



CommandScope

When Seconds Matter

CommandScope Installation Instructions

A. Uninstall old Version of RealView CommandScope

1. Login into target computer with user that has administrator rights for windows.
2. Uninstall old version of RealView CommandScope:
 - Go to Start -> Control Panel -> Programs and Features
 - Find program: RealView CommandScope or CommandScope, right click and uninstall

B. Install CommandScope on single device

1. Login into target computer with user that has administrator rights for windows.
2. Go to: <https://www.commandscope.com/Download> and download the latest version of CommandScope Offline Windows App.
3. Click on the CommandScopeOfflineAppSetup.msi file, installation wizard will open, that will guide you via installation process.
4. After installation is complete open CommandScope Offline App and login using your credentials. Upon first login you will be asked to sync the account pre-plan data. After the initial sync is done please re-open CommandScope Offline App.

Installation is complete and you are ready to use CommandScope Offline App.

C. Installation for Accounts that have multiple devices.

To streamline the installation on multiple devices please follow directions below:

1. Copy the CommandScope Offline App installation file to USB portable storage device.



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2. If you have old version, follow steps from point A. to uninstall.
3. To install CommandScope Offline App on the 1st device please follow the steps 1 – 4 from point B.
4. After the initial sync of account pre-plan data on the 1st device is complete, close CommandScope Offline App.
5. Connect USB portable storage to that device.
6. Go to C:\Users\Public\CommandScope\CommandScope and copy 'data' folder to that USB portable storage device.
7. You are finished with installation on the 1st device.
8. For the remaining devices please follow the steps below:
 - a. If you have old version of CommandScope, follow steps from point A. to uninstall.
 - b. Connect the USB storage to 2nd device
 - c. Install CommandScope from ComamndScopeOfflineAppSetup.msi file that was coped to the USB storage device
 - d. Copy the 'data' folder from the USB storage to:
C:\Users\Public\CommandScope\CommandScope and overwrite the 'data' folder that is already there.
 - e. The installation process is complete.
 - f. Repeat steps a. – d. on remaining devices.

If you have questions please contact us at support@commandscope.com or call: (773) 796-3304

The CommandScope Team.