

Technical Bulletin

B444-A Plug-in Cellular Communicator Module Is Not Recognized

<p>Issue severity</p> <p><input type="checkbox"/> High. Act immediately</p> <p><input checked="" type="checkbox"/> Medium. Bosch Security Systems strongly recommends you take the action described below.</p> <p><input type="checkbox"/> Low. Advisory</p>	<p>Products affected</p> <p>► B444-A Plug-in Cellular Communicator Module</p>
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May 20, 2022

Issue

Bosch has discovered a potential quality issue with B444-A cellular modules. Some modules may report as "invalid" when being installed and may not be recognized by the B or G Series control panel, B450, or B465. A small lot of devices were loaded with the wrong firmware which makes them unrecognizable by our interfaces.

Resolution

Inspect all B444-A products to check the Serial Number (S/N) on the B444-A Product Label or Box Label. If the S/N matches any in the following list, install B Series, G Series, B450 or B465 firmware to resolve this issue.

- B450 firmware version: **3.11.510**
- B465 firmware version: **2.11.510**
- B Series firmware version: **3.12.024**
- G Series firmware version: **3.12.024**

The firmware can be found at us.boschsecurity.com.

B450:

1. Select [Software download tab](#) and download firmware version 3.11.510.
2. Install firmware.

B465:

1. Select [Software download tab](#) and download firmware version 2.11.510).
2. Install firmware.

B Series (this firmware supports B6512/B5512/B4512/B3512):

1. Select [Software download tab](#) and download firmware version 3.12.024.
2. Install firmware.

G Series (this firmware supports B9512G/B8512G):

1. Select [Software download tab](#) and download firmware version 3.12.024.
2. Install firmware.

Product Model	Product Serial Number
B444-A	0421990 2381710 XXXX
	0421990 2381610 XXXX
	0421990 2381510 XXXX
	0421990 2381410 XXXX
	0421990 2381110 XXXX
	0421990 2381010 XXXX
	0421990 2380910 XXXX
	0421990 2380810 XXXX
	0421990 2380710 XXXX
	0421990 2380510 XXXX
	0421990 2380410 XXXX
	0421990 2380310 XXXX
	0421990 2380210 XXXX
	0421990 2380110 XXXX
	0421990 2373110 XXXX
	0421990 2372910 XXXX
	0421990 2372810 XXXX
	0421990 2372710 XXXX
	0421990 2372610 XXXX
	0421990 2372510 XXXX
0421990 2372410 XXXX	

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