

# Technical Bulletin

## B444-A Plug-Cellular Communicator Cellular Service Transition

### Issue severity

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

### Products affected

- B444-A Plug-in Cellular Communicator Module

**June 6, 2022**

#### Issue

Bosch has made several improvements to our Installer Services platform to enhance the customer experience including higher reliability and faster activation times. As part of these updates, all B444-A communication service will be transferred to this new platform on September 1, 2022.

To avoid loss of service, and take advantage of these new benefits, you must ensure that the B or G Series panel, B465 module or B450 module that your B444-A is connected to has compatible firmware installed.

**B444-A that are connected to devices which do not have this firmware update will no longer operate after September 1, 2022. You must ensure that the firmware in these devices has been updated prior to September 1 in order to maintain functionality and avoid connectivity loss.**

#### Resolution

To prevent loss of B444-A communication service, you must update host firmware no later than August 31, 2022. The following are the minimum firmware versions required to address this issue:

- B450 firmware version: **3.11.508** or higher
- B465 firmware version: **2.11.506** or higher
- B Series firmware version: **3.12.020** or higher
- G Series firmware version: **3.12.020** or higher

The latest firmware versions can be found at:

[www.us.boschsecurity.com](http://www.us.boschsecurity.com)

#### Latest firmware releases:

- B450 firmware version: **3.11.510**
- B465 firmware version: **2.11.510**
- B Series firmware version: **3.12.024**
- G Series firmware version: **3.12.024**

#### To install the latest firmware releases:

##### B450:

1. Select [Software download tab](#) and download firmware version 3.11.510.
2. Install firmware.

##### B465:

1. Select [Software download tab](#) and download firmware version 2.11.510.
2. Install firmware.

##### B Series (this firmware supports

B6512/B5512/B4512/B3512):

1. Select [Software download tab](#) and download firmware version 3.12.024.
2. Install firmware.

##### G Series (this firmware supports B9512G/B8512G):

1. Select [Software download tab](#) and download firmware version 3.12.024.
2. Install firmware.

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