

# Bosch Remote Portal



Bosch Remote Portal is the central platform for device management, activation of services and application management (for INTEOX cameras). Based on the Bosch Security Cloud, you can configure, troubleshoot, and update supported devices using the browser-based interface or standard tools. With one click on Bosch Remote Portal, you activate additional value-added services such as, for example Alarm Management in the Bosch Cloud VMS, Camera Counter reports, and In-Store Analytics without going on-site again. Thanks to comprehensive user management, rights and permissions adapt remotely to the set-up of a technician organization and end-user requirements. End-users can easily connect to their devices thanks to credential management by Bosch Remote Portal.

Register free-of-charge on:

<https://remote.boschsecurity.com>.

## System overview

The initial connectivity to Bosch Remote Portal is free-of-charge. With the appropriate license, additional services can be activated online. Functionality and services may vary by device.

For more details about the respective system requirements, refer to the respective documentation for each device.

Bosch Remote Portal works with the following devices:

- ▶ Securely connect compatible devices to Bosch Remote Portal without network configuration on site
- ▶ View health and connectivity status on the Bosch Remote Portal dashboard
- ▶ Manage users and device access from Bosch Remote Portal
- ▶ Connect to devices with familiar tools, such as RPS or Configuration Manager remotely from anywhere via the Internet
- ▶ Activate additional value-adding services such as Alarm Management from Bosch Cloud VMS or In-Store Analytics

## Video systems

- Bosch IP cameras
- DIVAR IP 2000, DIVAR IP 5000
- DIVAR network, DIVAR hybrid

## Fire alarm systems

- AVENAR panel 8000
- AVENAR panel 2000
- FPA 5000
- FPA 1200

## Intrusion alarm systems

- B-Series, G-Series

## Functions

### Service overview

Services can be activated either on the device or by visiting Bosch Remote Portal after the initial commissioning of the device to Bosch Remote Portal. The initial commissioning to Bosch Remote Portal is free-of-charge.

For more information about value-added services such as Bosch Cloud VMS, refer to the respective datasheet.

The following functions of Bosch Remote Portal are free-of-charge (no license required):

- For Bosch IP cameras:
  - Access to camera pages

- One-click batch firmware update
- Remote Connect
- Remote Alert
- Camera Viewer
- For DIVAR IP devices:
  - Remote Connect
  - Remote Alert included in device purchase
- For the B-Series and G-Series:
  - Access via Remote Programming Software RPS

### **i** Notice

In the USA and Canada, services for the B-Series and G-Series are registered, ordered and activated via the Intrusion Service Portal that can be found under: <https://serviceportal.boschsecurity.com/>

### Remote Connect

Enables plug-and-play connection to devices with other applications such as configuration software (for example Configuration Manager) or mobile apps (for example Video Security App). DIVAR hybrid and DIVAR network devices require network configuration on site.

### Remote Alert

Bosch Remote Portal monitors devices with Remote Connect services for connectivity or health status changes. Remote Alert sends notifications to selected users based on configurable triggers.

### Remote Maintenance

Remote Maintenance assists in performing maintenance tasks on compatible devices and systems. Remote Maintenance is currently available for AVENAR panel 8000, AVENAR panel 2000, FPA 5000 and FPA 1200 fire alarm systems.

### Camera Counter Reports

Camera Counter Reports retrieve and store the values of camera VCA counters at regular intervals. Bosch Remote Portal stores values for visualization or exports to CSV files for further processing. Access to a REST API providing these counters is available upon request. For further information, contact [support.security-cloud@bosch.com](mailto:support.security-cloud@bosch.com).

### Camera Viewers

Camera Viewers are a light-weight viewing tool that gives end-customers browser-based access to live images and video streams of cameras. Up to four cameras can be displayed with live streaming or JPEG polling.

### Bosch Remote Portal features

- **Device management with a dashboard view**  
Devices can be grouped in hierarchical order to match customer or installation location, limit access for a set of devices or aggregate status of multiple

devices. Status aggregations provide a dashboard view of device health, connectivity, service status and firmware level. Devices can be updated individually or in batches by starting the automated update process after switching to the list view in the dashboard.

- **Users**

Bosch Remote Portal allows fine-grained control of access to devices and services. Through role management administrators, technicians and end-users can be individually associated with systems, groups and services.

- **Service license management**

Some services require licenses for activation. Licenses are managed and activated in the Bosch Remote Portal.

- **Software license management**

Bosch Remote Portal allows activation and management of software licenses for products such as Intelligent Insights and BVMS.

## Technical specifications

### Scalability

- The number of devices that can be connected to one account is not limited.
- The number of groups that can be created to organize devices is not limited.
- The number of user roles (admin, technician, customer) per Remote Portal account is not limited.

### Client software

The following software products integrate with Bosch Remote Portal.

For further technical requirements, refer to the documentation of these products.

- Video systems:
  - Configuration Manager
  - Video Security App
  - Site Monitor App (via Alarm Management or Alarm Notification service)
- Fire alarm systems
  - Remote Programming Software (RPS)
- Intrusion Alarm Systems
  - Remote Programming Software (RPS)
  - Remote Security Control App

### Network

For best performance, a fixed internet connection should be used to connect devices to the Bosch Security Cloud. Cellular internet connections may be used but they can impact performance or availability. For video devices, Bosch offers multiple video relays distributed globally. Make sure to set the appropriate region when registering, or in the account settings after registration to ensure lowest latency.

## Browser

The browser-based interfaces of Bosch Remote Portal are best displayed with contemporary browsers, such as Google Chrome, Firefox, or Internet Explorer. JavaScript must be enabled.

## Ordering information

### **CBS-CNNCT-CAM IP Camera Remote Connect**

License to enable Remote Alert and connection to IP cameras via mobile app for 1 year.

Order number **CBS-CNNCT-CAM | F.01U.344.560**

### **CBS-CTRRPT-CAM IP Camera Counter Report**

License to enable 1 camera counter report with up to 12 counters from multiple cameras for 1 year.

Order number **CBS-CTRRPT-CAM | F.01U.344.561**

### **CBS-BNDLE1-FIR Fire panel remote services bundle**

License to enable Remote Connect, Remote Alert and Remote Maintenance services for EN 54-compliant fire alarm panels for 1 year.

Order number **CBS-BNDLE1-FIR | F.01U.335.524**

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