Application Note
Personal Notifications for Retail

Intrusion Alarm Systems

Create value for store owners with reliable data and consistent communications configured from B Series and G Series intrusion control panels

The Challenge

"I am responsible for multiple retail stores and need to know that each location is secured when it needs to be. Knowing who is opening and closing the store, at what time and whether or not the system is armed or disarmed is important to me."

Bosch Solution

Create more value for your customers with personal notification emails and text messages

Notification capabilities are integrated into B Series and G Series control panels, which can send an email using on-board wired Ethernet, or text messages via a Conettix Plug-in Cellular Communicator.

You can program the panel to send openings, closings, alarms, and other event notifications directly to your customer, providing important, timely information they can act on.

In retail settings, your customers can know immediately when an employee opens or closes a store based on notifications of the system being armed or disarmed. You can also send exception reports, so the manager is notified only when the system is armed or disarmed at the wrong time.

Personal notifications can be supplemented with Bosch's free interactive Remote Security Control mobile app to create even more value at no additional cost. With the app, users can arm or disarm their system remotely and lock or unlock doors using their smart phone. Bosch's mobile apps and personal notifications can only be enabled by a security dealer, creating an opportunity for you to generate recurring monthly revenue (RMR) for these value added services.

Reliable and consistent technology that's cost-effective and easy to use

Email over on-board Ethernet is a reliable technology for the majority of personal notification needs. There is no cost involved for sending email over on-board Ethernet.

Adding SMS text messaging for critical events, such as alarms or exceptions, makes it easier for users to respond, no matter where they are. Plus, the control panel and cellular infrastructure both have battery backups so there is no interruption

Each personal notification uses the same language, 32-character point, 32-character area, and 32-character pass code names as the panel, which reinforces the system's ease of use.
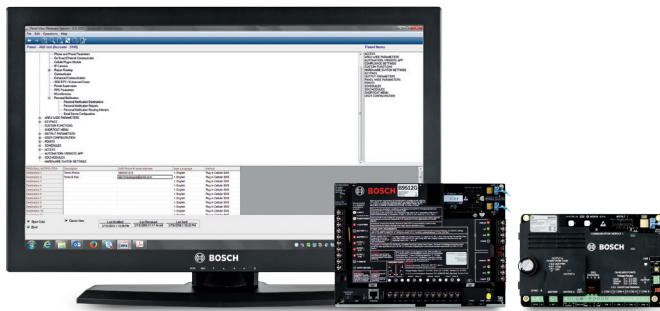
Flexible configurations to meet customer needs

A separate email address created for dedicated notifications and exception reports, such as late to open or fail to close, frees up daily email and provides an archival history of events.

If your customer has multiple panels, they can add each panel as a separate contact in their phone or e-mail to easily "see" what's going on at any location.

"Now that I receive email notifications, I have a complete history of events at each store. This gives me peace of mind."

Configuration Options and Steps

Step 1:
Configure the email server in the personal notification section of Remote Programming Software (RPS). Enter either the phone number or email address of the destination and select a language.

Step 2:
Choose Report Routing and select the report you want to send.
Remember: Press F1 for help at any point in RPS

Requires B Series (B3512, B4512, B5512, B6512) or G Series (B8512G, B9512G) control panel with on-board Ethernet or cellular connectivity.

Other Applications

Education	Municipal systems	Enterprise systems
Personal notifications offer immediate information that officials at schools and universities can act on to ensure the safety and security for all students, faculty and staff.	For municipalities, police precincts and government agencies, personal notifications are essential to ensure public safety and maintain secure buildings and properties.	Companies of all sizes benefit from personal notifications to keep track of events in and around their facilities.