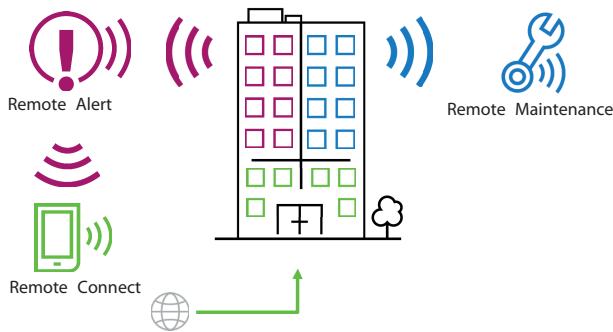


# Remote Services

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**BOSCH**  
Invented for life



- ▶ Fast and easy installation (no need for special IT knowledge)
- ▶ Configuration, service and maintenance for FPA-5000/1200 systems via a trusted and secure internet connection
- ▶ Seamlessly integrated software into FSP-5000-RPS for fault free handling of remote sites
- ▶ At least 25% improved efficiency for each maintenance call
- ▶ Automatically generated reports save time

Remote Services offer three services for system integrators:

### Remote Connect

With Remote Connect all maintenance and service functions possible with the Remote Programming Software FSP-5000-RPS for FPA-5000/1200 are available.

### Remote Maintenance

With the activated Remote Maintenance feature, detector and LSN element revision assisted by the Remote Portal is possible. Further, data of relevant LSN devices and FPA-5000/FPA-1200 modules are collected and sent to the Bosch Remote Portal where they can be analyzed in order to offer customers preventive services.

### Remote Alert

With the enabled Remote Alert service, an FPA-5000/FPA-1200 system pushes relevant status information and events (e.g. alarms or fault messages) to the Bosch Remote Portal. In case of an unexpected event, an alert can e.g. be delivered to a technician in form of SMS or Email so that relevant actions can be started at once.

Additionally to sending notifications, all events exported by the FPA-5000/FPA-1200 network are stored in the Bosch Remote Portal. This accumulated information can be processed and analyzed to detect potential failures in the FPA-5000/FPA-1200 network in advance.

For these services the pre-configured Secure Network Gateway for Remote Services is required.

While Remote Connect supports connection to a panel network via Ethernet or CAN, Remote Alert and Remote Maintenance functionality is only supported when Ethernet networking between panels is provided and configured for service usage.

### Technical specifications

Connection	Secure Network Gateway required
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## Ordering information

### **FPA-REMOTE-GATEWAY Secure Network Gateway**

Pre-configured Secure Network Gateway for highly secure plug and play Ethernet connection to the FPA-5000/FPA-1200 MPC with included trial license for Remote Services (Remote Connect, Remote Alert, Remote Maintenance).

Order number **FPA-REMOTE-GATEWAY**

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

One-year license for highly secure remote access and services for FPA-1200/5000 systems via Ethernet.

Order number **CBS-BNDLE1-FIR**

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