Technical Bulletin
B921C Keypad inputs issue

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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

▶ B921C Two-line Keypad w/Touch keys, Inputs (manufacturing date code 719)

January 23, 2018

Issue

B921C Two-line Keypads with manufacturing date code 719 were built with incorrect firmware. When power is first applied to these keypads, the initialization screen shows B920, not B921C.

The keypad points are disabled. There are no issues with other keypad functionality. Only the inputs are affected. Updating the firmware in these keypads does not correct the issue.

Resolution

Use the Bosch Advance Exchange program to order replacements for B921C keypads with manufacturing date code 719.

Call 1-800-289-0096, option 5, or send an email to repair@us.bosch.com.

Manufacturing date code – digits 8, 9, and 10 of the serial number