

Translation of the original installation and operating instructions

EN

CS SensorApp

| SOFTWARE |



The completeness and accuracy of this documentation have been carefully checked. We reserve the right to make technical changes at any time. These changes may result in deviations from the information provided in this documentation.

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1 General information

The software "CS SensorApp" is referred to as the "service app" in this documentation. A device or sensor connected to the service app is referred to as a "product."

1.1 Documentation

This documentation provides important information and instructions for the safe and proper use of the service app.

▷ Keep this documentation handy at all times for reference.

1.2 Symbols and labels used

The following markings and symbols are used in this documentation:

Labeling/symbol	Usage
Text	Important text passages are highlighted
Text	Label in the user interface
Text > Text > Text	Navigation path in the user interface
 2 Security	Cross-reference to text passage, figure, or chapter
•	Bulleted list, list item
▷	Call to action as part of a set of instructions.
✓	Final or intermediate result of a set of instructions
✗	Final or intermediate result of a set of instructions that was not achieved
!	Note regarding an intermediate result

Table 1: Symbols and labels used

1.3 Safety instructions and notes

	DANGER Indicates an imminent danger. Death or very serious injuries may result.
	WARNING Indicates a potentially dangerous situation. Death or serious injury may result.
	CAUTION Indicates a potentially dangerous situation. Slight or minor injuries may result.
	NOTICE Indicates a potentially dangerous situation. Material or environmental damage may result.
	NOTE Indicates important information, application tips, and useful information for proper working.



2 Security

2.1 Intended use

Safe and proper use of the service app is guaranteed only if the requirements and specifications described in this documentation are followed.

The service app is intended for connecting, operating, and configuration of compatible products. It allows you to view measurement and product information, adjust approved settings, and - depending on the connected product - update the device software.

The app is considered to be used as intended, in particular, when

- the service app is installed on a supported operating system,
- only installation and update packages approved by the manufacturer are used,
- only compatible products are connected to the service app,
- the interfaces and communication parameters required for the respective connection type are correctly configured,
- configuration changes are made only by authorized and appropriately qualified users,
- the permissible settings and specifications in the connected product's operating instructions are followed,
- access credentials are protected against unauthorized access, and
- the end device is operated in a trusted IT environment and is adequately protected against malware and unauthorized access.

Any use outside of these conditions is considered improper and may result in connection problems, incorrect settings, data loss, or malfunctions of the connected product.

Intended use also includes:

- compliance with this documentation,
- following the operating instructions for the connected product, and
- the regular installation of approved updates.

Reasonably foreseeable misuse includes, in particular:

- using the service app with unsupported products or operating systems,
- installing software from untrusted sources,
- interrupting a data transfer or software update,
- changing parameters without understanding their meaning or permissible values,
- using insecure or shared login credentials,
- operating the device on unsecured networks,
- sharing log files with unauthorized persons, and
- bypassing or disabling existing security features.

3 Cybersecurity

To ensure the secure use of the service app, the end device, the network environment, and the connected products must be adequately protected against unauthorized access. The measures described in this chapter apply throughout the entire service life of the service app.

For product-specific cybersecurity requirements for the connected product, refer to its operating instructions.

Using the service app safely

- ▷ Use the service app exclusively on trusted devices.
- ▷ Keep the operating system and security software up to date.
- ▷ Protect the device from unauthorized access and restrict use of the service app to authorized users.
- ▷ Lock the device when it is left unattended.

Install and update the service app securely

Installation and update packages from untrusted sources may contain tampered or malicious software.

- ▷ Use only installation and update packages provided by the manufacturer.
- ▷ Install security updates promptly.
 - ❗ Further information can be found in chapter " 6.1 Install the service app" and " 10.1 Update the service app".

Use secure network connections

Using unsecured networks may allow unauthorized individuals to access transmitted data or connected products.

- ▷ Use the service app only on trusted and secure networks.
- ▷ Avoid publicly accessible or unencrypted Wi-Fi networks.
- ▷ Limit network access, ports, and services to the minimum necessary.
- ▷ Coordinate any changes to firewall, proxy, or network settings with the responsible IT administration.
 - ❗ For information on the required network connections and ports, see the chapter " 5 System requirements."

Protect login credentials and permissions

Login credentials and permissions can grant access to the service app and connected products.

- ▷ Use secure and unique passwords.
- ▷ Do not share login credentials with unauthorized persons, and do not store them unsecured.
- ▷ Grant the service app only the necessary permissions.
- ▷ Revoke permissions and access rights that are no longer needed.
 - ❗ For information on managing the user password, see the chapter " 8.2 Set up and manage user password."

Protect configuration, export, and log files

Configuration, export, and log files may contain product, network, diagnostic, or connection information.

- ▷ Store configuration, export, and log files only in secure locations.
- ▷ Before sharing files, check them for confidential information and transmit them only via secure channels to authorized recipients.
- ▷ Delete files as soon as they are no longer needed.



Use remote maintenance connections securely

Remote maintenance connections allow authorized support staff to access the end device.

- ▷ Activate a remote maintenance connection only after consulting with customer service and only for the duration of the support session.
- ▷ Do not disclose any unnecessary access credentials or confidential files.
- ▷ End the remote support connection once the support session is complete.

❗ For information on remote maintenance, see the chapter " 10.4 Customer service."

Updating device software securely

Depending on the connected product, the Service App can be used to update the device software.

- ▷ Use only update packages approved for the connected product.
- ▷ Do not interrupt the power supply or the connection to the product during the update.

❗ For information on updating the device software, see the chapter " 10.2 Update device software."

Making security-related changes

Changes to network, communication, or access settings can affect the security of the end device and the connected product.

- ▷ Have security-related changes performed only by authorized and appropriately qualified personnel.
- ▷ Verify the effects of changes before applying them and use only approved settings.
- ▷ Document security-related changes.
- ▷ Then verify proper functionality and access protection.

Report security-related incidents

- ▷ Report suspected security issues or vulnerabilities to security@cs-instruments.com.
- ▷ For information on reporting security-related vulnerabilities and the Coordinated Vulnerability Disclosure (CVD) process, visit the "Product Security" section of the manufacturer's website.

Securely remove local data

Before transferring or decommissioning an end device, locally stored configuration, diagnostic, and access data must be removed.

❗ Further information can be found in chapter " 6.2 Delete data and uninstall the service app".

4 CS SensorApp

The service app is used to connect to, operate, and perform configuration on compatible products. It provides access to measured values, product information, device settings, and communication parameters of the connected product.

Depending on the product and the device being used, the connection can be established via Bluetooth, Modbus RTU, or Modbus TCP. Available functions and configuration options depend on the connected product and its model.

The service app supports the following functions in particular:

- Searching for, selecting, and connecting compatible products
- Establishing and disconnecting connections to products
- View current measured values and product information
- View and reset minimum, maximum, and average values
- Display measured values as a time series
- Configure device, process, output, and interface parameters
- Provide diagnostic and log data
- Transfer authorized device software to the product

The available functions depend on the connected product, its features, and the software version being used.



NOTE

For information on the meaning, permissible values, and effects of product-specific parameters, refer to the operating instructions for the connected product.



5 System requirements

The features and connection types supported by the service app depend on the operating system, the device, and the connected product. Before installation, the following system, network, and permission requirements must be met.

Supported operating systems

Platform	Minimum requirements
Windows	Windows 10 or Windows 11, 64-bit version
Android	Android 11 or later
iOS	iOS 12 or later

Table 2: Supported operating systems

Hardware and interface requirements

Platform	Requirements
Windows	• LAN or Wi-Fi connection • Bluetooth LE adapter for Bluetooth connections • RS-485/USB adapter for Modbus RTU • Access to the local file system for import and export
Android	• Bluetooth LE-enabled device • Wi-Fi or cellular connection • USB host support for serial adapters, if needed
iOS	• Bluetooth Low Energy-enabled iPhone or iPad • Wi-Fi or cellular connection

Table 3: Hardware and interface requirements

Depending on the platform and the connected product, the service app supports the following connection types:

- Bluetooth Low Energy (BLE)
- Modbus TCP
- Modbus RTU (Modbus RTU requires a suitable serial interface or a compatible RS-485/USB adapter.)

Network and firewall requirements

The necessary network connections must be approved for registration, updates, and communication.

Function	Transport protocol	Port	Requirement
Login	TCP	443	Outgoing HTTPS connection to the manufacturer's login service (CS INSTRUMENTS)
Service app update (Windows)	TCP	443	Outgoing HTTPS connection to the update service
Modbus TCP	TCP	502	Connection to the product or gateway on the local network
Product search on the network	UDP	8800	Broadcast and response traffic on the local subnet

Table 4: Network and firewall requirements

For product search via Modbus TCP, UDP broadcast or multicast packets require approval on the local network. Firewalls, proxy servers, or network segmentation must not block the required search and response traffic.

For Bluetooth connections, no traditional port forwarding is required in the network firewall.



NOTE

Generally, no general inbound firewall rules are required for the service app to operate. However, approval is required for responses to connections initiated by the service app.

In corporate networks, the redirects and token endpoints of the sign-in service must also be accessible.

Required user rights and permissions

Windows

Standard user rights are usually sufficient for the normal operation of the service app.

Administrator privileges may be required for:

- Initial installation of the service app
- Installing USB, COM, or interface drivers
- Adjusting centrally managed firewall or security policies

Access to a COM port is possible with standard user permissions, provided that the required driver is properly installed and access is not restricted by local security policies.

Android

Depending on the connection type used, the service app requires access to:

- Internet and network status
- Nearby Bluetooth devices
- Bluetooth discovery and Bluetooth connections
- Local network
- Location, if required by the operating system for Bluetooth discovery
- USB devices, if a serial adapter is used

▷ Grant the requested permissions when you first launch the app or use the respective feature for the first time.

- ⓘ If the required permissions are not granted, product discovery, connection establishment, or data transfer may be limited.

iOS

Depending on the connection type used, the service app requires access to:

- Bluetooth
- Local network
- Location, if required by the operating system for Bluetooth functionality

▷ Grant the requested permissions when you first launch the app or when you use the respective feature for the first time.

- ⓘ If the required permissions are not granted, product search, connection establishment, or data transfer may be limited.



6 Installation

6.1 Install the service app

**NOTICE****Malfunction or data loss due to unauthorized software**

Unauthorized or modified installation and update packages can impair the product's functionality.

- ▷ Use only installation packages provided by the manufacturer.
- ▷ Do not install modified software packages or those obtained from unknown sources.

Install the service app on Windows**Prerequisite**

- The system requirements are met.
- You have the necessary user permissions.
- ▷ Go to the manufacturer's website.
- ▷ Download the latest installation package for the service app.
- ▷ Run the installation file.
- ▷ Follow the instructions provided by the installer.
- ✓ The service app is installed.

Install the service app on a mobile device**Prerequisite**

- The system requirements are met.
- ▷ Open the Apple App Store or the Google Play Store.
- ▷ Search for the name of the service app (CS SensorApp).
- ▷ Select Install.
- ✓ The latest version of the service app will be downloaded and installed.

6.2 Delete data and uninstall the service app

Delete local app data

Deleting local app data removes settings, login credentials, and log files stored on the device.

Prerequisite

- Any necessary data has been exported.
- The connection to a product has been disconnected.
- The service app is closed.
- ▷ Open the operating system's app or storage manager.
- ▷ Search for the name of the service app (CS SensorApp).
- ▷ Select the option to delete the local app data.
- ▷ Confirm the deletion.
- ✓ The local app data has been deleted.
- ⓘ The name and availability of this feature depend on the operating system. On some operating systems, the local app data is automatically deleted when the service app is uninstalled.



Uninstall the service app

The service app can be uninstalled via the operating system's application management.

Prerequisite

- Required data has been exported.
 - The connection to a product has been disconnected.
 - The service app is closed.
- ▷ Open the operating system's application manager.
 - ▷ Search for the name of the service app (CS SensorApp).
 - ▷ Select the "Uninstall" or "Delete App" option.
 - ▷ Confirm the uninstallation.
 - ✓ The service app has been uninstalled.
 - ⓘ Depending on the operating system, local app data is automatically removed during uninstallation. Exported files may remain outside the app storage and must be deleted separately if necessary.

Remove user data before sharing

- ▷ Export any data you still need.
- ▷ Delete the local app data.
- ▷ Uninstall the service app.
- ▷ Delete any remaining export, configuration, and log files.
- ▷ Verify that no confidential or personal data from the service app remains on the device.
 - ✓ The service app's locally stored data has been removed.

7 Getting started

7.1 User interface



NOTE

After launching the service app, the Connect section is displayed. You can use this section to connect to a product. The main menu can be opened regardless of the connection status.

Open the main menu

The main menu contains the general functions of the service app and can be opened regardless of the connection status.

- ▷ Select the **main menu** button (≡).
 - ✓ The **main menu** opens.
 - ❗ The available menu items may vary depending on the service app version and the connected product.

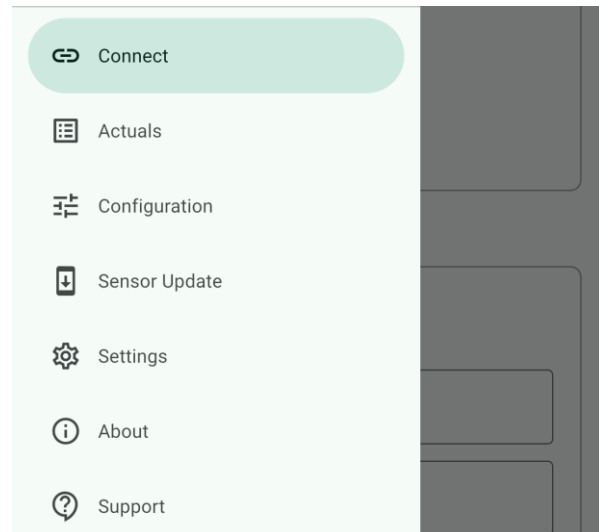


Figure 1: Main menu (example)

7.2 Set display and language

Configure display and language

You can adjust the basic settings of the service app in the **Settings** menu.

- ▷ Select **Main Menu** > **Settings**.
 - ✓ The **Settings** menu opens.
- ▷ Select the desired settings.
 - ✓ The display and language will be adjusted according to your selection.

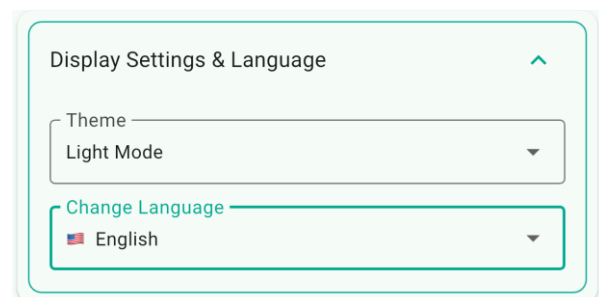


Figure 2: Setting display and language (example)

7.3 Link to a product

Establishing a connection

- ▷ Open the Service app.
- ▷ Select the desired connection type.
- ▷ Enter the required connection parameters.
- ▷ Select Search.
 - ✓ The available products are displayed.
- ▷ Select the desired product.
 - ✓ The connection is established.
 - ! Known products can be selected directly from the product list.

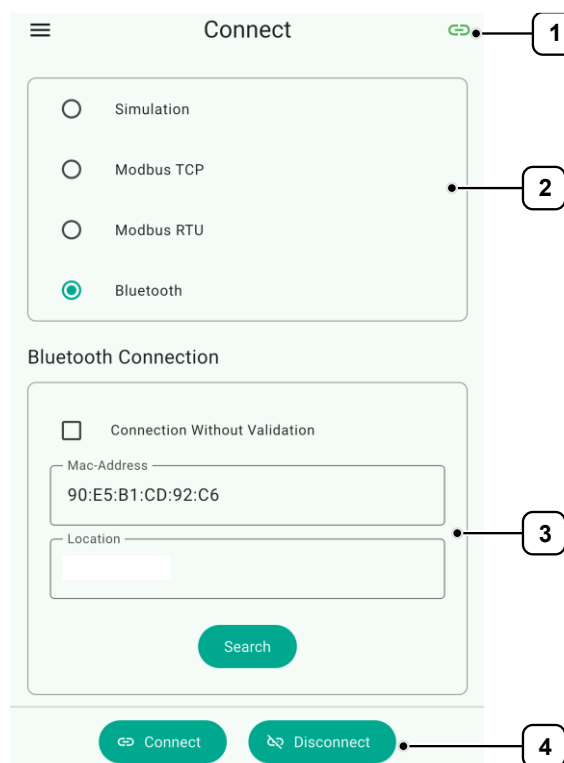


Figure 3: Establishing a connection (example)

- | | | | |
|---|----------------------------|---|--|
| 1 | Connection status | 3 | Connection settings |
| 2 | Available connection types | 4 | Action bar for establishing/disconnecting a connection |

Connection type	Required information
Bluetooth	Bluetooth enabled; select product
Modbus RTU	COM port, baud rate, stop bits, and parity
Modbus TCP	IP address or product search on the network

Table 5: Required information based on connection type



NOTE

A user password must be set up during the initial connection.
Further information can be found in chapter [8.2 Set up and manage user password](#).

Disconnect

- ▷ Select Main menu > Connect.
- ▷ Select Disconnect.
 - ✓ The connection is disconnected.



8 Configuration

8.1 Change and transfer settings

Open the configuration menu

The configuration menu is divided into the Settings, Output, Interface, and Expert tabs. Use the navigation bar to switch between the tabs. The available settings are organized into drop-down menu items within the tabs.

Prerequisite

- The product is connected to the service app.

▷ Select Main menu > Configuration.

- ✓ The configuration menu opens.
- ⓘ The available parameters depend on the connected product and its model. For information on the meaning of the parameters and the permissible setting values, refer to the operating instructions for the connected product.

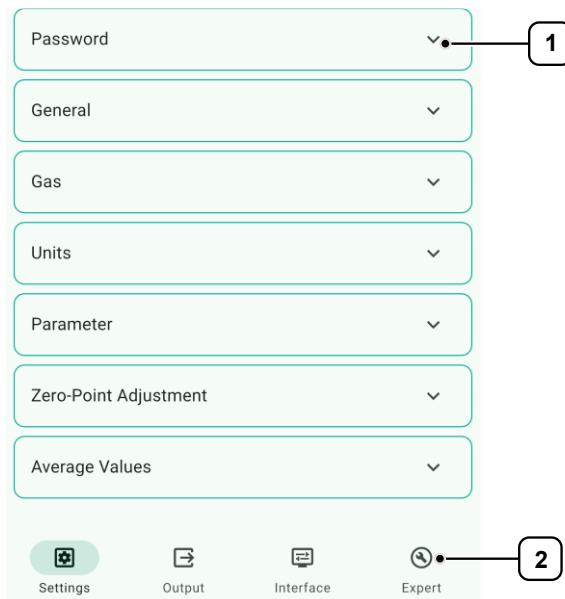


Figure 4: Configuration menu (example)

1 Drop-down menu item 2 Tab

Change and transfer settings

- ▷ Select the desired tab in the navigation bar.
- ▷ Open the desired menu item.
- ▷ Change the required setting.
- ▷ Confirm the change.
 - ✓ The setting is transferred to the connected product.
 - ⓘ Changes are transferred only after they have been confirmed.

8.2 Set up and manage user password



NOTICE

Keep your master password safe

The master password is required for administrative access and to reset the user password.

- ▷ Keep the master password in a safe place and protect it from unauthorized access.



Set your user password for the first time

When commissioning the device for the first time, authenticate via Bluetooth using the master password provided. Then set your own user password.

Prerequisite

- The product is turned on.
- You have the master password.
- Bluetooth is enabled on the device.
- ▷ Establish a Bluetooth connection to the product.
- ▷ Enter the master password.
- ▷ Set the user password.
- ▷ Confirm the user password.
- ✓ The user password has been set up.

Change user password

The product can be protected from unauthorized changes with a password.

Prerequisite

- The product is connected to the service app.
- The current password is available.
- ▷ Select **Main menu** > **Configuration**.
- ✓ The configuration menu opens.
- ▷ In the navigation bar, select the **Settings** tab.
- ▷ Open the **Password** menu item.
- ▷ Enter the current user password.
- ▷ Enter the new user password.
- ! Use a secure, unique password and do not share it with unauthorized persons.
- ▷ Re-enter the new user password.
- ▷ Confirm the setting.
- ✓ The password has been changed.

Resetting the user password

If you lose your user password, you can reset it using the master password provided.

Prerequisite

- The product is connected to the service app.
- You have the master password.
- ▷ Select **Main menu** > **Configuration**.
- ✓ The configuration menu opens.
- ▷ In the navigation bar, select the **Settings** tab.
- ▷ Open the **Password** menu item.
- ▷ Authenticate using the master password.
- ▷ Enter the new user password.
- ▷ Re-enter the new user password.
- ▷ Confirm the setting.
- ✓ The new user password is now set up.



9 Measured values

Display measured values

The Measured Values menu item displays the current measured values as well as information such as the serial number, software version, and calibration date.

Prerequisite

- The product is connected to the service app.

▷ Select Main menu > Measured Values.

- ✓ The current measured values are displayed.

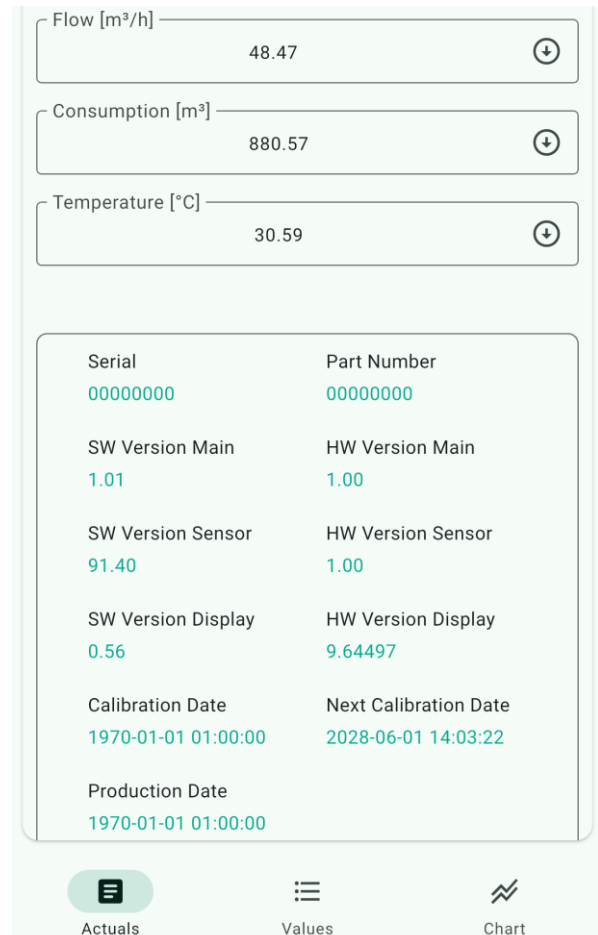


Figure 5: View measured values (example)

View statistical values

Additional measurement and statistical values are displayed under the Values menu item.

▷ Select Main menu > Measured Values.

▷ Select the Values tab in the navigation bar.

- ✓ The statistical values are displayed.

Display measurement chart

In the **Chart** menu item, the measured values are displayed as a time series.

- ▷ Select **Main Menu > Measured Values**.
- ▷ Select the **Chart** tab in the navigation bar.
 - ✓ The measurement chart is displayed.
- ▷ Select **Settings** (⚙️) to adjust the display parameters of the measurement data chart.
 - ✓ The **Chart Settings** menu opens.
- ▷ Select the desired settings.

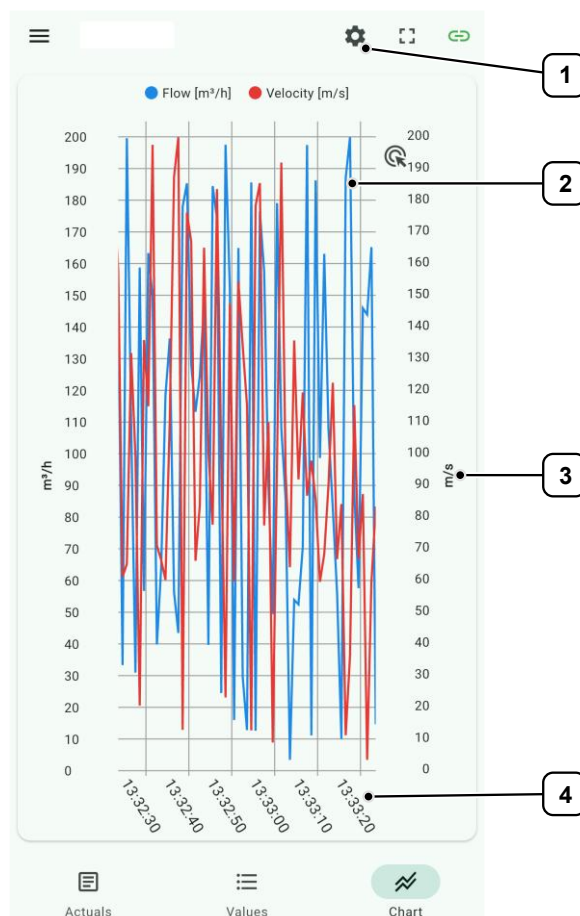


Figure 6: Viewing the measurement chart (example)

- | | | | |
|---|--------------------------|---|----------------------|
| 1 | Settings | 3 | Legend |
| 2 | Measurement curve | 4 | Time interval |

Display analysis values

The **Analysis** menu item displays analysis and consumption values.

- ▷ Select **Main menu > Analysis**.
- ▷ Select the desired analysis type and the evaluation period.
 - ✓ The analysis and consumption values are displayed.

View and reset statistical values

In the **Average Values** menu item, you can view and reset the minimum, maximum, and average values for various measurement parameters.

Prerequisite

- The product is connected to the service app.
- ▷ Select **Main menu > Configuration**.
 - ✓ The configuration menu opens.
- ▷ Select the **Settings** tab.
- ▷ Open the **Average Values** menu item.
- ▷ Select the desired time interval for recording the statistical values.
- ▷ Select **Clear Min/Max** to reset the minimum and maximum values.
- ▷ Select **Clear AV** to reset the average values.



10 Updates, troubleshooting, and support



NOTICE

Malfunction or data loss due to unauthorized software

Unauthorized or modified installation and update packages can impair the product's functionality.

- ▷ Use only installation packages provided by the manufacturer.
- ▷ Do not install modified software packages or those obtained from unknown sources.

10.1 Update the service app

Update the service app on Windows

If a new version is available, an update icon will appear.

Prerequisite

- The device is connected to the Internet.
 - An update is available.
 - You have the necessary installation permissions.
- ▷ Select the update icon (↻).
 - ✓ The download page for the installation package will open.
 - ▷ Close the service app.
 - ▷ Download the latest installation package for the service app.
 - ▷ Run the installation file.
 - ▷ Follow the instructions provided by the installer.
 - ✓ The service app is now updated.

Updating the service app on a mobile device

Updates for the service app are provided through the app store for your operating system.

Prerequisite

- The mobile device is connected to the Internet.
 - An update is available.
- ▷ Open the Apple App Store or the Google Play Store.
 - ▷ Search for the name of the service app (CS SensorApp).
 - ▷ Select Update.
 - ✓ The latest version of the service app will be downloaded and installed.
 - ⓘ If automatic app updates are enabled, the update may be installed automatically, depending on your mobile device's settings.

10.2 Update device software



NOTICE

Data loss or malfunction due to an interrupted update

An interruption in the power supply or connection may cause the update to abort and result in product malfunctions.

- ▷ Ensure an uninterrupted power supply during the update.
- ▷ Do not close the service app.
- ▷ Do not disconnect from the product.

Download the update package

- ▷ Check the product name, hardware version, software version, and serial number in the product information.
- ▷ Go to the manufacturer's website.
- ▷ Download the update package approved for the product.



Update the device software

Prerequisite

- The approved update package is stored on the end device.
- The product is connected to the service app.
- The product's power supply is ensured during the update.

- ▷ Select Main Menu > Sensor Update.
 - ✓ The Sensor Update menu opens.
- ▷ Select Open Update File, then select the update package.
 - ✓ Information about the connected product and the update package is displayed.
- ▷ Verify the product and update information displayed.
- ▷ Select Start.
 - ✓ The update package is transferred and installed.
- ▷ Wait until the update is complete and the product has restarted.
- ▷ Check the installed software version.

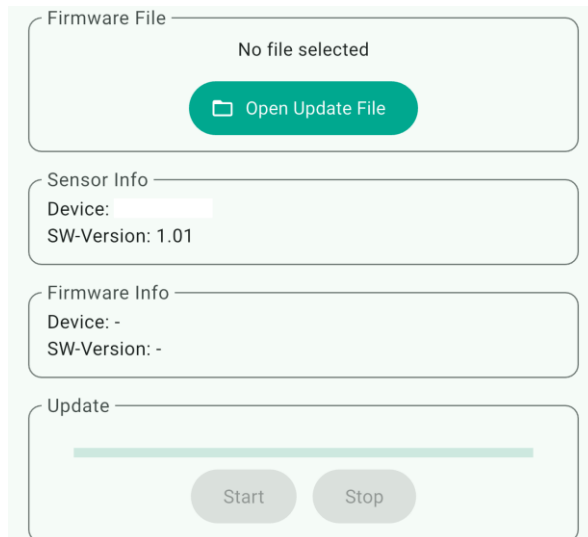


Figure 7: Updating device software (example)

10.3 Correct error states

Symptoms	Possible cause	Solution
Product not found	Error in connection type; Bluetooth or network not available; permissions missing	▷ Check the connection type and permissions. ▷ Restart the search.
Cannot establish a connection	Communication parameters do not match	▷ Check the communication parameters.
COM port is not displayed	Driver is missing; interface is in use	▷ Install the appropriate drivers. ▷ Close other applications.
Settings are not being applied	Input not confirmed; permission missing	▷ Confirm the entry. ▷ Check the connection and user permissions.
The log file cannot be saved	Permissions are missing; insufficient storage space	▷ Check permissions and available storage space.
Update package is rejected	Update package not approved for this product	▷ Use an approved update package.
Update encountered an error	Connection or power supply interrupted	▷ Check the power supply and connection. ▷ Restart the update. ▷ If the error persists, contact customer service.

Table 6: Possible error scenarios

10.4 Customer service

Contact customer service

To ensure prompt processing, please provide customer service with the following information:

- Service app version
- Operating system and operating system version
- Product name, serial number, and software version of the connected product



- Connection type
 - Error messages and available log files
 - Time and frequency of the error
- ▷ Describe the problem and any recent changes made to the product, its configuration, or its operating environment.

Using service features

The Support menu item provides access to contact information, log files, and remote maintenance.

- ▷ Select Main Menu > Support.
- ✓ The service functions are displayed.

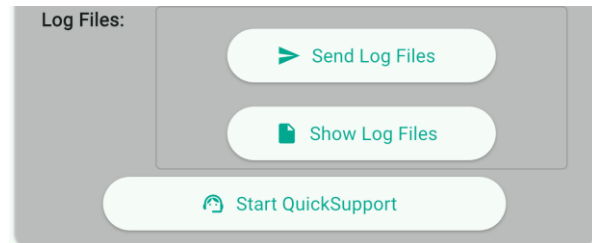


Figure 8: Using service functions (example)

Saving log files

- ▷ Select Send Log Files.
- ✓ A log package is created in the device's local storage.
 - ! If necessary, send the log package to customer service.

Viewing and deleting log files



NOTICE

Data loss due to deleting log files

Deleted log files cannot be recovered.

- ▷ Back up any log files you need before deleting them.

- ▷ Select Show Log Files.
- ✓ The available log files are displayed.
- ▷ If necessary, filter the display using Pick Date.
- ▷ Select the log files you want to delete.
- ▷ Click the trash can icon.
- ✓ The selected log files have been deleted.

Starting and ending a remote maintenance connection

Prerequisite

- Remote maintenance is coordinated with customer service.
 - The device is located in a trusted network environment.
- ▷ Select Start Quick Support.
- ✓ The remote support application opens.
- ▷ Follow the on-screen instructions.
- ▷ End the remote support connection once the support task is complete.



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