

**Issue Severity:****High:** Act immediately**Medium:** Bosch Security Systems, Inc. strongly recommends you take the action(s) described below.**Low:** Advisory**Product Affected:**

- RF3224 RF Receiver
- Wireless transmitters

## 1.0 Issue

When a wireless security system using the RF3224 RF Receiver with Version 1.0 firmware loses AC and battery backup power, it might ignore alarm signals from RF devices programmed to report as Point 17. This can occur when:

1. The system loses AC power for a period of time long enough to deplete the backup battery, resulting in the system powering off, even if AC power is later restored.
2. The installer removes AC and battery backup power for service, and then restores power without resetting the control panel or entering Program Mode.

If this occurs, the system might not recognize any wireless device at Point 17, and might not report any status changes on Point 17, including alarms. The system reports Point 17 as missing after the default 24-hour supervision time expires.

## 2.0 Resolution

This issue is resolved in RF3224 RF Receivers with Version 2.0 or later firmware. The receiver's firmware version is identified on the box and product labels.

For receivers with firmware earlier than Version 2.0, do not assign any RF devices to report as Point 17.

Reassign RF devices already programmed to report as Point 17 to a different point number (either Point 9 through 16, or Point 18 and above). This can be performed either on site, or remotely using RPS.

If the device cannot be reassigned to another point number, reset the control panel using the installer switch, or by connecting to the control panel remotely using RPS and checking the **Panel Reset** check box.

Each subsequent loss of AC and battery backup power requires repeating the **Panel Reset** process.



