

Technical Bulletin

G Series, B Series

Duress Type 3 Issue

<p>Issue severity</p> <p><input checked="" type="checkbox"/> High. Act immediately</p> <p><input type="checkbox"/> Medium. Bosch Security Systems strongly recommends you take the action described below.</p> <p><input type="checkbox"/> Low. Advisory</p>	<p>Products affected</p> <ul style="list-style-type: none"> ▶ B9512G/B8512G Control Panels ▶ B6512/B5512/B4512/B3512 Control Panels
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March 27, 2023

Issue

Bosch discovered an issue regarding the Duress Type 3 feature in our B9512G, B8512G, B6512, B5512, B4512, and B3512 control panels that causes a scenario where the unique User Duress Type 3 passcode activates the Duress, but may also report an improper cancellation to panel's receiver. This issue has been identified to affect panels that have selected Duress Type option 3 in programming.

Next steps

Please use one of the following two alternatives to immediately address this issue:

1. Please confirm or change the RPS setting to Duress type 0,1, or 2 and not Duress type 3 (see image)
2. Please notify your Central Monitoring Company or your Central Station that they may see a cancellation event immediately after a duress activation, and they need to treat this as a true duress event.

Firmware version 3.14.012 and greater will resolve this issue. This firmware version is available for download from the Bosch Product website. Please download this Firmware version and use the firmware update tool in RPS to update your affected panels.

<ul style="list-style-type: none"> - B9512G Program Record Sheet COMPLIANCE SETTINGS PANEL WIDE PARAMETERS <ul style="list-style-type: none"> Phone and Phone Parameters On Board Ethernet Communication Cellular Plug-in Module Cloud Remote Connect IP Cameras Report Routing Communicator Enhanced Communication SDI2 RPS / Enhanced Com Power Supervision RPS Parameters Miscellaneous Personal Notification AREA WIDE PARAMETERS KEYPADS CUSTOM FUNCTIONS SHORTCUT MENU OUTPUTS USER CONFIGURATION POINTS SCHEDULES ACCESS AUTOMATION / REMOTE APP SDI2 MODULES HARDWARE SWITCH SETTINGS 	MISCELLANEOUS	Entry
	Duress Type	3
	Cancel Reports	Yes
	Call for Service Text - First Language	Contact your dealer
	Call for Service Text - Second Language	
	On-site Authorization for Firmware Update	No
	System Tamper Response	Trouble
	Enclosure Tamper Enable	No
	Fire and Gas Summary Sustain	Yes
	Fire Supervision Event Type	Fire Supervision Restoral
	Fire and Gas Resound	None
	Fire Alarm Priority over MNS	No
	MNS Summary Sustain	Yes
	MNS Resound	None
	Fire Drill Duration	20
	Early Ambush Time	10
	Second Ambush Code	Unique
	Abort Window	30
	Passcode Length	Disabled
	Swinger Bypass Count	2
	Remote Warning	No
	Crystal Time Adjust	No
	Part On Output	No
	Early Area Armed Output	No
	Daylight Saving Time	US DST
Date Format	mm dd yy	
Date Delimiter	/ (Slash)	
Time Format	12 hour (with AM/PM)	
Time Zone	[UTC-05:00]	
Time Zone Region	Eastern Time (US & Canada)	
SDIx Connector Protocol	Legacy SDI Protocol	
Ground Fault Detection	Enable	
Custom Text Format	Standard	

Fig.1 – Duress type selection field in RPS

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