

Technical Bulletin

B444/B444-V Cellular Communication Interruption



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Issue severity

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

Products affected

- ▶ B444 Cellular Communication Modules
- ▶ B444-V Cellular Communication Modules

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Issue

In a small number of occurrences, cellular communications between Verizon LTE service and Bosch cellular communicator modules might be disconnected. This will cause an interruption between control panel communication to Remote Programming Software, end user mobile apps, and central station receivers if there is not a second communication path configured. This issue may occur while provisioning new devices during installation, or with existing installations previously communicating normally.

If communications fail in an existing, supervised installation, the control panel and central station receiver will indicate a communication failure for the cellular communication path, based on the supervision configuration and check-in interval. A second communication path (Ethernet, telephone, or secondary cellular path) will also report a trouble condition with the failed cellular path.

If communications fail in an existing, unsupervised installation, the panel will locally notify a communication failure at the time of a reported event. Control panel events and trouble notifications would be received by a central station receiver through a second communication path (Ethernet, telephone, secondary cellular).

Resolution

Bosch is aggressively working with Verizon on a permanent solution to this issue. Until a solution is available, please follow these guidelines.

In the event of a cellular communication failure with an existing installation, or while provisioning a new device, please contact the Bosch Installer Services Group at installer.services@bosch.com or 1-800-289-0096, option 6. The support team will attempt to reestablish communications with the Verizon network.

In the unlikely situation where Installer Services is unable to reestablish the cellular connection, do the following on-site actions:

1. Remove and put back in the SIM card on the cellular module.
or
2. Turn off/on the control panel power.
or
3. Replace the B444 or B444-V with a new B444-V (including SIM card) or replace with a new B444-A (including SIM card) for AT&T service.

If you prefer to replace a B444 or B444-V under warranty with a B444-A, you may request this through the RMA process. Please note, the B444-V and B444-A require panel and B450 FW 3.09 or higher, and RPS v6.09 or higher.

Other actions to consider for reducing potential communication issues:

- Install a new B444-A using AT&T service.
- Reduce the supervision interval to be notified of any communication failures more quickly.
- Establish a second communication path on the panel using either Cellular, Ethernet, or PSTN.

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