

# Technical Bulletin

## D9412GV4 and D7412GV4 with firmware v2.03.018, Remote Security Control cellular connection issue



### Issue severity

- High. Act immediately
- Medium. Bosch Security Systems strongly recommends you take the action described below.
- Low. Advisory

### Products affected

- ▶ D9412GV4 control panel with firmware version 2.03.018
- ▶ D7412GV4 control panel with firmware version 2.03.018
- ▶ B450 Plug-in Communicator Interface
- ▶ Remote Security Control app

April 13, 2018

### Issue

When a D9412GV4 or D7412GV4 control panel with firmware version 2.03.018 is configured for cellular communication using the B450 Plug-in Communicator interface, the Bosch Remote Security Control app cannot connect to the control panel.

### Resolution

To correct the issue, use the RPS Firmware Update Wizard to change the D9412GV4 or D7412GV4 control panel firmware to version 2.02.002.

Control panel firmware version 2.02.002 is available for download on the control panel product pages at [boschsecurity.com](http://boschsecurity.com).

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### D9412GV4 Control Panel

- Fully integrated intrusion, fire, and access control allows users to interface with one system instead of three
- Conetix IP-based communication options provide high-speed, secure alarm transport and control through connection of wired and/or cellular network interfaces
- Up to 32 programmable areas, each supporting perimeter and interior points with your choice of touch screen, ATM style, or LED keypads
- 246 hardwired, addressable or wireless points with flexible configuration options to meet multiple installation requirements
- Optional GV4 version 2.xx firmware upgrade available

Find product numbers

Details Certificates (5) Documents (36) Software Downloads (6) Resources

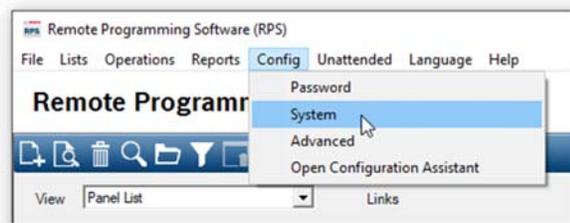
| Title   | Type | Language |
|---|------|----------|
| Bosch Intrusion System Battery Calculator v2.1          | ZIP  | > en-US  |
| <b>GV4 v2.02.002 firmware for use with RPS Software</b> | ZIP  | > en-US  |
| GV4 v2.03.018 firmware for use with RPS Software        | ZIP  | > en-US  |

### Import the GV4 v2.02.002 firmware to RPS

Start RPS.

Click the Config tab.

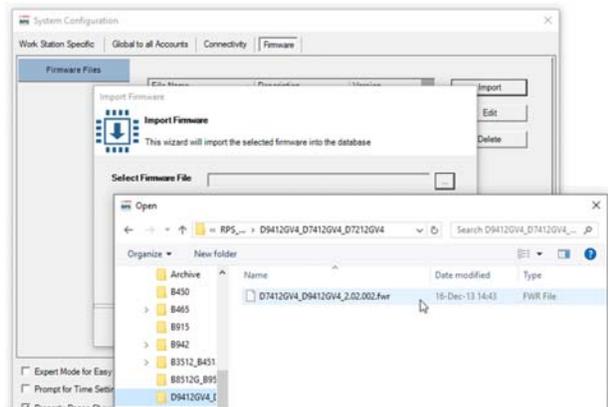
In the Config menu, click System.



Click the Firmware tab.

Click the Import button.

Click the browse button (  ) to browse to the GV4 v2.02.002 firmware file you downloaded from the product page.



### Update the control panel firmware

Start RPS.

Open the panel account (Panel View).

Connect to the control panel.



Click the Firmware Update Wizard icon.



Follow the instructions in the Firmware Update Wizard to upload the GV4 v2.02.002 firmware to the control panel.

