

Operator's Guide to PC Tools

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1 PC Tools Installation

1. Go to <https://www.jimilab.com/pctool>.
2. Click DOWNLOAD, as shown in the figure below:



Fig. 1 Download Installation Package

3. Decompress the installation package to a local folder.



Fig. 2 Decompress Installation Package

4. Create a desktop shortcut.



Fig. 3 Create Desktop Shortcut

2 Use Instructions

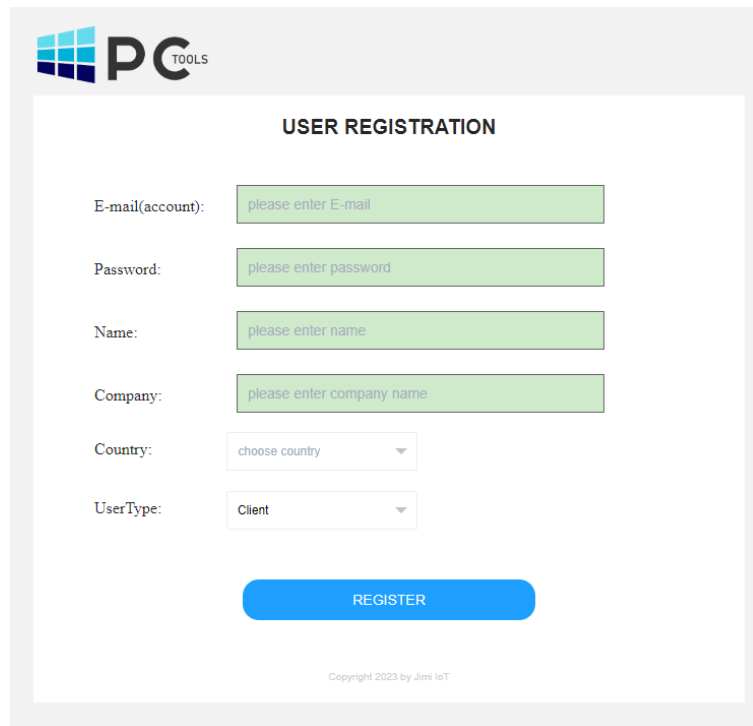
2.1 Registration

1. Double-click the desktop shortcut to access the login interface, as shown in the figure below:



Fig. 4 Register Account

2. Click on **Register** and the interface will redirect you to the online user registration page, as shown in the figure below:



The registration form is titled "USER REGISTRATION" and is part of the "PC TOOLS" interface. It contains the following fields:

- E-mail(account):
- Password:
- Name:
- Company:
- Country:
- UserType:

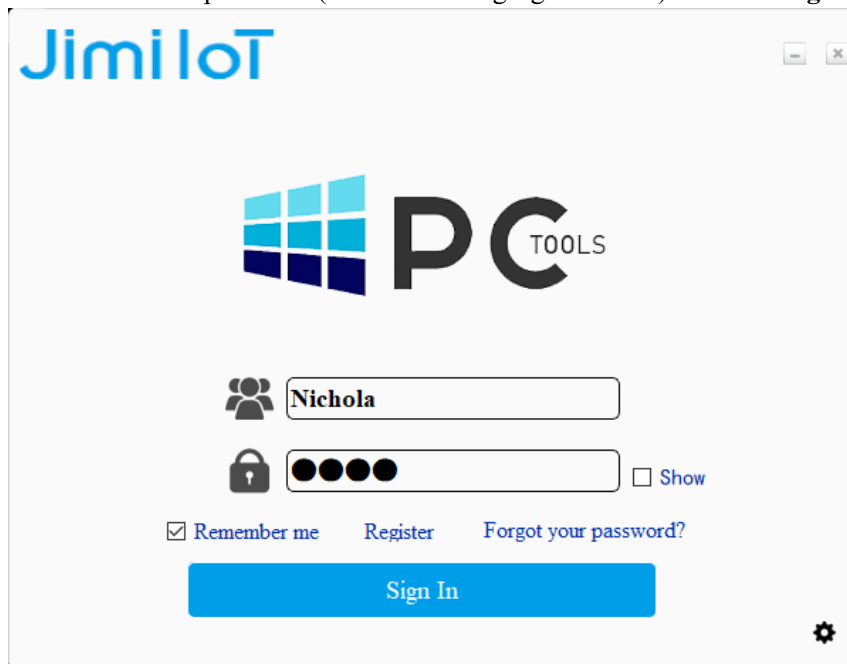
A blue "REGISTER" button is located below the fields. At the bottom, it says "Copyright 2023 by Jimi IoT".

Fig. 5 Registration Page

3. Fill in your information. Please note that all fields are required.

2.2 Login

1. Double-click the desktop shortcut to access the login interface;
2. Enter your user name and password (as the following figure shows) and click **Sign In**.



The login interface is titled "Jimi IoT" and features the "PC TOOLS" logo. It includes the following elements:

- User name field:
- Password field: with a "Show" checkbox.
- Remember me checkbox: ☒ Remember me
- Register link: [Register](#)
- Forgot your password? link: [Forgot your password?](#)
- Sign In button: A large blue button labeled "Sign In".
- Settings gear icon: Located in the bottom right corner.

Fig. 6 Login Interface

2.3 Device Info

After the PC Tools successfully reads a device, all information about the device such as model, firmware version, IMEI, and APN setting will be displayed on the **Device info** interface.

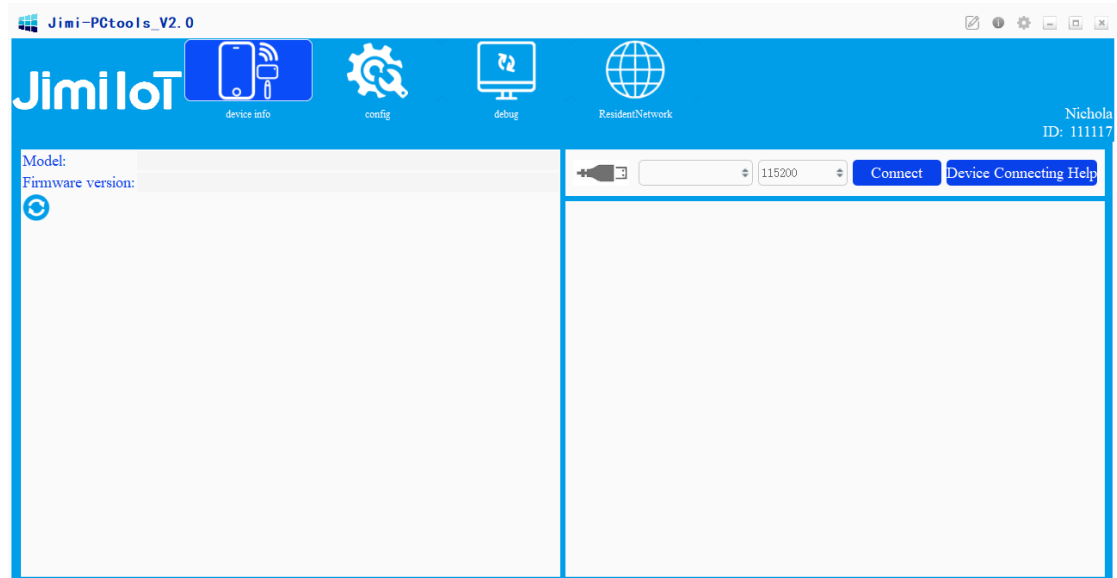





Fig. 7 Device Information Interface

Functions of icons in the upper right corner of the title bar:

1. Click on  to give us your valuable feedback;
2. Click on  to access the Operator's Guide in a reader;
3. Click on  to change the interface language.

2.3.1 Serial Driver Installation

If it is the first time you use our device and no serial driver has been installed on your computer, do as follows to install the driver first:

1. Click **Device Connecting Help** () and the following dialog appears:

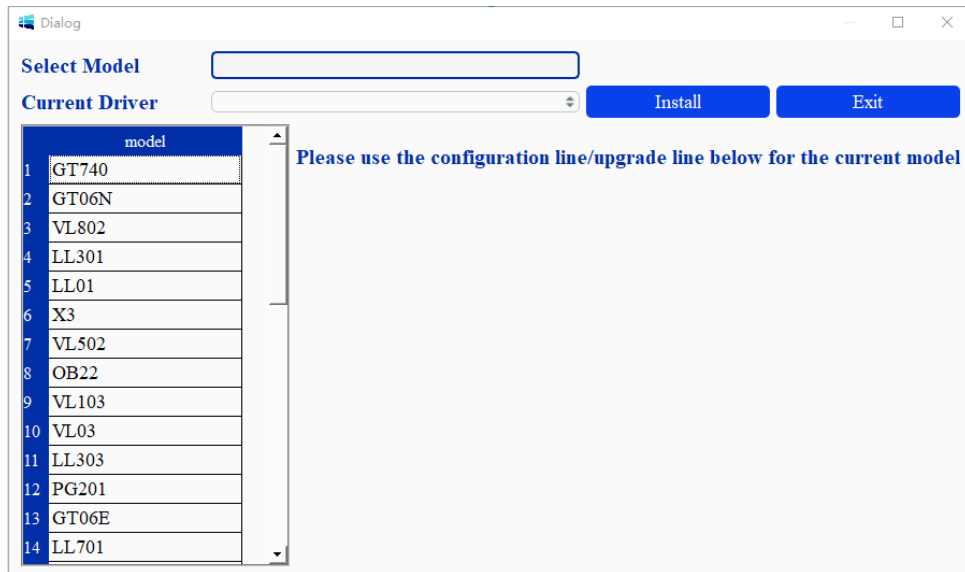


Fig. 8 Driver Installation Dialog

2. Scroll down the model list and double-click on the model for your device (AT1 is used as an example). The information for the compatible serial driver will appear in the **Current Driver** field, as the following figure shows:

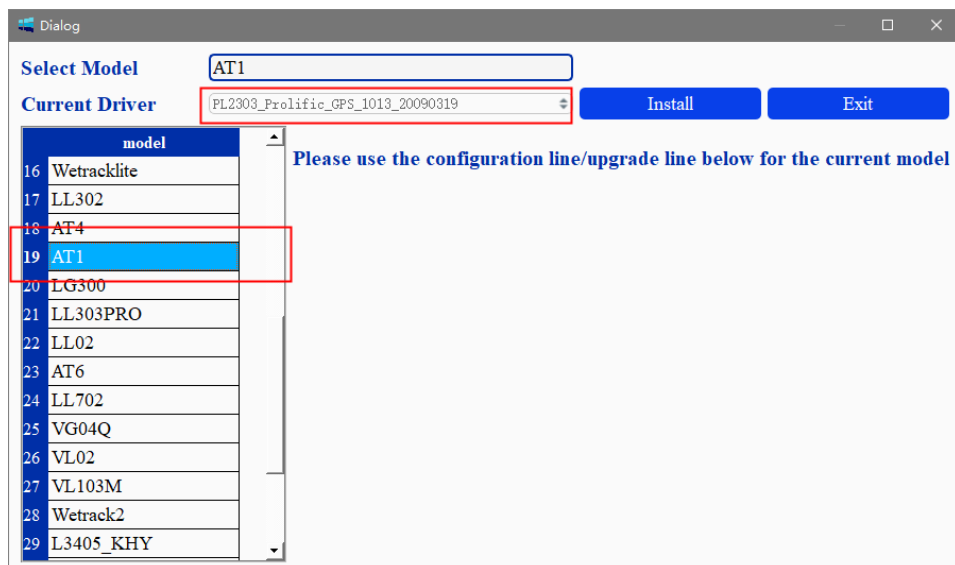


Fig. 9 Select Serial Driver

3. Click on **Install** and follow the instructions provided by the wizard to complete the installation;

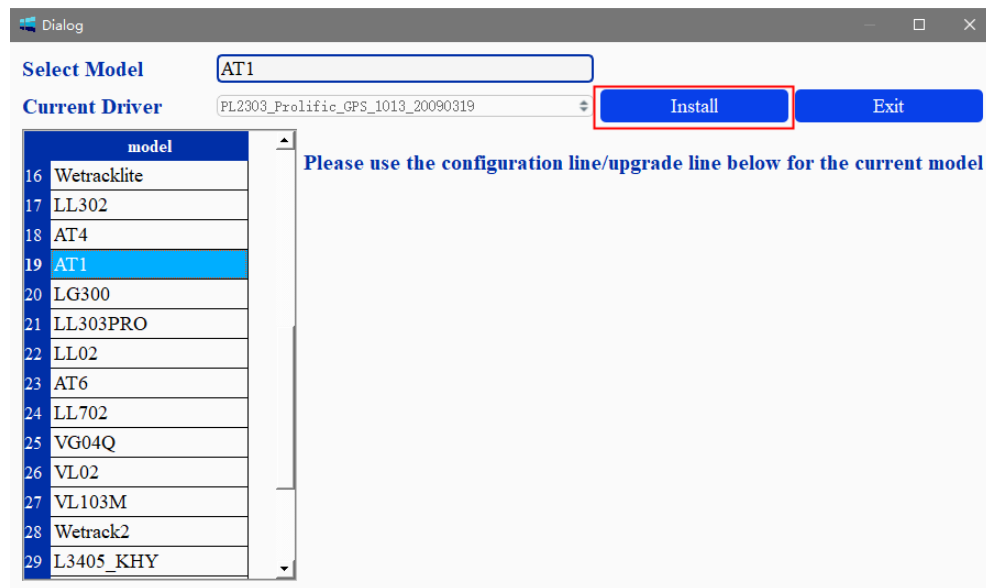


Fig. 10 Install Serial Driver

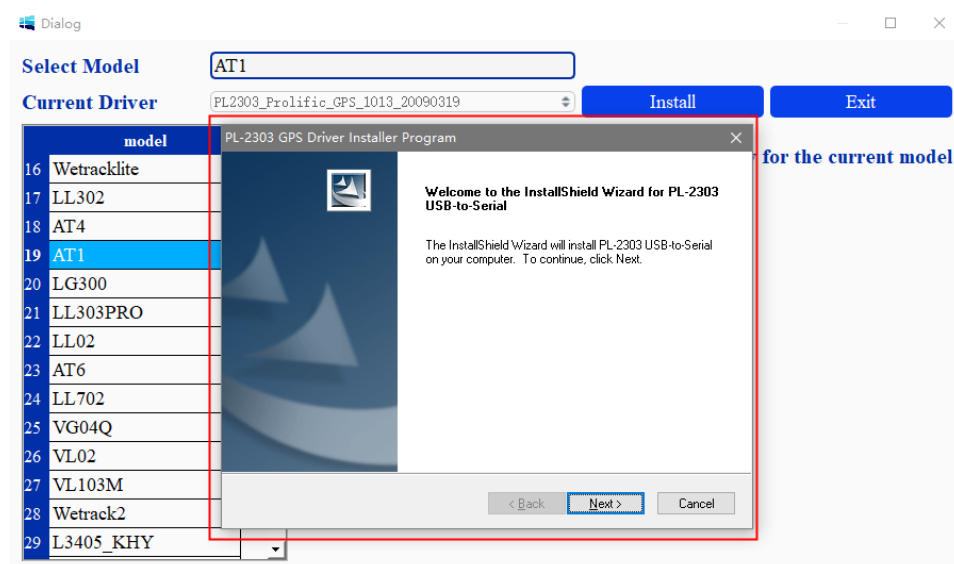


Fig. 11 Serial Driver Wizard

- After the installation, click on **Exit** or the close icon to return to the **Device info** interface.

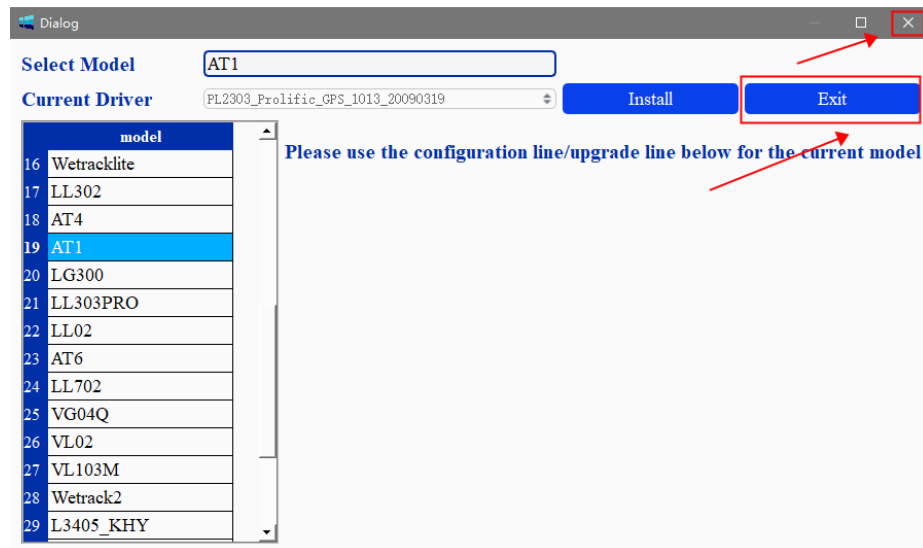


Fig. 12 Close Installation Dialog

Note: If the compatible serial driver is already installed on your computer, you can skip this chapter.

2.3.2 Device Connection

To connect the device (AT1 is used as an example), do as follows:

1. Connect the device to your computer via a configuration or upgrade cable;
2. In the **Device info** interface, select the compatible serial port and the baud rate, then click **Connect**;

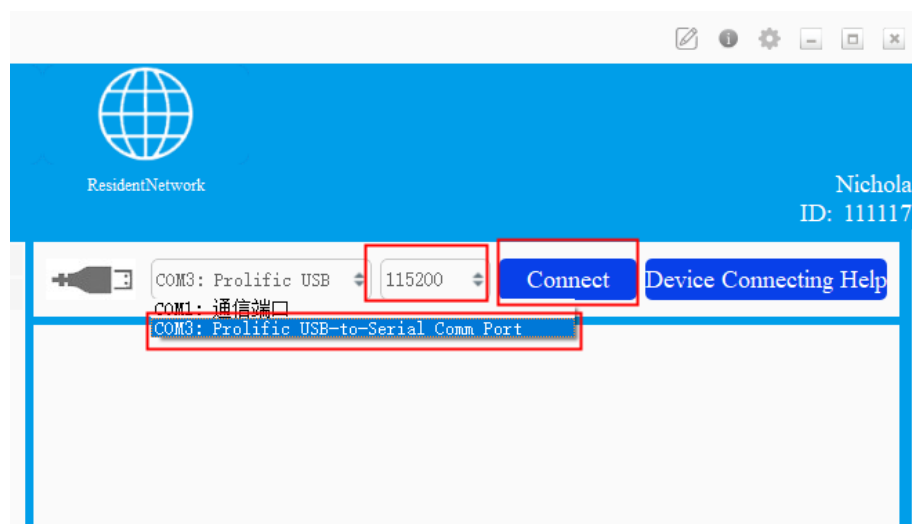


Fig. 13 Connect Device

3. Wait for the PC Tools to read your device configuration. After the read is complete, the information will appear as the following figure shows:

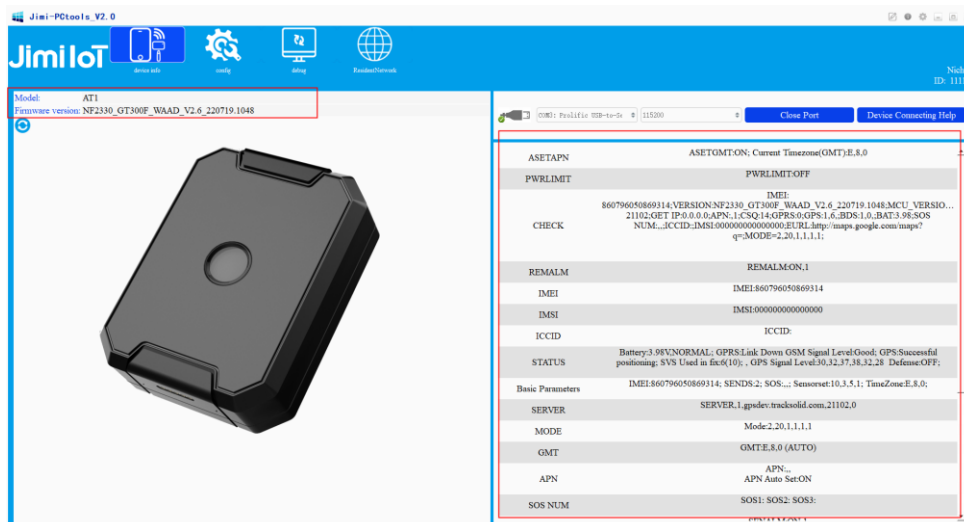



Fig. 14 Read Device Configuration

2.4 Configuration

The **config** interface allows you to modify or reconfigure device parameters after the PC Tools has successfully read the device information.

Click  on the menu bar to enter the **config** interface, as the following figure shows:

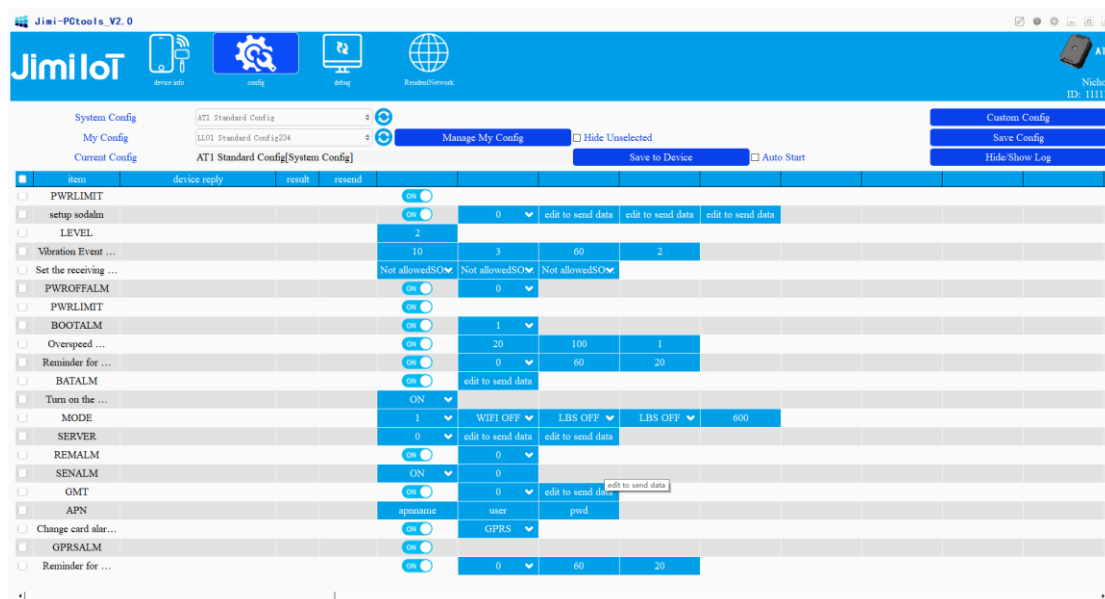


Fig. 15 Configuration Interface

Note:

- 1) If a device is connected to the PC Tools through the serial port and the serial port remains open in the **Device info** interface, users can configure parameters for the device using either the system configuration or a user-defined config script in the **config** interface;
- 2) If the serial port has never been connected, no parameters will appear in the **config** interface;
- 3) If a device is connected and the PC Tools has already read its information but the serial port

is currently closed, then the last successfully read device information will appear in the **config** interface.

2.4.1 Configuration Deployment

To apply configurations to a device, users can choose either the system configuration or a user-defined config script in the **config** interface.

A system configuration is preset in the PC Tools, which already exists before a device is connected.

Deploying System Configuration

1. Select the system configuration and a read success dialog appears, as the following figure shows. Then click **confirm** to close the dialog.

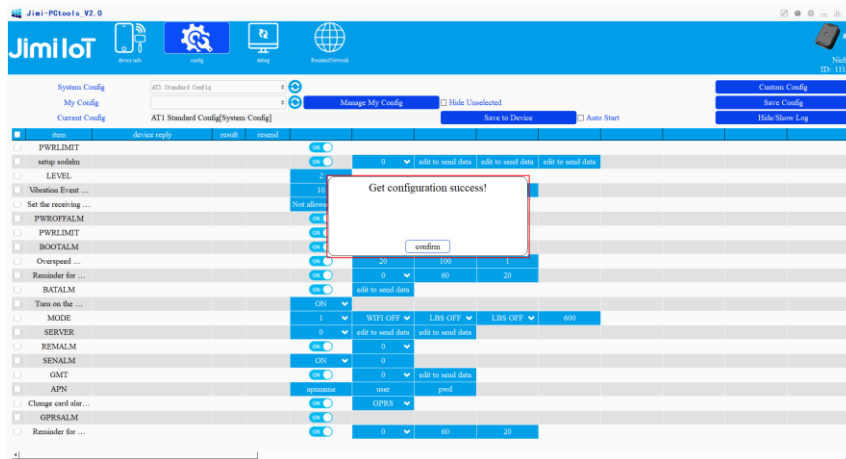


Fig. 16 Confirmation dialog

2. Select part of all of the configuration items in parameter section and click **Save to Device** to deploy the configuration to the device, as the following figure shows:

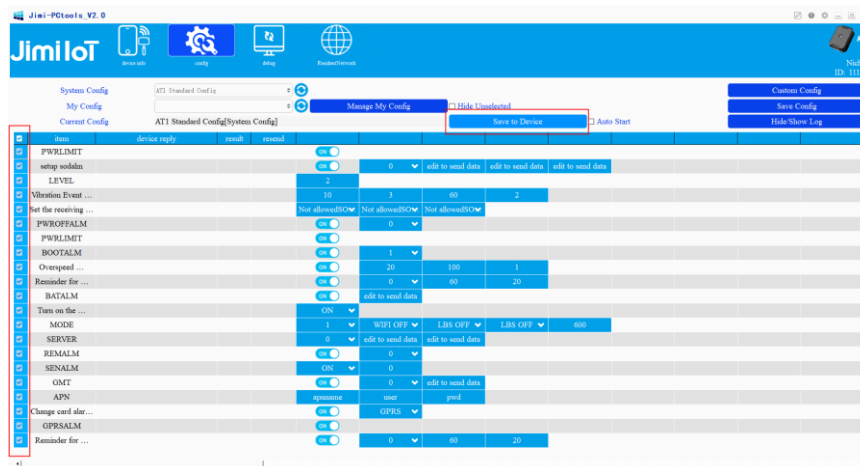


Fig. 17 Deploy Configuration to Device

- Wait for the configuration to complete. The execution results will appear in the **result** column in the parameter section, as the following figure shows:

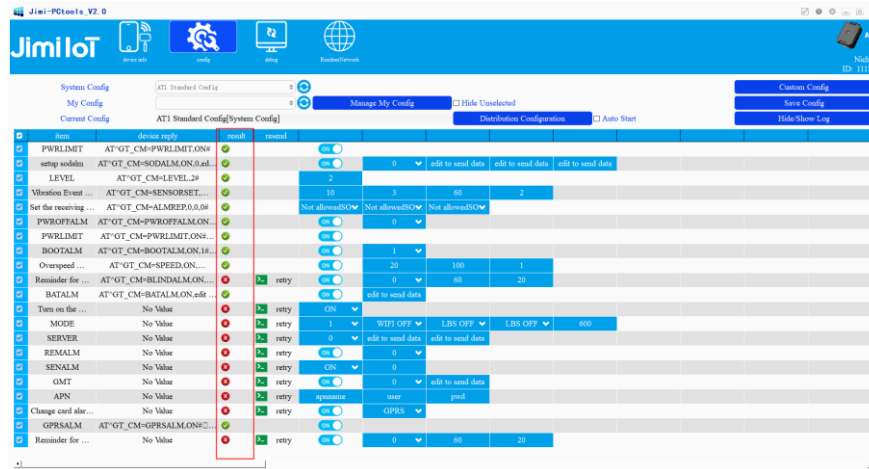


Fig. 18 Execution Result

- If a configuration item fails to be deployed, you can click **retry** following the configuration item to re-deploy.

Note: If you would like to save the system configuration to the local, click **Save Config**.

Deploying User-Defined Configuration

You can import one or multiple user-defined config scripts to the PC Tools based on your specific needs.

- Before deploying a user-defined configuration, please do as follows to import the script to the PC Tools:
 - Import a user-defined config script: Click **Manage My Config** and the corresponding dialog appears; right-click an empty spot and select **Input**; then select a config script from a local folder and click **Open** to complete the import.

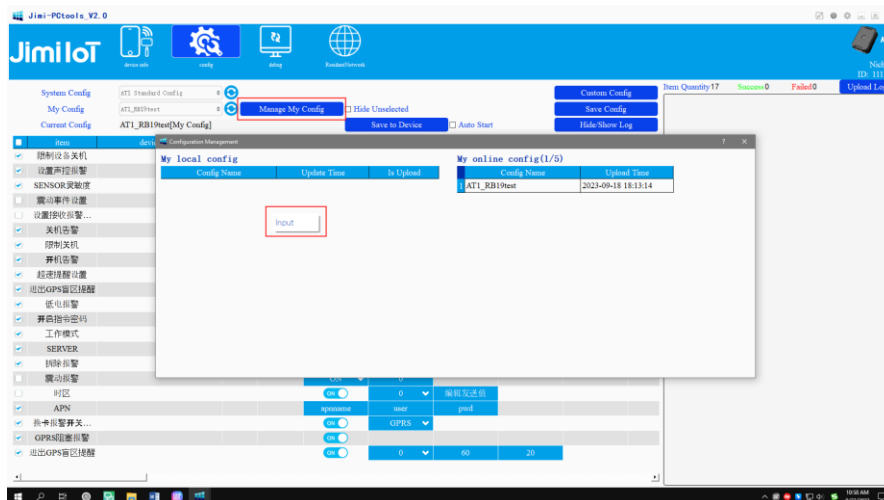


Fig. 19 Import Local Config Script

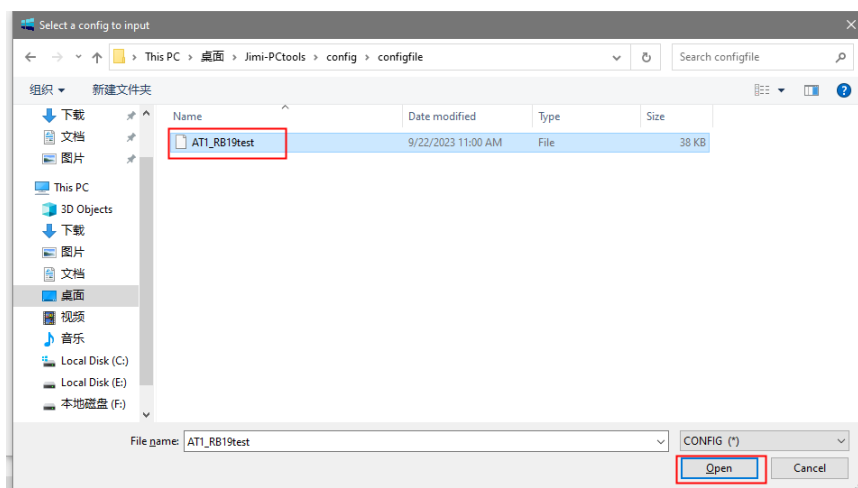


Fig. 20 Open Local Config Script

- 2) Save a user-defined config script to the server: Right-click on a user-defined config script in the **My local config** list and select **Upload**.

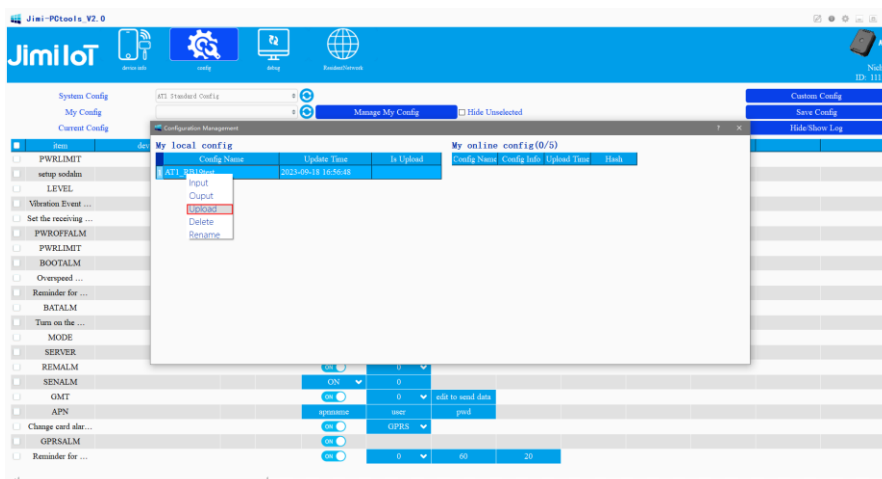


Fig. 21 Upload Local Config Script to Server

Note: Deleting a config script in the **My local config** list will also remove the local script. Please proceed with caution.

2. Click the refresh icon (🔄) behind the **My config** field in the **config** interface and the dialog in the figure below appears:

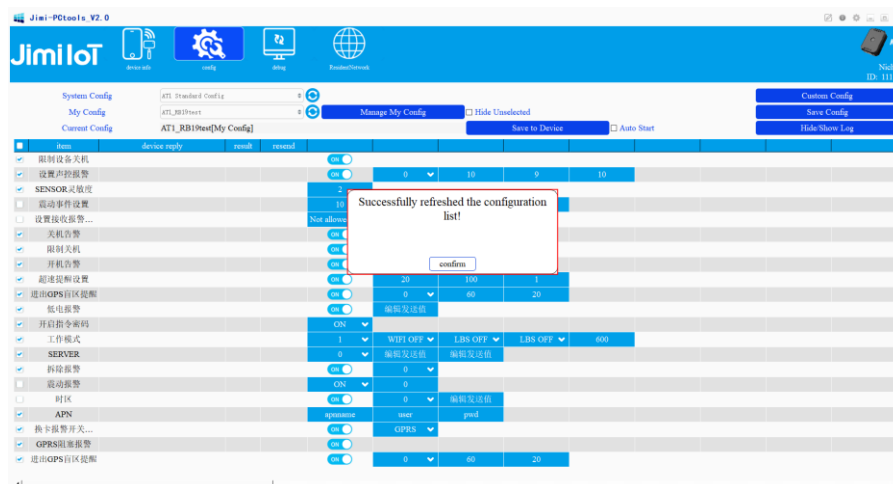


Fig. 22 Refresh User-Defined Config Script List

- Click **confirm** to close the dialog and select the config script for your device from the dropdown list in the **My config** field. A popup as shown in the figure below appears:

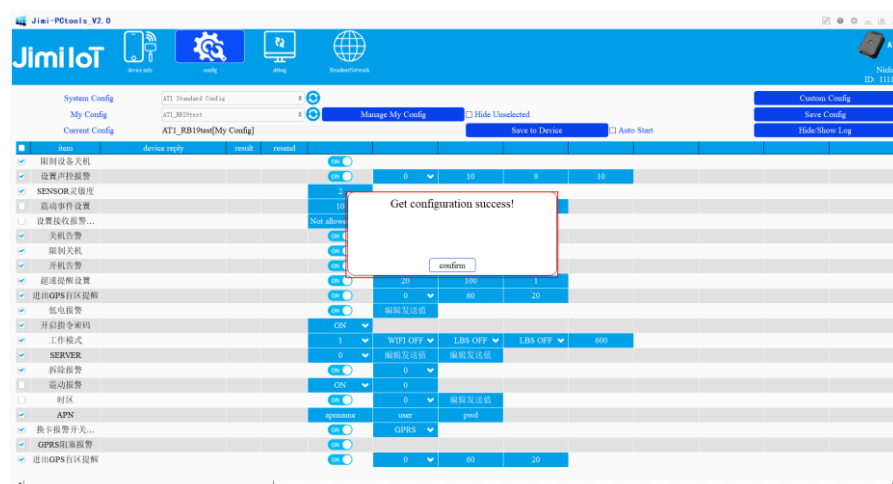


Fig. 23 Select User-Defined Config Script

- Click **Save to Device** to deploy the configuration;

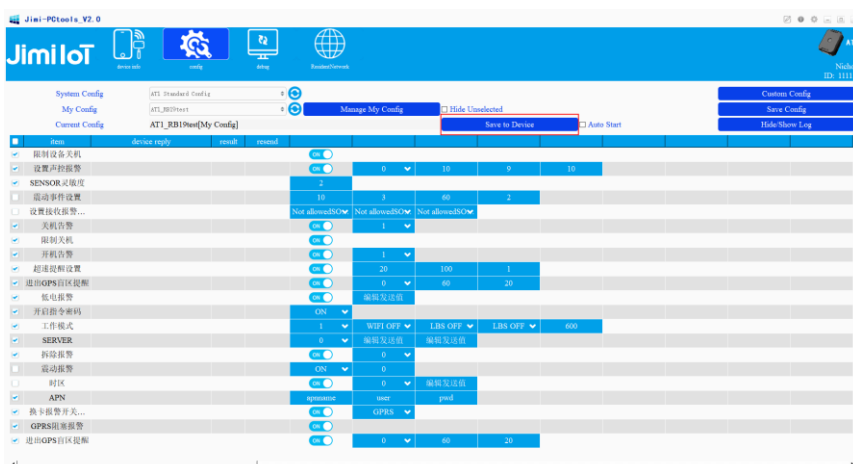


Fig. 24 Deploy Configuration to Device

5. Wait for the configuration to complete. The execution results will appear in the **result** column in the parameter section, as the following figure shows:

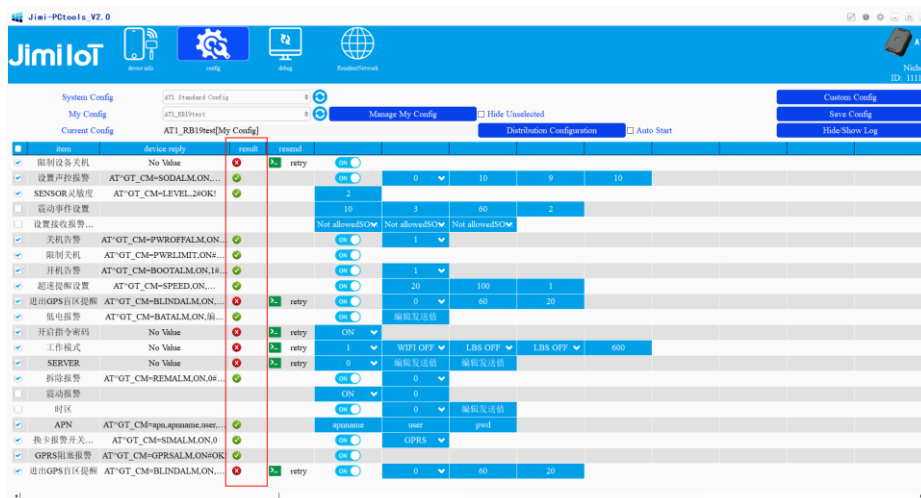


Fig. 25 Execution Result

6. If a configuration item fails to be deployed, you can click **retry** following the configuration item to re-deploy.

2.4.2 Managing Local User-Defined Config Scripts

In the Configuration Management dialog, you can import, export, delete, upload to server, or rename a local config script and can delete, rename or download to the local an online config script, as the following figures show:

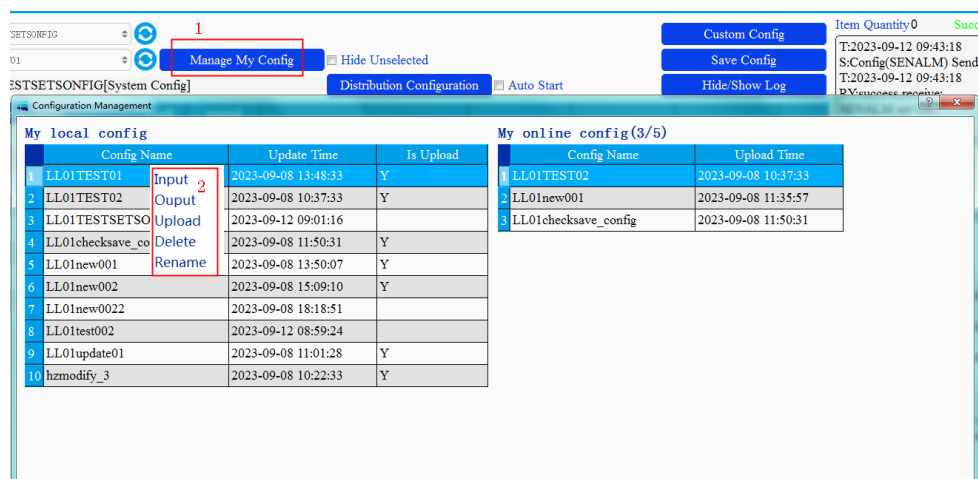


Fig. 26 Manage Local Config Scripts

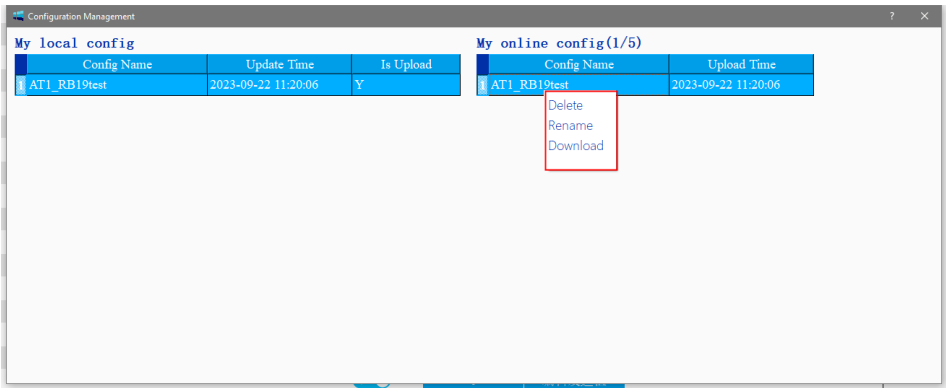


Fig. 27 Manage Online Config Scripts

You can also go to **Custom Config** to change the configuration in a local config script. If the name of the script remains the same upon confirmation, the new one will overwrite the existing local script; while if a new name is applied upon confirmation, a new local script will be generated, as the following figure shows:

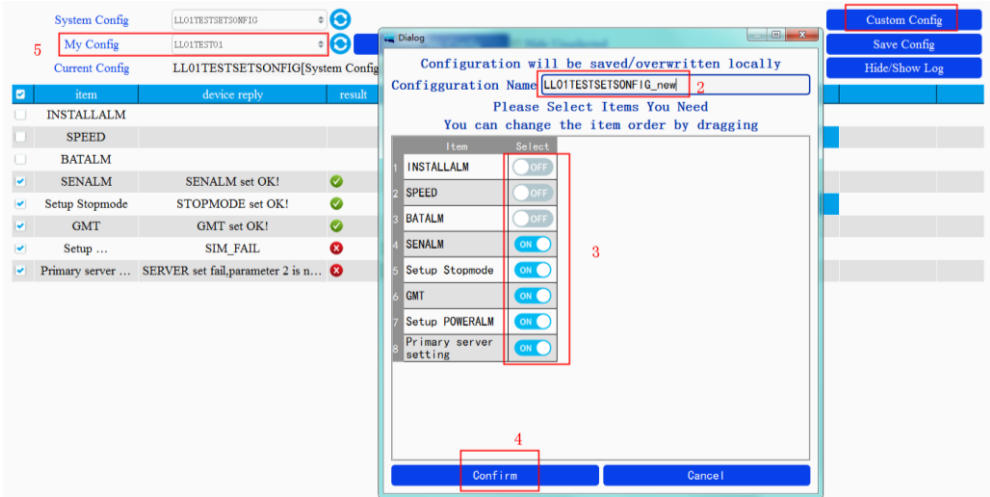


Fig. 28 Manage Config Scripts

If you would like to save the system configuration or a user-defined configuration script, select the corresponding script and then click **Save Config** to save the script to local, as the following figure shows:

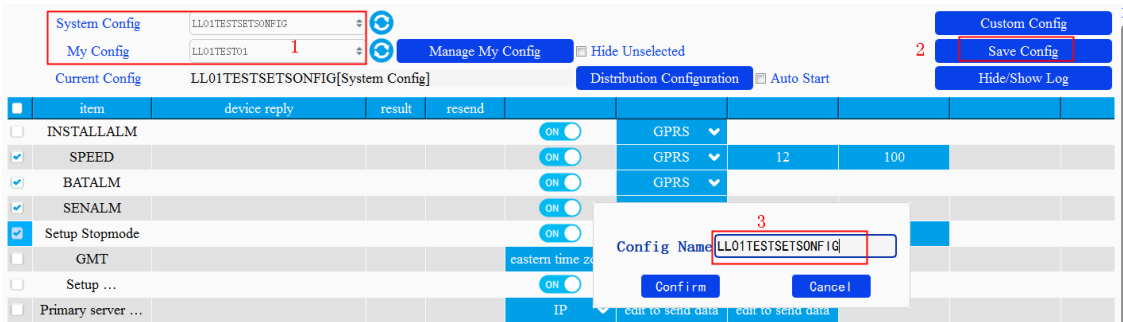


Fig. 29 Customize Configuration

Note: The config script that is already uploaded to the server will be automatically downloaded to

the local when you log in to PC Tools from a different computer.

2.4.3 Changing Configuration Online

If you would like to change the system configuration or a user-defined config script, please do as follows:

1. Select a desired script from the dropdown list and click **Custom Config** to access the corresponding dialog, as the following figure shows:

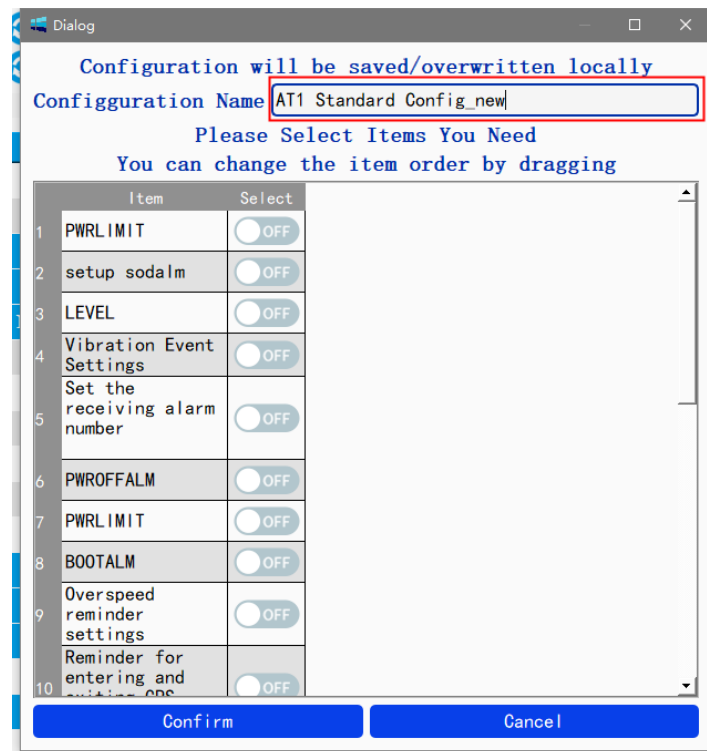


Fig. 30 Change System Config Script



Fig. 31 Change User-Defined Config Script

- In the dialog, select or deselect the parameters that you would like to deploy to a device and click **Confirm** to save the changes.

Note: If the name of a config script generated in **Custom Config** dialog is the same as that of a local config script, the local config script will be overwritten. Please use a new name if you want to save the modified configuration as a new config script.

- You can also change parameter(s) in a config script by double-clicking the value field in the parameter section and then click **Save Config** to synchronize the change to the corresponding local config script, as shown in the following figures:



Fig. 32 Change Parameter

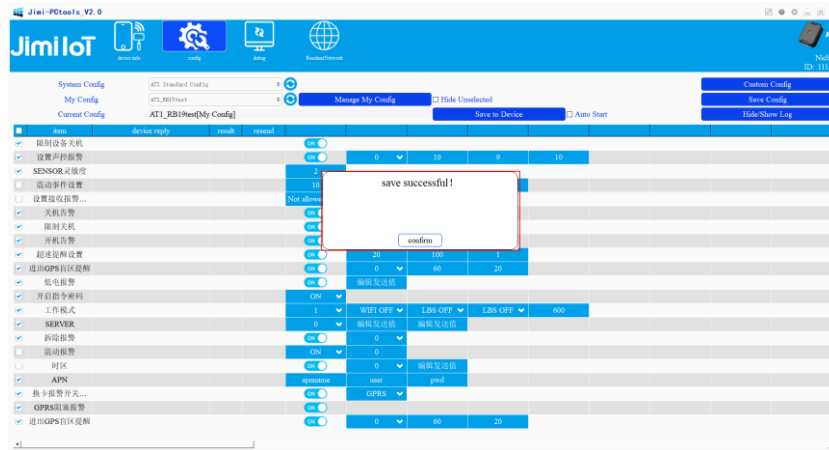


Fig. 33 Save Parameter Change

4. You can choose whether to synchronize the changes with the corresponding online config script through the popup dialog (as shown in the figure below) after clicking **Save Config**.

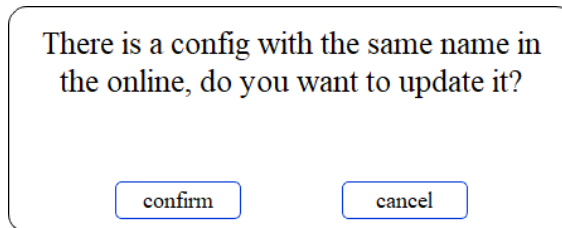


Fig. 34 Synchronize Change to Script

Note:

- (1) If you modify the system configuration via the **Custom Config** dialog, a new config script will be generated and saved locally;
- (2) If you modify the system configuration file through the value field, a config script with the same name as that for the system configuration will be generated and saved locally after clicking **Save Config**. This change will not affect the parameters in the system configuration.

2.4.4 Uploading Logs

If any issue arises during configuration deployment, you can choose to upload the log to the server to request for technical assistance by following the steps below:

1. Click **Hide/Show Log** to call up the log panel, as the following figure shows:

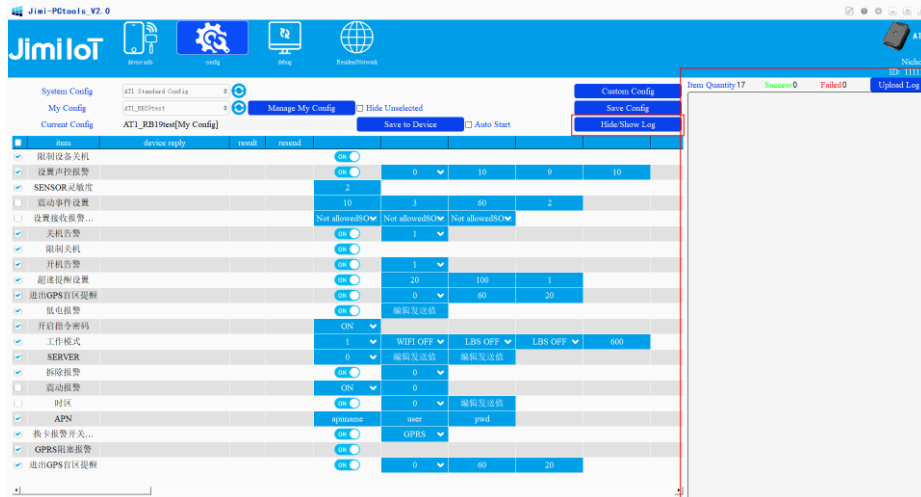


Fig. 35 Log Panel

- Click Upload Log to send the logs to the server (as the following figure shows), so our technical team can help you with the troubleshooting.

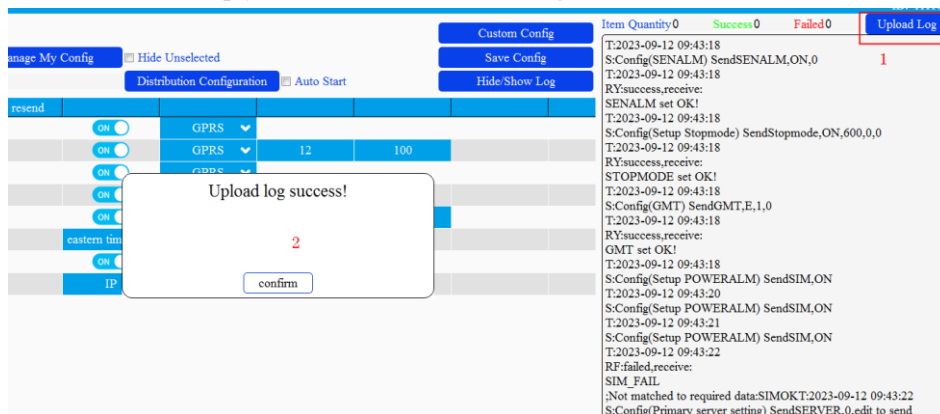


Fig. 36 Upload Log

To collapse the log panel, click **Hide/Show Log** again.

2.5 Debugging

If you notice any exceptions with a device, you can use the **debug** interface for troubleshooting. In the **debug** interface, you can perform actions such as sending commands to check device configuration, uploading debug logs to the server for our technical team to review, requesting live remote assistance, or clearing interaction histories. Before proceeding, ensure that the device is connected and not in sleep mode.

Querying Device Configuration

Enter a command to request for the desired parameter in the command field and click **Send**. The device will reply with the requested parameter values, as the following figure shows:

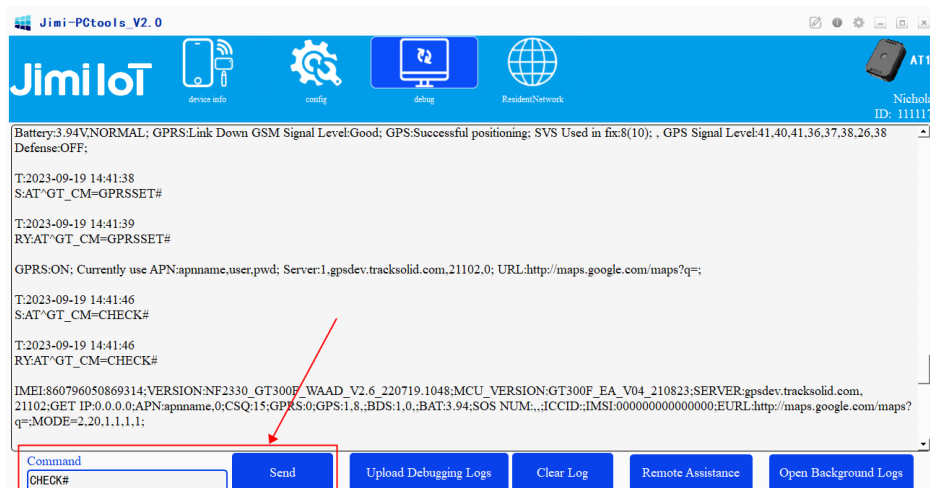


Fig. 37 Query Parameters

Uploading Debug Log

If the issue persists, you can upload the current debug information to the server for our technical team to access.

1. Click **Upload Debugging Logs** at the bottom, as the following figure shows:

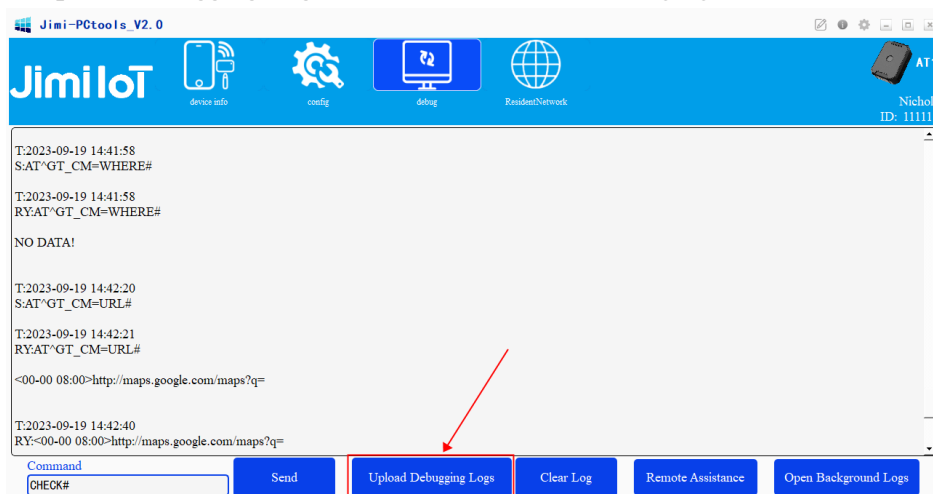


Fig. 38 Upload Debug Log

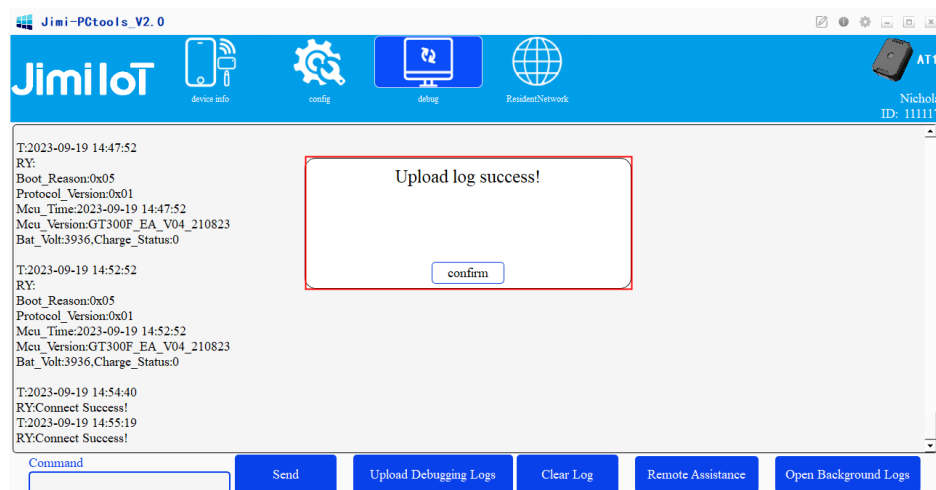


Fig. 39 Upload success

2. If you need to clear all the debug information in the current interface, click **Clear Log** at the bottom.

Note: User-device interactions in the debug interface will be saved in .txt format locally, with a save interval of 1 hour.

Requesting for Remote Assistance

If any issue that cannot be resolved locally arises, you can contact our technical team for remote assistance:

1. Click Remote Assistance at the bottom to initiate an assistance request;

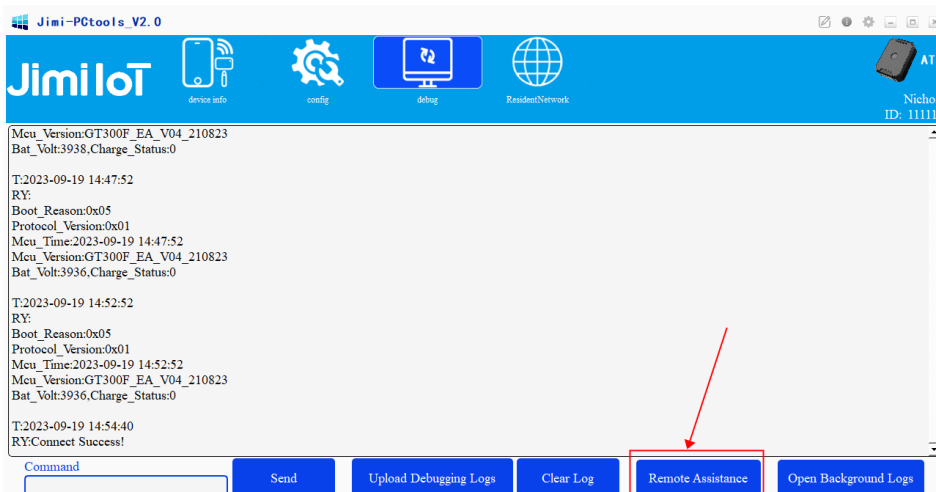


Fig. 40 Initiate Remote Assistance Request

2. If "Connect Success" appears in the **debug** interface, the remote assistance is established;

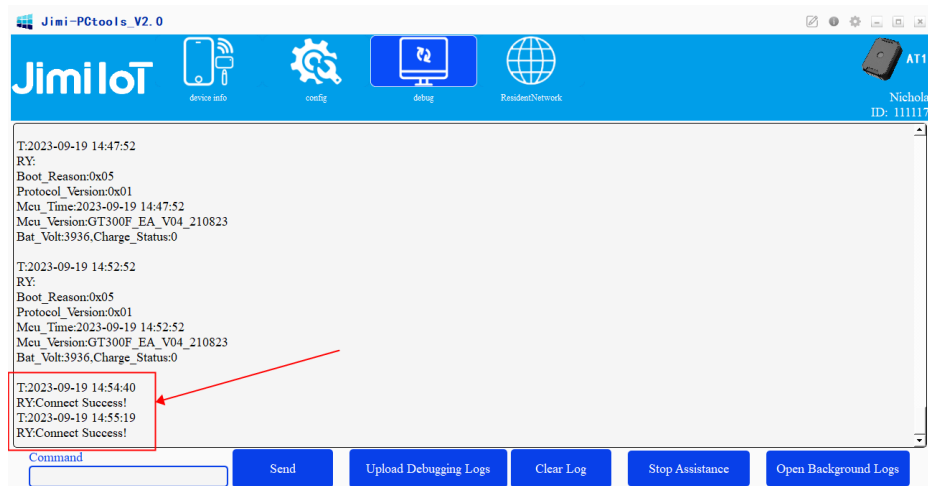


Fig. 41 Remote Assistance Established

3. To abort or end remote assistance, click **Stop Assistance** at the bottom and confirm the action in the popup dialog, as shown in the following figure:

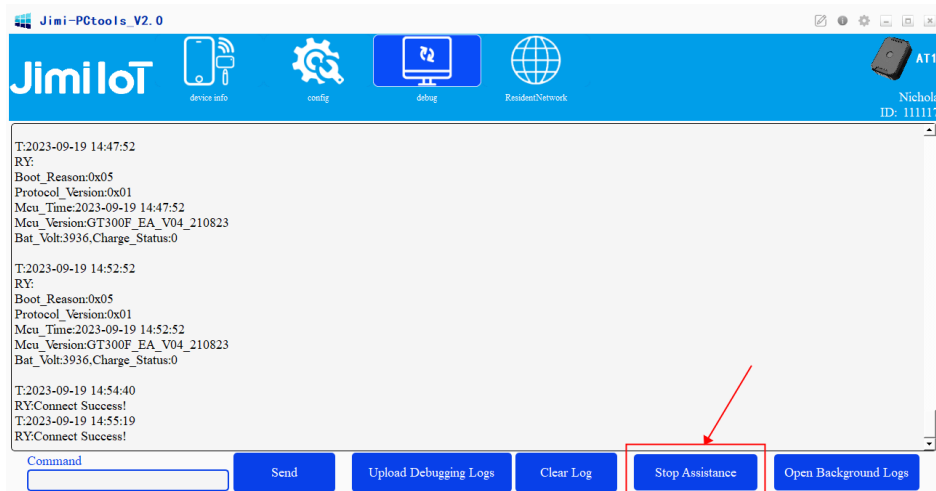


Fig. 42 End Remote Assistance

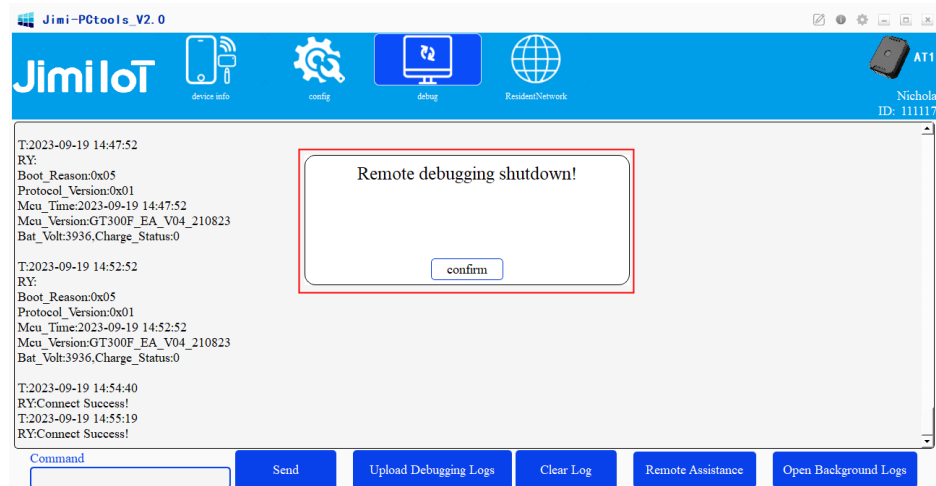


Fig. 43 Confirm the Action

Note: Your communications with our technical team are encrypted for security. The log you uploaded will only be used to help you with the troubleshooting.

Viewing Historical Log

To access historical debug information, click **Open Background Logs** at the bottom to call up the log panel.

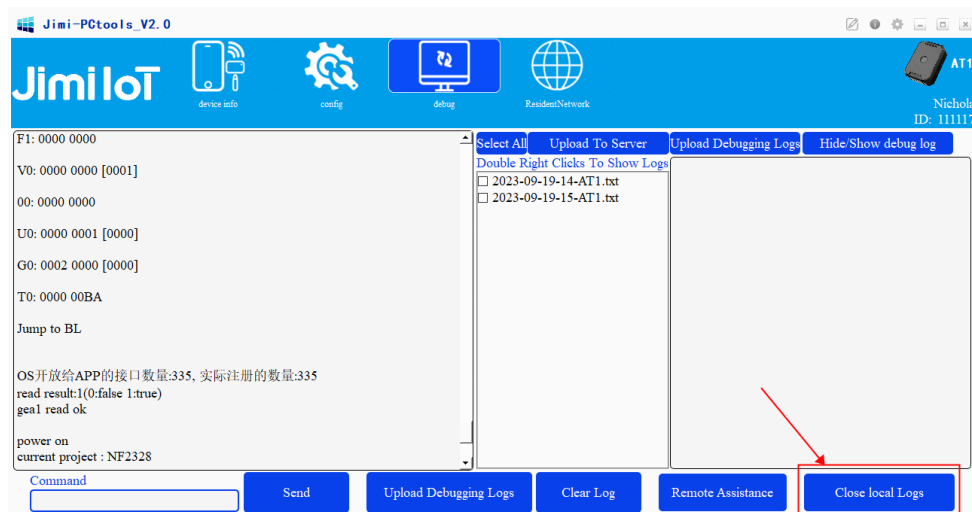


Fig. 44 Open Background Logs

To view details of a debug log, move your cursor onto the desired log file and double-click the right button. The log file will be opened, as the following figure shows:



Fig. 45 View Debug Log Details

To upload debug logs to the server for our technical team to refer to, select one or multiple log files in the list and click **Upload to Server**, as the following figure shows:

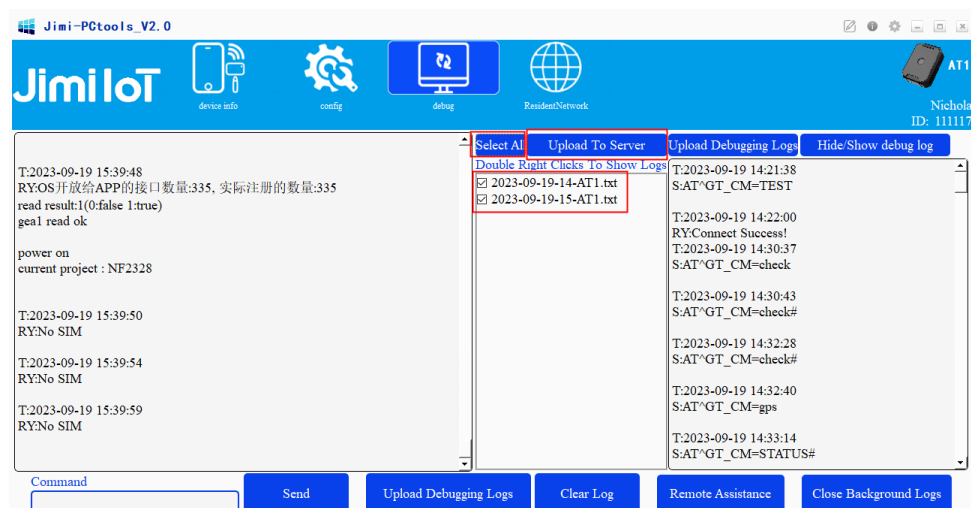


Fig. 46 Upload Debug Logs to Server

If you only need to upload the debug log currently open, you can also use the Upload Logs Debugging Logs to complete the operation, as the following figure shows:



Fig. 47 Upload Current Debug Log

To close the log panel, click **Close Background Logs** at the bottom right corner.