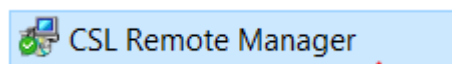


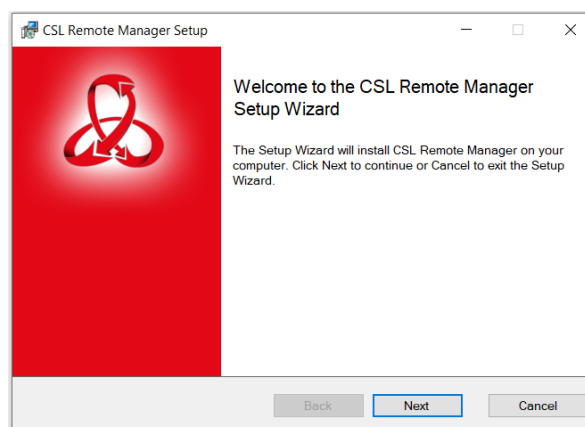
CSL Remote Manager Quick Guide

This software is supported on Windows 10 (64 bit) or Windows Server 2012 R2 and above.
To use CSL Remote Manager for Pyronix Installations your DualCom Pro must be V2.24 or above.

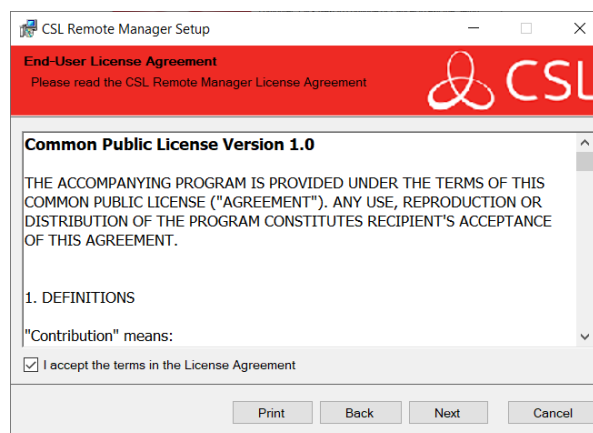
- Have ready the PC/laptop/server you wish to install the software on and note this should be the same location where your current panel manufacturer's UDL software is installed (if using Galaxy this must be where the Comms server is installed)
- Log into My Base via CSL Live on a web browser <https://portal.csl-group.com> (this cannot be done via the App)
- Click on any site and press START UDL
- Click on DOWNLOAD REMOTE MANAGER
- Check in downloads for the CSL Remote Manager
- Double click, which will deploy the installation. The install file looks like the below icon:



- You should then see the following:

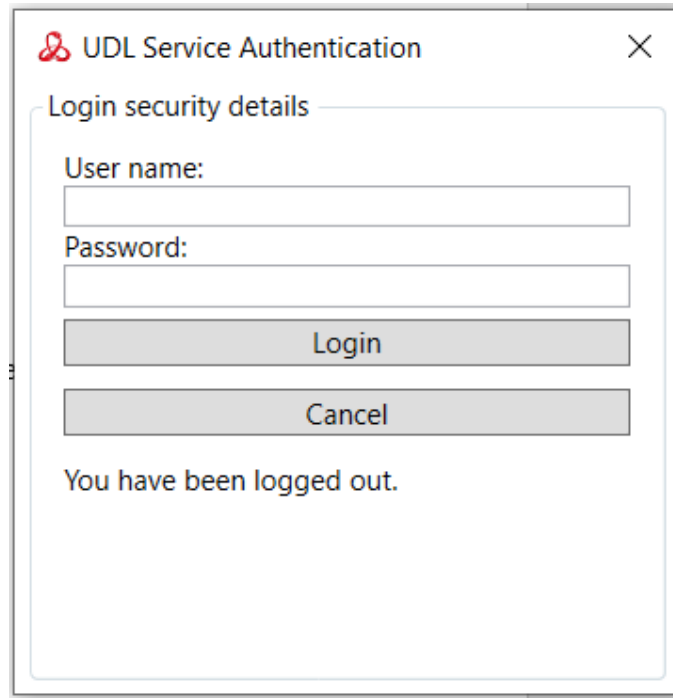


- Click Next and tick to accept the terms in the License Agreement as per below and press Next:



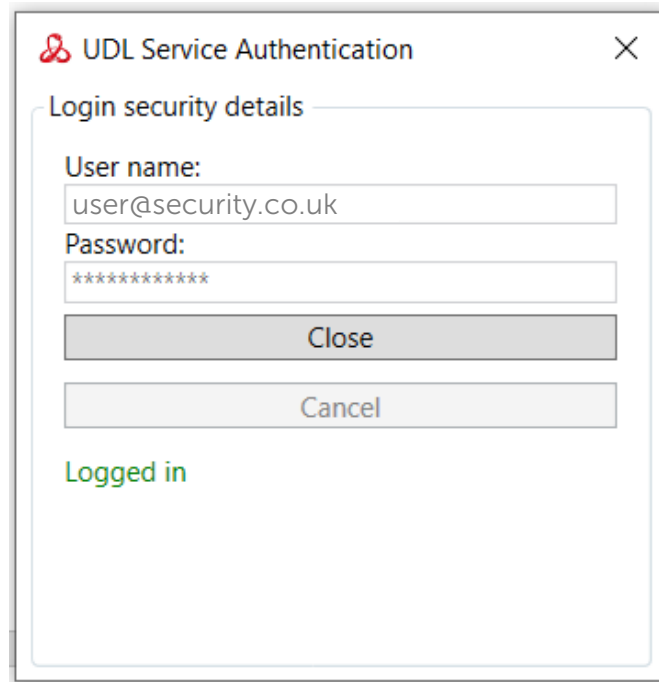
- You may be prompted for admin details at this time. Please contact your company's IT support team if required

- Once the install is complete, you will be prompted to login to the service. Use your My Base login credentials at this stage.



The screenshot shows a dialog box titled "UDL Service Authentication" with a close button (X) in the top right corner. Below the title bar, there is a section labeled "Login security details" enclosed in a rounded rectangle. Inside this section, there are two input fields: "User name:" and "Password:". Below the "Password:" field, there are two buttons: "Login" and "Cancel". At the bottom of the dialog box, the text "You have been logged out." is displayed.

- Once logged in, you should see the below



The screenshot shows the same "UDL Service Authentication" dialog box. The "User name:" field now contains the text "user@security.co.uk" and the "Password:" field contains a series of asterisks "*****". The "Login" button has been replaced by a "Close" button, and the "Cancel" button remains. At the bottom of the dialog box, the text "Logged in" is displayed in green.

This is a service that constantly runs in the background and will auto start upon a PC/Server restart.

- Press close, then refer to your specific panel guide on the CSL Installer Zone – www.csl-group.com/installer

Please note – if you have any IT restrictions see the following instructions

- Port 443 open outbound to any address
- If using a firewall other than Windows Firewall, you need to add the CSL.RM.UDLService.exe (located in the Program Files folder) as an exception

FAQs

Q. I can't see START UDL on My Base?

A. Make sure that you have selected an individual site in My Base. If you have done so then your permission level may not include UDL access. Please speak to your company administrator to change your permission.

Q. Why does the program not open once I turn on my PC/Laptop?

A. CSL Remote Manager runs in the background. Upon turning on your PC/Laptop the program will automatically start up. You should be able to see it by accessing your System Tray in Windows.

Q. How to I download the program?

A. In My Base you should see the button called Download Remote Manager. Click on that to start the download. If you cannot see this button your permission level may not include UDL access. Please speak to your company administrator to change your permission.