

Technical Bulletin

Cloud ID / MAC address on labels do not match the G Series control panel



BOSCH

Invented for life

Issue severity

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

Products affected

- ▶ B9512G, B8512G v3.07 panels purchased between July 1st 2019 and December 31st 2019

February 19, 2020

Issue

The user is:

- Not able to connect to a G Series control panel using the Cloud ID on the label.
- Not able to identify a device on a network using the MAC address on the label.

Resolution

Using RPS

1. In RPS, make a direct (USB or Network) connection to the panel and retrieve the Cloud ID or MAC address using Diagnostics.
2. Use that ID or MAC address to make the connection.

Using a keypad

1. On a keypad, log into the panel as the installer and view your Cloud ID or MAC address from Diagnostics (Cloud or Network).
2. Use that ID or MAC address to make the connection.