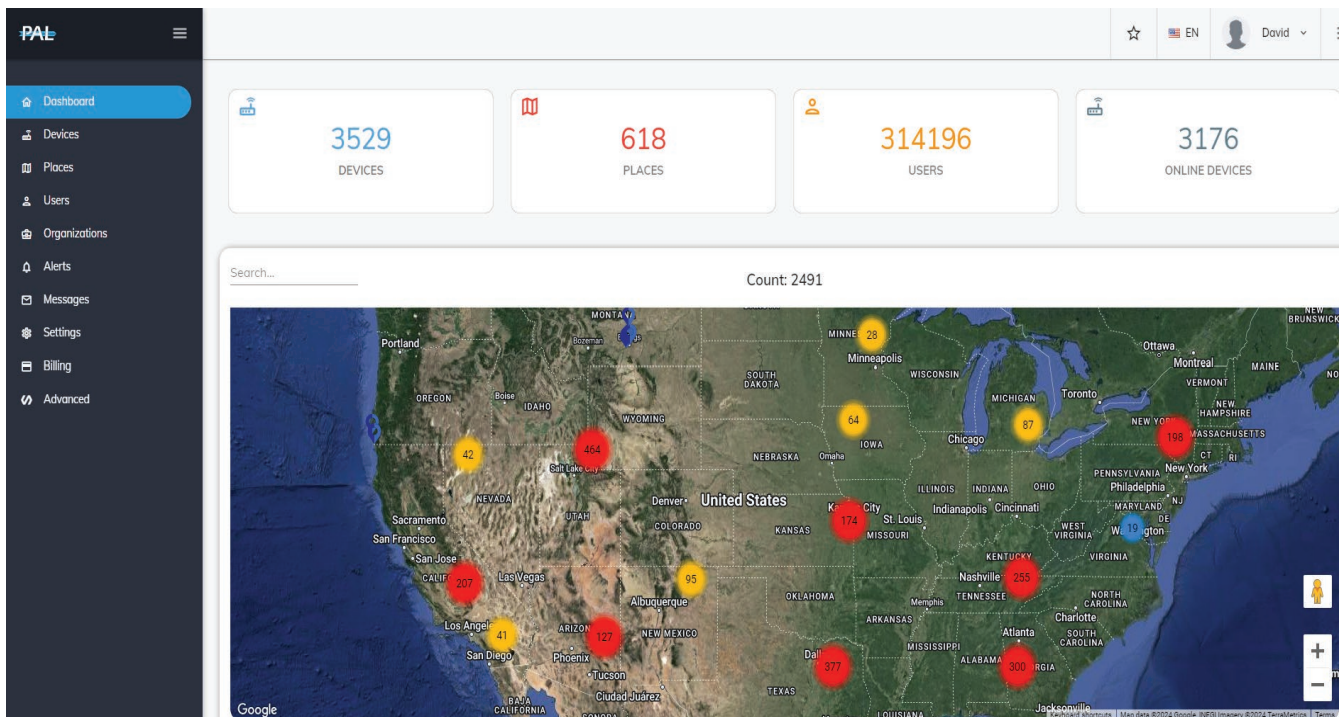
To log into the PAL personal web interface go to <https://portal.pal-es.com> and enter your email and your personal password, then press **Login** button.



The screenshot shows the login interface for PAL Electronics Systems. On the left, the PAL logo is displayed above the text "Welcome to the PAL electronics systems!". On the right, under the heading "LOGIN TO YOUR ACCOUNT", there are two input fields: "Email" and "Password". Below the "Password" field is a "Forgot Password?" link. At the bottom of the login section is a "LOGIN" button. Red boxes are drawn around the "Email" and "Password" input fields, the "Forgot Password?" link, and the "LOGIN" button.

If you forget your password, press on “Forgot password” and you will receive an e-mail with a link to reset your password.

Web Management Dashboard



After logging in to the web management dashboard you can see all relevant information about the **devices** and **users** your organization is able to manage.

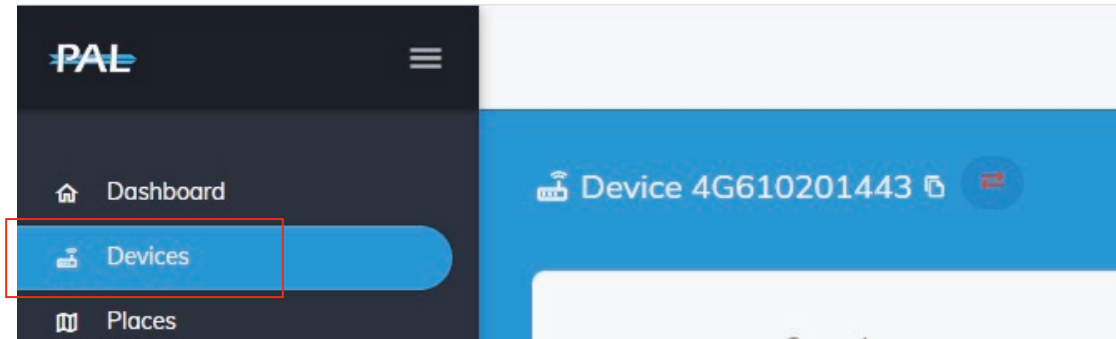
On this dashboard shown above, all information about your PAL devices and users is shown in **real-time**. This means that any data change will be reflected immediately on the dashboard.

Adding new devices

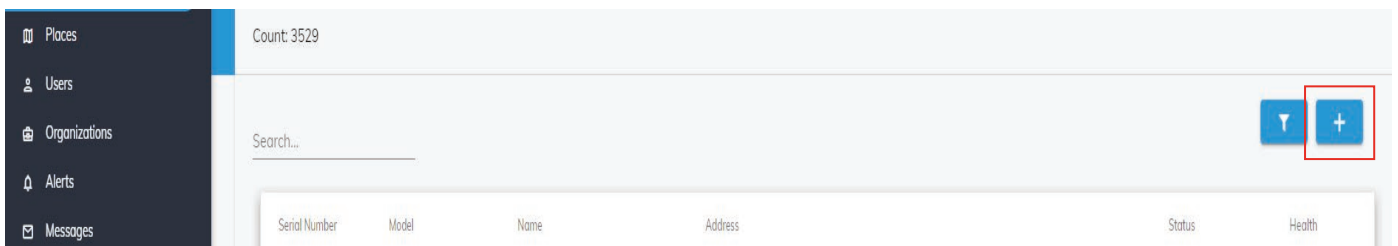
There are 2 ways to add and activate a new device in the system:

1. Add the device via **web interface** by next steps:

- 1.1 From the main screen go to **Devices** in the left panel



- 1.2 Press on **+** (add) button on the top right side of the screen



2. You may also add the PAL device using the “**palgate**” application by scanning the QR code on the PAL controller box as seen at right however, adding the device in this way significantly limits the functionality of the device once added. For this reason, we recommend using the web interface rather than the palgate app to add new devices.

www.pal-es.com
SN: 4G610201443
CODE: 98241
CONTAINS FCC ID: R17LE910NAV2

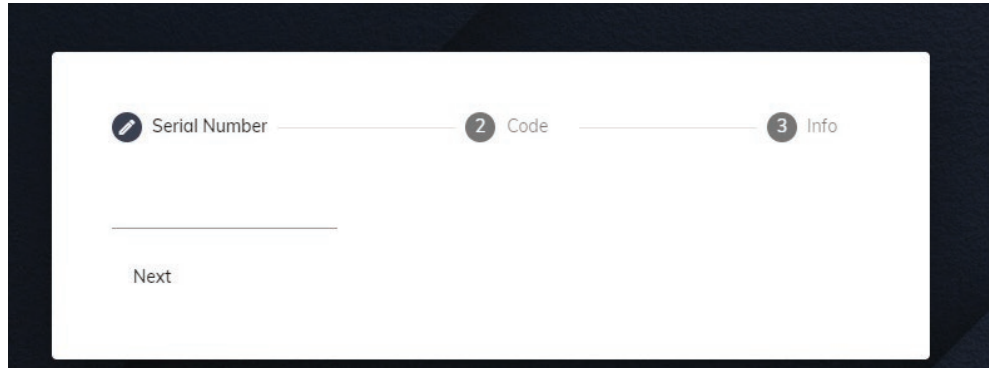


Note: If you set up the device through the palgate application, you do not need to set it up again through the web interface.

Any device you create through the application automatically appears in your web interface (the match from device setup by the application to the users web account is made through the cell phone number).

2.3 Enter the **SERIAL NUMBER** of the device you have and the **5-digits CODE** then press **CHECK** button, the system will check if the information is correct.

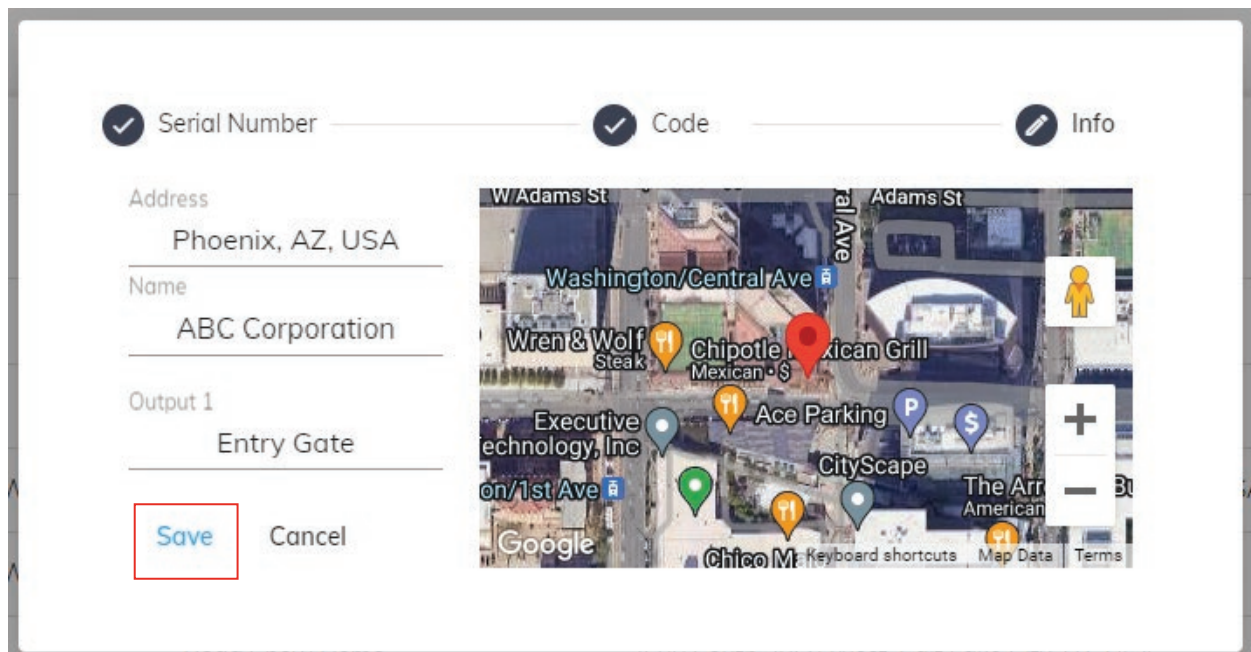
- The sticker showing the device serial number and the 5-digit code sticker shown below right is found on the device box or on a sticker on the the back side of the device.



www.pal-es.com
SN: 4G610201443
CODE: 98241
CONTAINS FCC ID: R17LE910NAV2



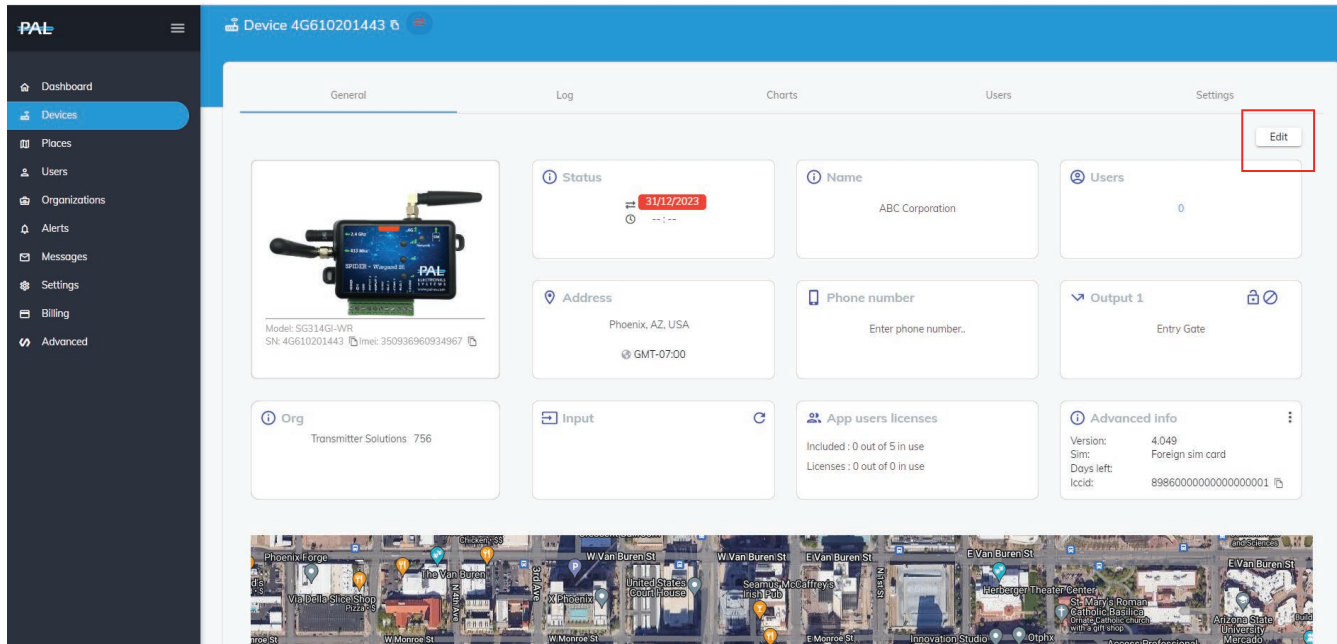
2.4 After the serial number has been entered and the code has been checked enter the address of the installation, the name of the unit as it will be shown on web interface and enter OUTPUT 1 name as the unit will be shown in palgate application, then press **SAVE**.



That's it! Your new device has been successfully added!

Adding device details

After you've successfully added your device you can see and edit some details about it. All information in this screen can be changed by pressing **EDIT** button on the right side of the screen.

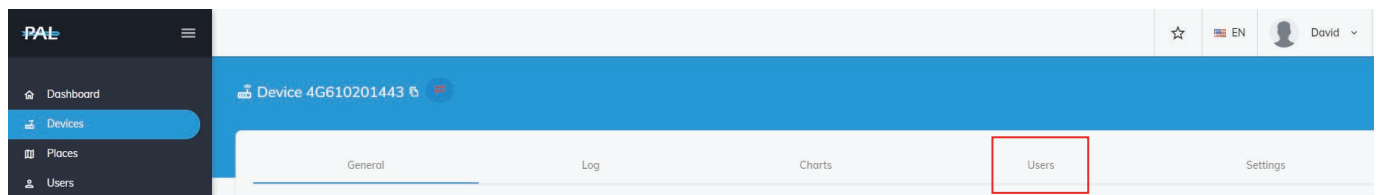


- **NAME** – The name of this unit in web interface only
- **USERS** – The number of users defined for this device
- **OUTPUT 1** – The name of this unit as shown in the Palgate application
- **ADDRESS** – The address of the installation place as you have entered
- **PHONE NO.** – Dial to open telephone number
- **LOG** – History logs, Audit logs
- **CHARTS** – Voltage and signal history view
- **USERS** – Users management
- **SETTINGS** – Device settings (timers, groups, relay pulse width, organizations etc...)

Adding a new user to a device

To add a new user to the device please follow the steps below:

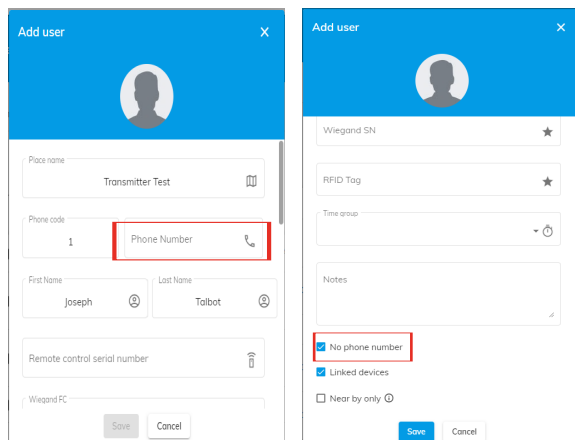
1. Go to **USERS**



2. Press on the **Add User Icon**



3. Fill in all the relevant user information (scroll down to see all data fields)

Two side-by-side screenshots of the 'Add user' form. The left screenshot shows the form with the 'Phone Number' field highlighted in red. The right screenshot shows the form with the 'No phone number' checkbox checked and highlighted in red. The form includes fields for 'Place name', 'Phone code', 'First Name', 'Last Name', 'Remote control serial number', 'Wiegand FC', 'Wiegand SN', 'RFID Tag', 'Time group', 'Notes', and checkboxes for 'No phone number', 'Linked devices', and 'Near by only'.

Adding users with a license: To add a user with a license the Phone # field in the User information field must be populated. The user is then recognized as having a license and can use the PALGate app on their phone to activate the PAL device. On the Device Dashboard you can see available App User Licenses as seen here: [App users licenses](#)

Included : 5 out of 5 in use
Licenses : 183 out of 184 in use

Adding Users without a license: To add users without a license, who will use a credential to open the gate, DON'T populate the Phone # field. Once user data including name, and both Wiegand Facility Code and Serial No. have been added, check the "No phone number" box and your user will be able to access the gate using their credential but the PalGate app cannot be used.

NOTE: Wiegand Facility code and Serial # must be added for all new users or the phone # for licensed users. Without these data points the **Save** button will be greyed out as in the left box above. Once this data is added, the button will turn blue and you will be able to save the user.

User Permissions

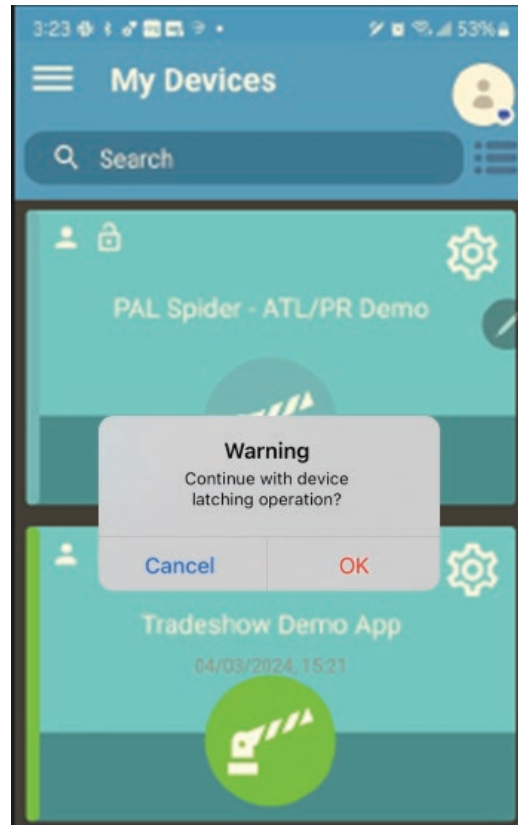
- **Checking ADMIN box** - Allows this user to manage this unit from the palgate app, like add/remove users and see history of recent operations on this device. If admin is not selected – this is an end user with only the ability to open the gate/door.
- **Checking DIAL TO OPEN box** - Allows the customer the option to open gate/door by dialing a phone number.
- **Checking Nearby Only box** - Allows customer to limit ability to open the gate to Bluetooth Range

- **Checking the "Latch Output 1" box**
- Allows the customer via the Pal Gate App to latch gate open as needed for a specified time period and then to unlatch and close the gate.

Go to the "My Devices" List in the PAL Gate App and press the Gate Graphic for about 5 seconds. The gear wheel icon will spin and the gate icon will turn from blue to green. Your phone will vibrate to indicate connection. You will see a warning popup asking if you want to continue with the latching operation.

Click **OK** and the gate will be latched open.

To close the gate, repeat the same steps until your phone vibrates again, the relay will disconnect and the gate will close.



4. Press **Save** to complete adding the user.

History log view

If you click **Log** in the device menu, you will see recent operating history (activity log).



Inside the **LOGS** you will see the following information:

1. **USER** – user id, display user's phone number/name or unique id
2. **STATUS** – shows if user's operation succeeded
3. **NAME** – shows the name of the relay output. If there is only one relay the code R1 will show
4. **TIME** – shows the time of operation

User	Status	Name	Time
Unknown 150100535	Not in list	R1	31/12/2023 01:59:23
Unknown 150100535	Not in list	R1	31/12/2023 01:59:22
Unknown 150100535	Not in list	R1	31/12/2023 01:59:21

Audit log view

To get to the **Audit Log View**, click the toggle circled below

As you can see, the audit log shows any recent action performed by authorized admins of the device.

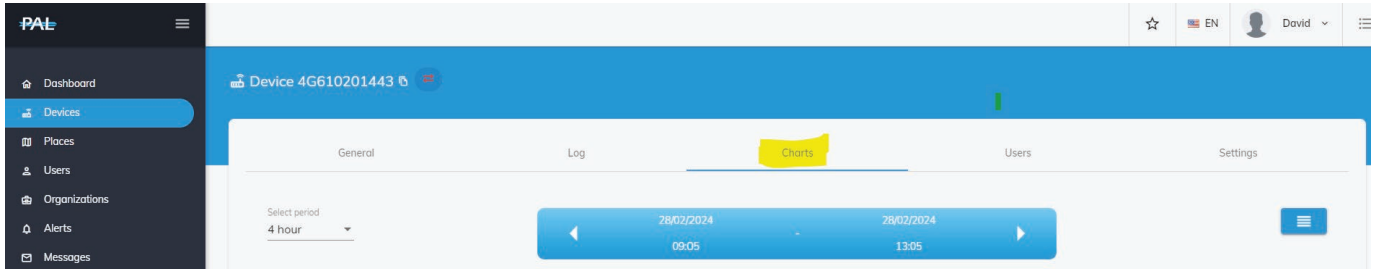
1. **NAME** – Name of the Admin who carried out the action
2. **AFFECTED USER** – Details of a user affected by the manager's action
3. **OPERATION** – The type of action performed
4. **DATE** – Date and time action was executed

Name	Affected User	Operation	Date
David Bennion dbennion@transmittersolutions.com		CREATE	28/02/2024 10:20:15

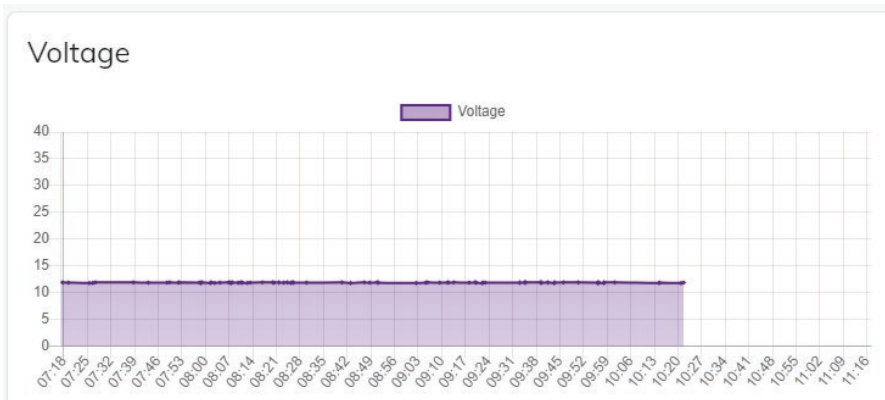
Charts log view

The system saves a **voltage and signal** history log. To review this information go to **Charts** in the device menu.

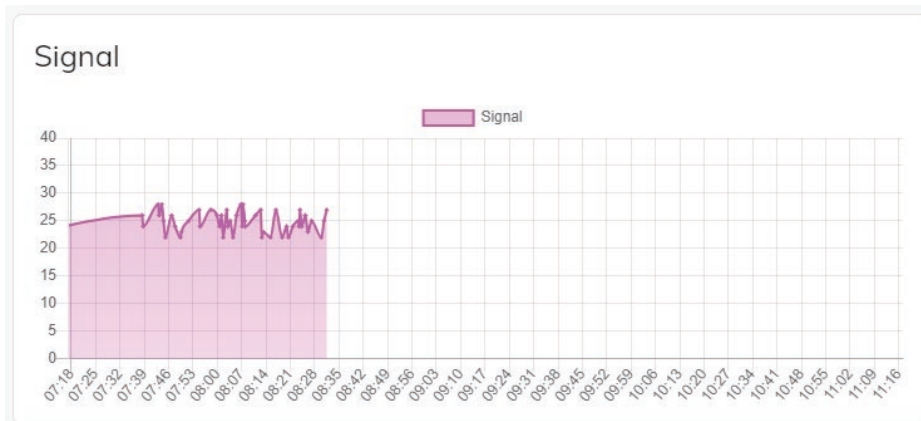
You will see that you can specify the time period for the chart log from 1 hour to 48 hours.



This graph shows **voltage history** for the device: Voltage for the device should be above 11 VDC up to a maximum of 24

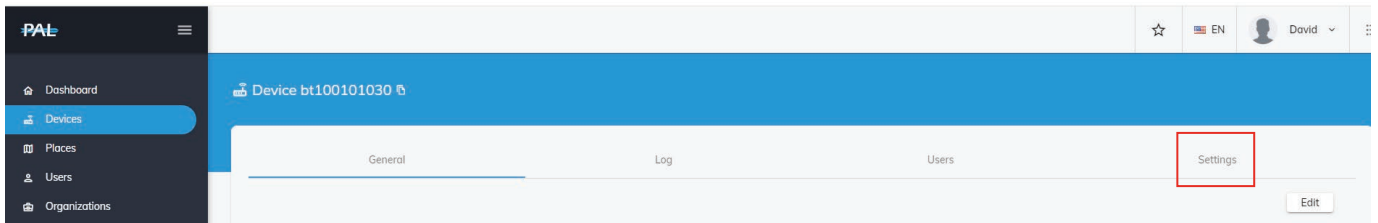


The recommended signal level is above 10.

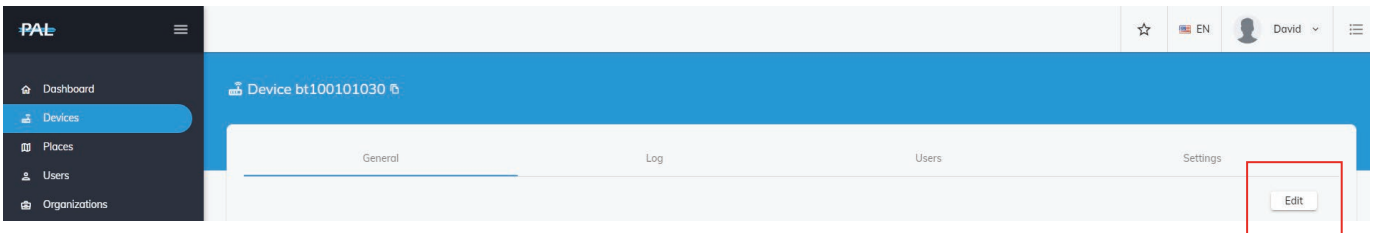


Settings

To check or change device setting go to **SETTINGS** in device menu:

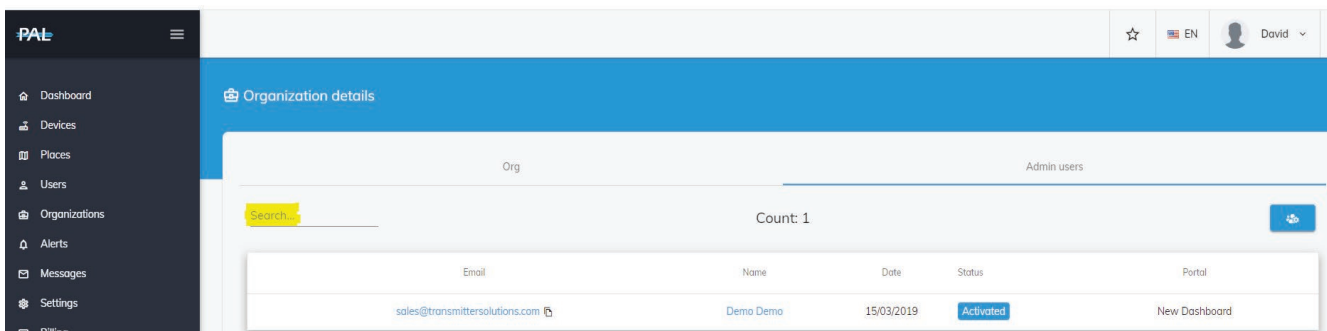


In **General** setting you can change the **relay pulse width** from 1-255 seconds by pressing on **Edit** button and **Save**

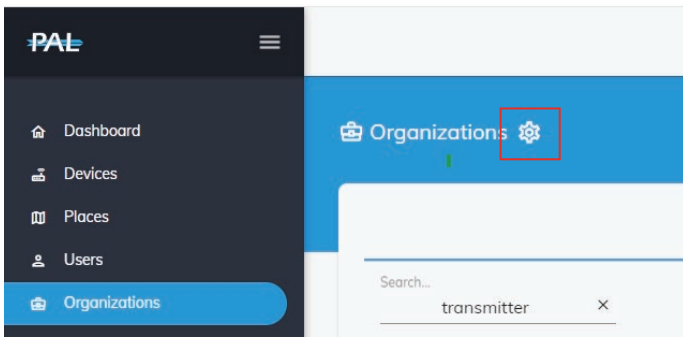


Organizations

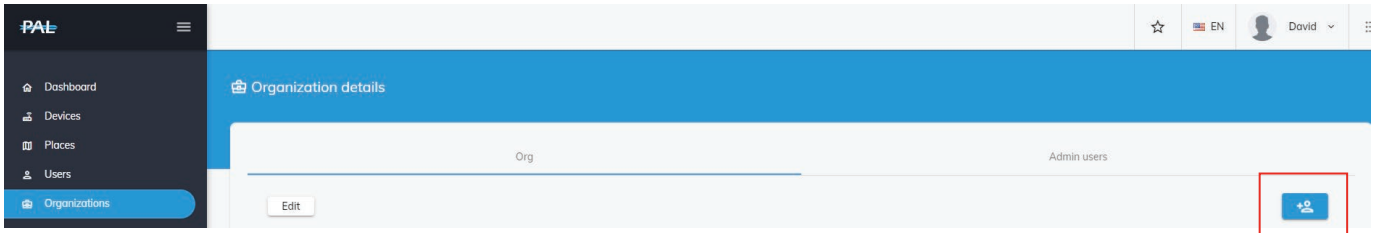
By default after device setup only your organization can control the device created. You can add one or more of your child organizations as admin users, allowing them to control the device by searching their name in the organizational details menu and adding them. you can also remove them from device management by pressing remove. you can't remove yourself from device management (to do this you have to delete device)



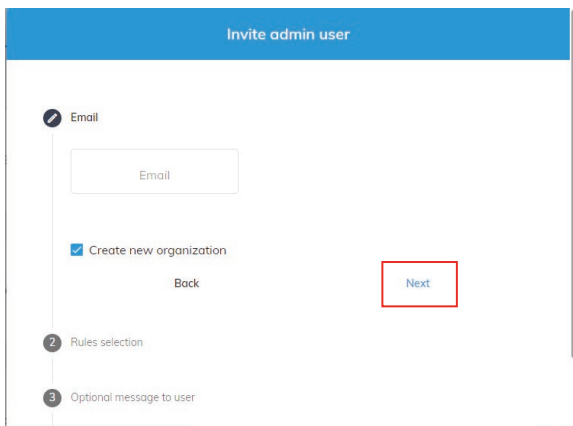
Click on **Organizations** and click on **gear wheel** to see "organizational details" page



Click Invite New User Icon



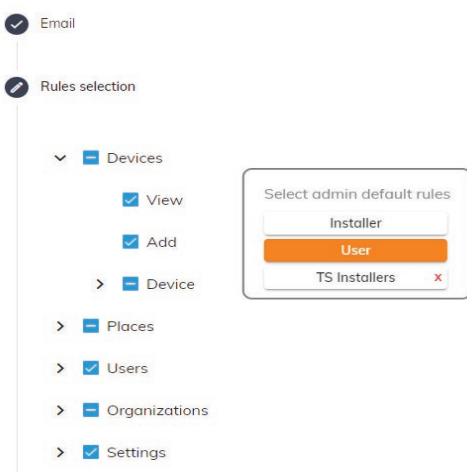
The box below will open



- Add the organization email.
- If a new organization, check box to indicate this
- If you are adding a new admin to an your organization, do not check the box and the new admin will have access to all PALs in your organization

Click **Next** to move to Admin Rules Selection

The box below will open allowing you to set Admin Rules



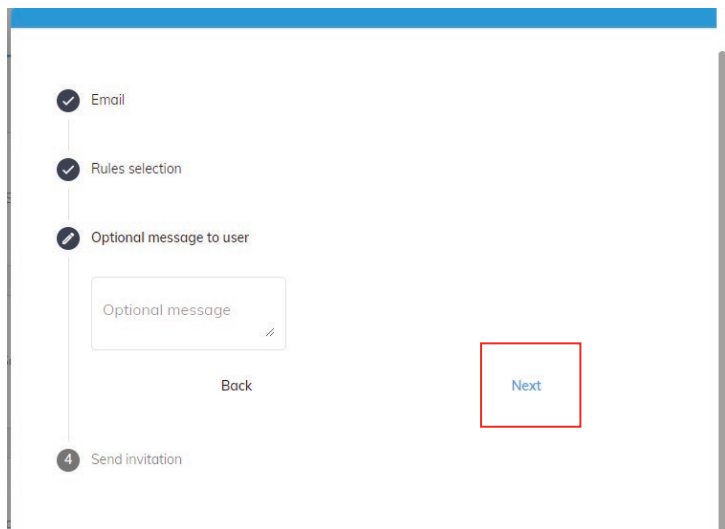
As you can see, there are default Admin rules for **Installers** and for PAL **Users**

You can also customize Admin rules by accessing the drop down menus for:

- > Devices
- > Places
- > Users
- > Organizations
- > Settings

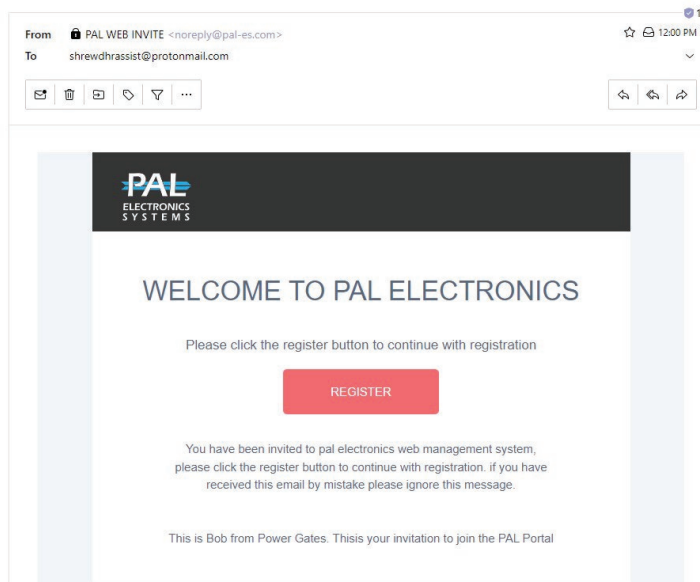
as seen in the image at left

Once Rules have been selected, you will have the ability to send an optional email to the User, then press **Next** to Send the invitation.



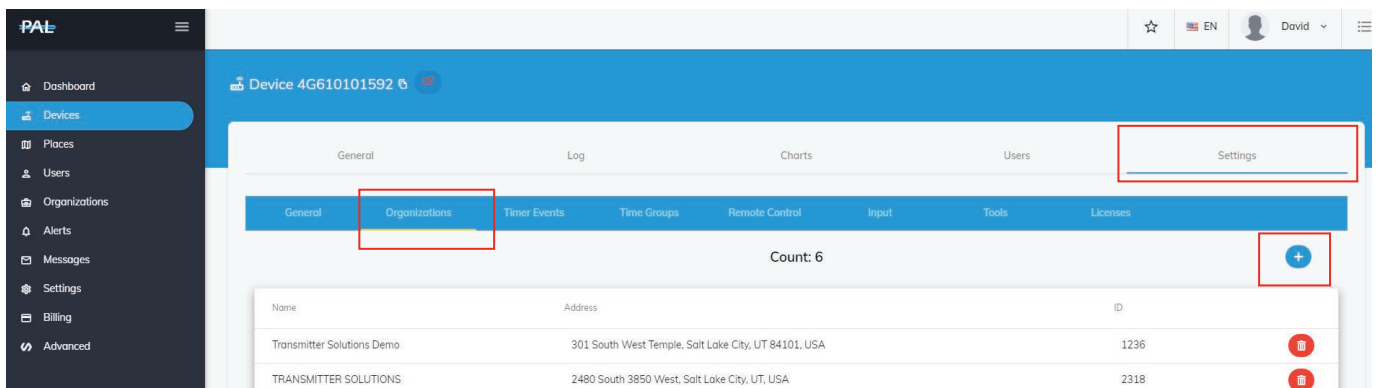
Once the invitation is sent, the User receives the email below inviting them to register with PAL.

Pal electronics registration link 2024-03-08 19:00:53

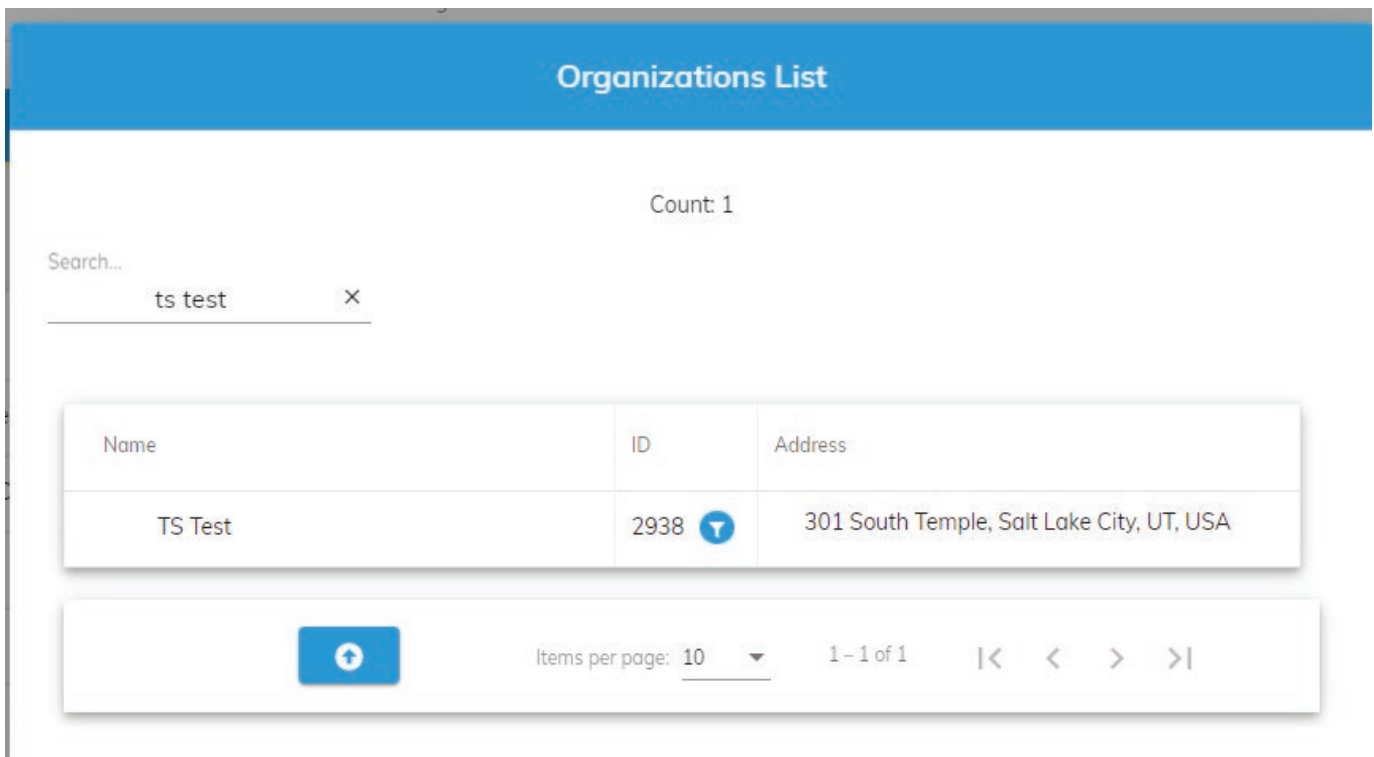


You can Share a device with an existing organization

To share a device, first choose the device you want to share.
Click **Settings** and **Organizations** and then +



This will take you to the **Organizations List** shown on the next page



Hover over the name of the organization you are adding and click it. You will then see a popup indicating that you have successfully added the organization to your Device.

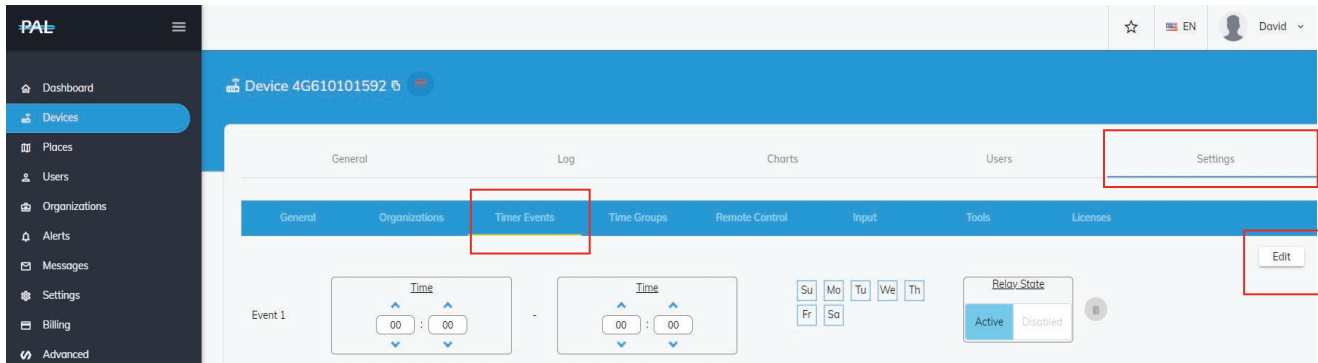
Timer Events

Timers are used to automatically set and clear the relays of a PAL device at times you select. The systems allows you to create an unlimited number of TIMERS and then to select the time for which the relay will be set.

To set a Timer, first choose the device for which you will set the Timer Event.

Click on **Settings** then **Timer Event** then **Edit** as seen on the Screen shot below.

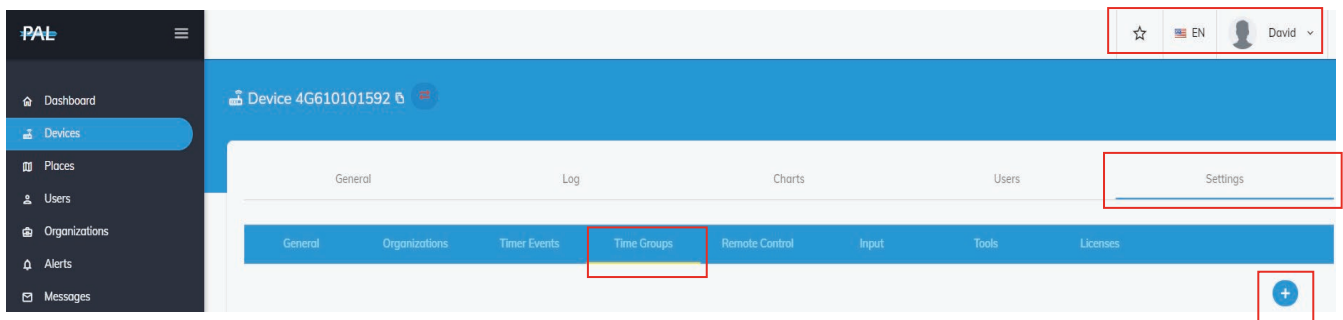
Choose the **start time** and **end time** then choose the days on which you want this timer to be activated. TIP: Start with end time as it must be greater than the start time.



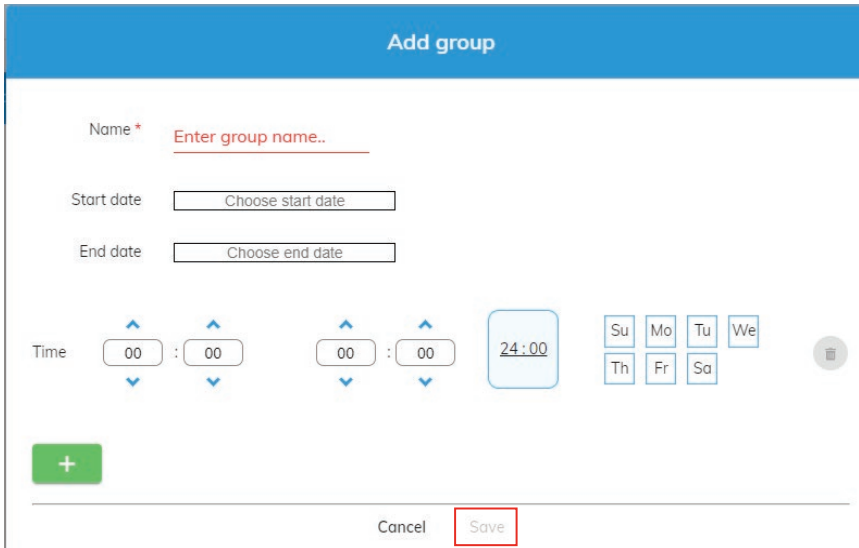
Time groups

Time groups are used for end user time restriction. You can create an unlimited number of **TIME GROUPS**. if you attach a time group to an end user the user will only be allowed to access the point of entry at the times you specify for the group.

To set a Timer, first choose the device for which you will set the Time Group Click on **Settings** then **Time Groups** then **+** as seen on the Screen shot below.



Enter a name for the Time Group



Set **start time** and **end time** **TIP:** these clock settings show **military time**. You might want to start with the end time as it must be greater than the start time.

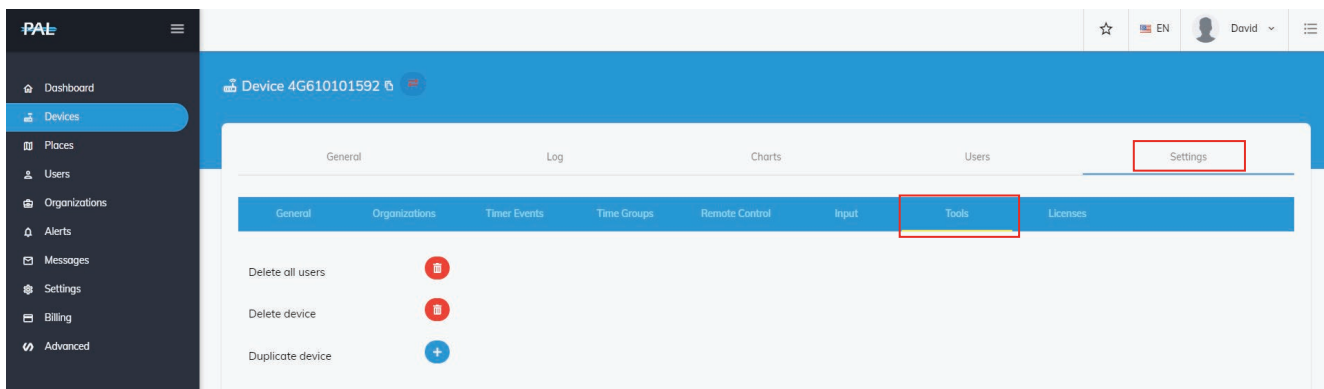
Choose the **days** you want this timer to be activated and press **Save**. You can add multiple times and days to each time group.

Tools

Tools settings offer additional device options.

To use the Tools menu, first choose the device you will use the Tools on.

Click on **Settings** then **Tools**. You will see the tools Menu below.



***See NOTE below**

1. ***Delete all users** from this device - This action only deletes **users** from the device all other settings are saved.
2. ***Delete this device** from database - delete device and all users form the device (after device delete you can set it up gain from devices menu with Add, *see add device above)
3. **Duplicate this device** in case you want two or more devices with same settings and users or device have been stolen, damaged or are malfunctioning you can duplicate this device to a new device that do not been set up yet, In this action a new device will be set up with all existing users and all the settings in the previous device.

***NOTE:** These actions are not reversible! Deleted information cannot be restored