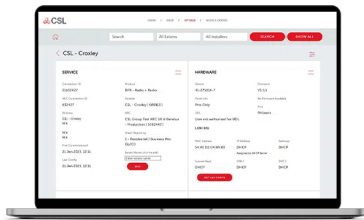


PRODUCT SUPPORT

CSL Live

Updated May 29, 2026



Designed for businesses that use our security and fire alarm signalling solutions, CSL Live functions as a central hub for managing these systems remotely. Today, the platform is accessed by over 25,000 users across Europe.

Take control of your signalling estate with CSL Live, our intuitive ordering and device management portal designed to streamline security management. CSL Live empowers you to monitor your entire security estate in real-time, access detailed activity reports for up to a year, and conveniently order new security products – all from a single, user-friendly platform. With customisable permission levels, you can grant specific access to different users, ensuring the highest levels of security. CSL Live simplifies security management, giving you the peace of mind that comes with knowing your property is protected.

Latest information

<https://www.csl-group.com/support/csl-live/>

Quick Guide – Service Only

Introduction

This guide explains the process of how an ARC can order a service only product and then link this to a hardware product using a serial number.

Step 1 – Login

Firstly, you will need to log into [CSL Live](https://id.csl-group.com/auth/realms/CSLPortal/protocol/openid-connect/auth?state=bd65e5f7c3d1994a70f28f831630feba&scope=openid&response_type=code&approval_prompt=auto&redirect_uri=https%3A%2F%2Fportal.csl-group.com%2Factions%2Fauth-module%2Fdefault%2Fget-authenticated&client_id=CSLPortal) (https://id.csl-group.com/auth/realms/CSLPortal/protocol/openid-connect/auth?state=bd65e5f7c3d1994a70f28f831630feba&scope=openid&response_type=code&approval_prompt=auto&redirect_uri=https%3A%2F%2Fportal.csl-group.com%2Factions%2Fauth-module%2Fdefault%2Fget-authenticated&client_id=CSLPortal) using your username and password.

English v

Log In

Username or email

Password

[Forgot Password?](#)

Log In

Step 2 – MFA

You will now be required to complete the Multi-Factor Authentication (MFA) to log in. To complete this, you must enter the one-time code from your Authenticator App or follow the link to have a one-time code emailed to you.

App

Enter one time code from your authenticator app to the box below

One-time code

Log In

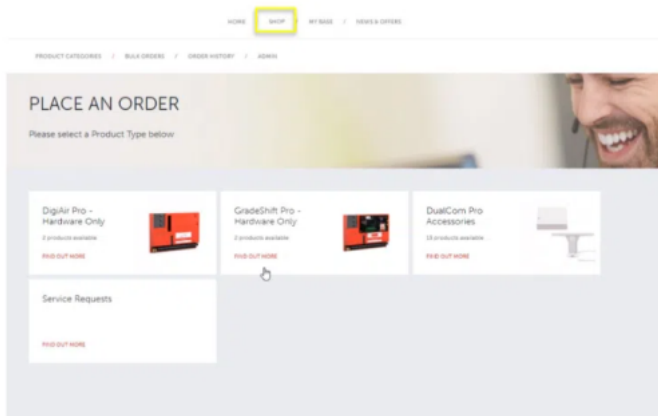
Don't have an authenticator app? Select one of the options below

Email

Send my code via email

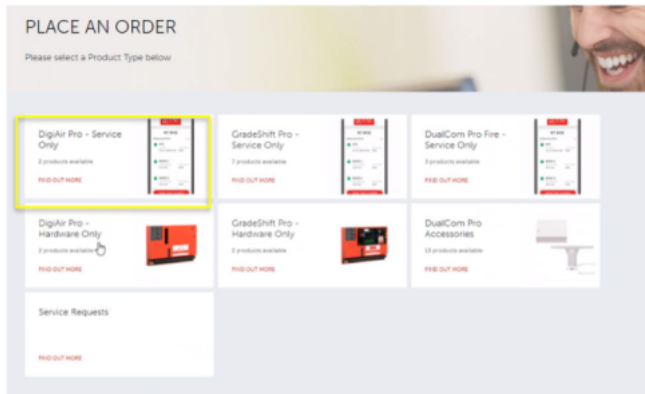
Step 3 – Shop

Once logged into CSL Live, click on **Shop** on the top nav.



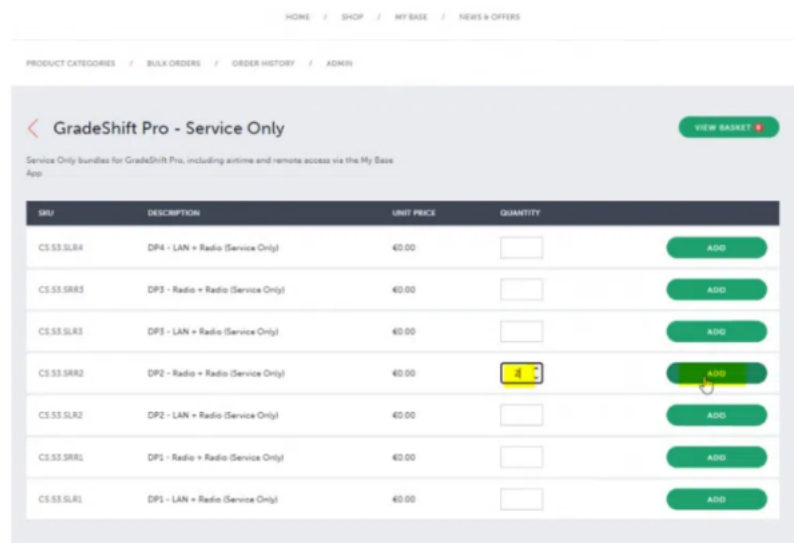
Step 4 – Select

Select the relevant Service that you want to order.



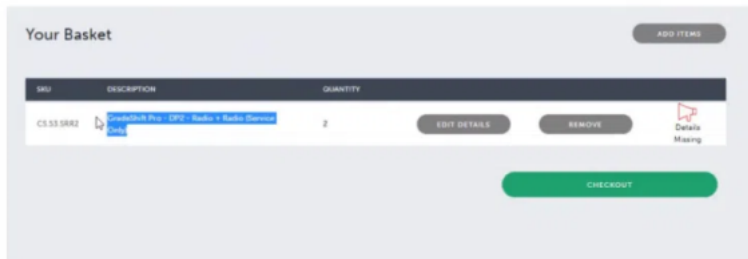
Step 5 – Add

From here, you can select the required quantity and then select Add, this will add the items into your basket, ready to checkout.



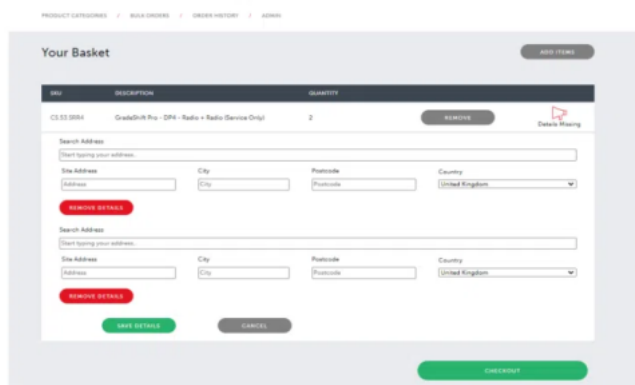
Step 6 – Checkout

You will then be taken to your checkout basket. From here, you can add in any site details given to you by the Installer.



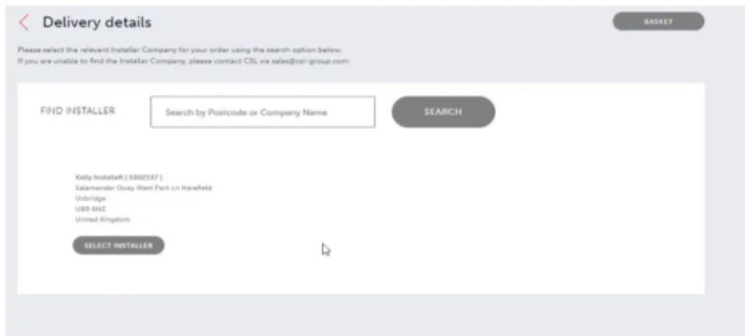
Step 7 – Addresses

Add any relevant site address details in the boxes should the Installer wish to see this information on My Base. Then select save, followed by checkout.



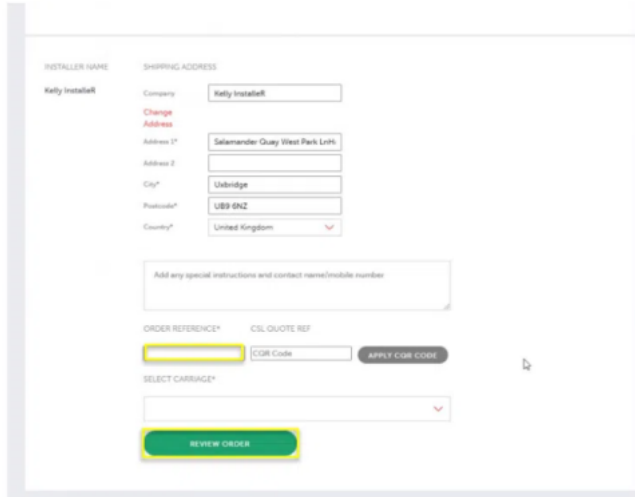
Step 8 – Search

The search tool requires the exact spelling and format of the Postcode or Company Name as it appears on our database. Please try variations of these if you are unable to find your result on an initial search. If you are still unable to find what you are looking for, please contact your Account Manager.



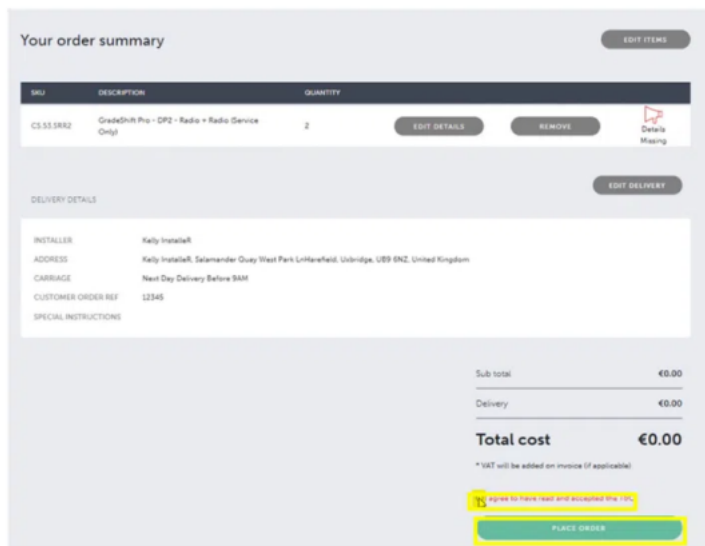
Step 9 – Review

You can leave the default shipping and carrier address. As these are only relevant for hardware. The Carrier price will always show as €0.00. Order reference is a free text field, where the Control Centre can include a reference of their choosing.



Step 10 – Summary

Once on the order summary page, you can check over the details of the order. If all is correct, click the 'I agree to have read and accepted the T&C's', if you are happy with the T&Cs of the order. After this, click place order.



Your order summary [EDIT ITEMS](#)

SKU	DESCRIPTION	QUANTITY
CS55 SR2	GradeSR2 Pro - DP2 - Radio + Radio Service Only	2

[EDIT DETAILS](#) [REMOVE](#) [Details Missing](#)

DELIVERY DETAILS [EDIT DELIVERY](#)

INSTALLER: Kelly Installat
 ADDRESS: Kelly Installat, Salamander Quay West Park Lifford, Udonlga, UBR 6NZ, United Kingdom
 CARRIAGE: Next Day Delivery Before 9AM
 CUSTOMER ORDER REF: 12345
 SPECIAL INSTRUCTIONS:

Sub total: €0.00
 Delivery: €0.00
Total cost: €0.00
* VAT will be added on invoice (if applicable)

☒ I agree to have read and accepted the T&C's

[PLACE ORDER](#)

Step 11 – Place Order

After clicking on "Place order", a new screen will open, and the connection ID will appear after about 60 seconds. You will also receive a confirmation email of your order, which will include a link to the portal which contains your connection ID. This will need to be given to the Installer if they are linking the hardware.

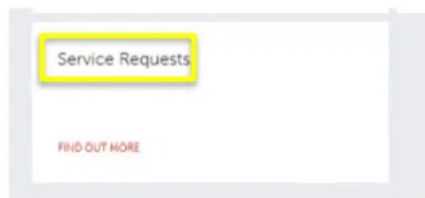
You have now completed the order.

IF THE ARC IS LINKING THE HARDWARE, THEN FOLLOW THE ADDITIONAL STEPS BELOW

Step 12 – Service Requests

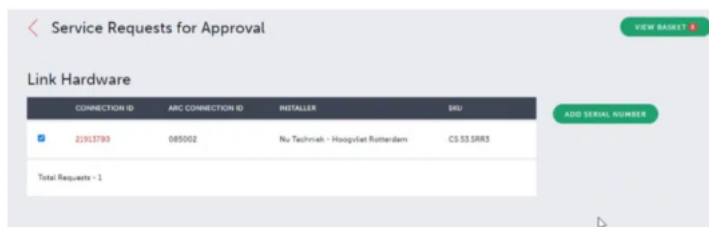
Once you have ordered the service, you can then go to the CSL Live Shop and then go to Service Requests.

HOME / **SHOP** / MY BASE / NEWS & OFFERS



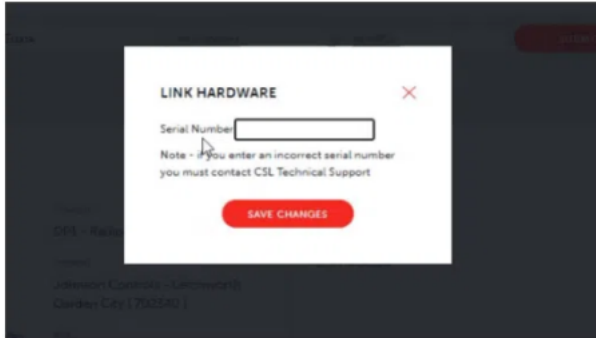
Step 13 – Link Hardware

Any hardware that is waiting to be linked will be found here; these are ordered by product. You will need to find the relevant connection ID for your order. Click the tick button and add the serial number (you should have received this from the Installer).



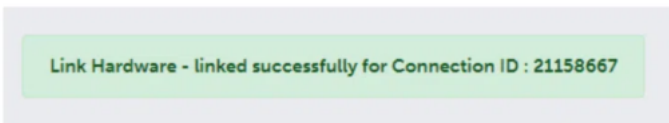
Step 14 – Serial Number

You will be presented with the below screen. Populate this with the serial number of the unit, then click Save changes.



Step 15 – Success

If successful, a green banner will pop up.



Step 16 – Any Issues

If there is a problem, details regarding the issue will appear in a pop-up box.

You have now linked the hardware.

Replacement Process

Instructions

1. Install your replacement product and then access CSL Live via a web browser to complete the process.
2. Visit the My Base section > select the device you wish to replace > click on 'Replace Hardware' > enter the serial number of the replacement device > save.
3. Please place the old, removed product into the packaging of the replacement device. This can then be placed in the supplied returns bag. Any accessories (such as aerials and leads) do not need to be returned unless specifically requested by CSL.
4. The return bag has pre-paid postage, and there are several options on how to return this to us:
 1. Drop off at your local Post Office
 2. Collection from a post collection point in an office
 3. For multiple devices or where you cannot get to a Post Office, please email orders@csl-group.com or telephone +44 (0)1895 474460 to arrange a collection. Please ensure you provide the collection address and return number, which is marked on the returns bag.

You must ensure this faulty product is returned to CSL within 10 days of the installation. If not received, CSL reserve the right to charge for the missing device or suspend any further replacements.

Regrades

Required Accessories

DualCom Pro:

		To: Radio Only	To: LAN Only	To: LAN/Radio	To: Radio/Radio
DigiAir Pro	From: Radio Only	N/A	Ethernet Cable – CS.1.301 LAN Adaptor – CS.1.30*	Ethernet Cable – CS.1.301 LAN Adaptor – CS.1.302	GradeShift Pro 2 – Radio + Radio CS.55.HW**
	From: LAN Only	DigiAir Pro 3 – Radio Only CS.51.HWL**	N/A	GradeShift Pro 2 – LAN/Radio CS.53.HW**	GradeShift Pro 2 – Radio/Radio CS.55.HW**
GradeShift Pro	From: LAN/Radio	No Accessory / Hardware Needed *	No Accessory / Hardware Needed*	N/A	GradeShift Pro 2 – Radio + Radio CS.55.HW**
	From: GradeShift Pro Radio/Radio	No Accessory / Hardware Needed *	Ethernet Cable – CS.1.301 LAN Adaptor – CS.1.302*	Ethernet Cable – CS.1.301 LAN Adaptor – CS.1.302*	N/A

DualCom Pro 2:

DigiAir Pro 2	From: Radio Only	N/A	Ethernet Cable – CS.1.301*	Ethernet Cable – CS.1.301	DualCom Pro 2 4G Radio Module – CS.40.105
	From: LAN Only	DigiAir Pro 3 – Radio Only CS.51.HWL**	N/A	GradeShift Pro 2 – LAN/Radio CS.53.HW**	GradeShift Pro 2 – Radio/Radio CS.55.HW**
GradeShift Pro 2	From: LAN/Radio	No Accessory / Hardware Needed *	No Accessory / Hardware Needed *	N/A	DualCom Pro 2 4G Radio Module – CS.40.105
	From: Radio/Radio	No Accessory / Hardware Needed *	Ethernet Cable – CS.1.301*	Ethernet Cable – CS.1.301*	N/A

DualCom Pro 3:

DigiAir Pro 3	From: Radio Only	N/A	DigiAir Pro 3 – LAN Only CS.51.HWR**	GradeShift Pro 2 – LAN/Radio CS.53.HW **	GradeShift Pro 2 – Radio/Radio CS.55.HW **
	From: LAN Only	DigiAir Pro 3 – Radio Only CS.51.HWL**	N/A	GradeShift Pro 2 – LAN/Radio CS.53.HW **	GradeShift Pro 2 – Radio/Radio CS.55.HW **

* The device needs to be installed for at least 12 months before being eligible for a regrade.

** A new DualCom Pro device is also required to complete the regrade.

Smart Reporting

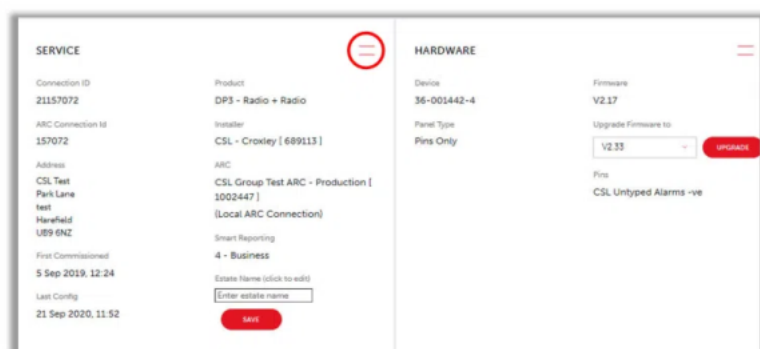
Smart Reporting Configuration Options Guide

Please note that for all steps below, fire sites will only display the **“Security & Fire Systems”** option. Security sites will display all security-related options.

Smart Reporting provides Installers with a choice of 5 options to configure the reporting of single path failures to the ARC (PD6669 6.a). These options are:

Security & Fire Systems	Communication faults will be released according to the grade of the system. If a secondary alarm is sent then all events will be delivered instantly.
Security: Residential / Business (No Op/Cl)	Communication faults will only be sent between the hours of 9am-6pm – up to a maximum of 96 hours after the event.
Security: Open / Close or 96 Hours	Communication faults will be only sent once the system is open – up to a maximum of 96 hours after the event.
Security: Business Hours Reporting	Communication faults will only be sent between the hours of 9am-6pm or once the system is open – up to a maximum of 96 hours after the event.
Disabled	No additional delays are applied to communication faults.

To select the option that is right for your installation, please visit the My Base section of CSL Live or the My Base App. Select the device you wish to adjust and click the menu option circled below:



SERVICE

Connection ID
21157072

ARC Connection ID
157072

Address
CSL Test
Park Lane
test
Harefield
UB9 6NZ

First Commissioned
5 Sep 2019, 12:24

Last Config
21 Sep 2020, 11:52

Product
DP3 - Radio + Radio

Installer
CSL - Croxley [689113]

ARC
CSL Group Test ARC - Production [1002447]
(Local ARC Connection)

Smart Reporting
4 - Business

Estate Name (click to edit)

Save

HARDWARE

Device
36-001442-4

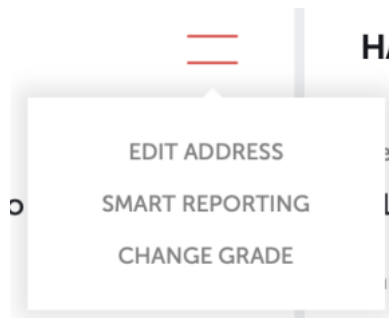
Panel Type
Pins Only

Firmware
V2.17

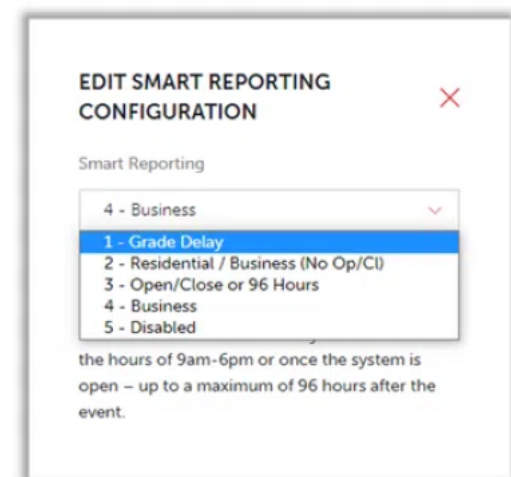
Upgrade Firmware to
 Upgrade

Firm
CSL Untyped Alarms -ve

This will offer a drop-down menu, where you need to select 'SMART REPORTING':



This will then take you to the section below, where this drop-down menu gives you all 5 options for the configuration of Smart Reporting. For fire enabled sites, only one option is available.



Select the option that is right for you and click on the 'SAVE CHANGES' button to complete the process:

