

## Remote Portal



Remote Portal is the central platform for device management, activation of services and management of software licenses, allowing end-users to easily connect to all devices registered to the platform. Based on the Bosch Security Cloud, you can configure, troubleshoot, and update supported devices using the browser-based interface or standard tools. With one click on Remote Portal, you can activate additional value-added services such as Alarm Management in Cloud VMS, Camera Counter reports, and Remote System Management for DIVAR IP devices without going on-site again. Thanks to a comprehensive user management feature, rights and permissions can be tailored to the set-up of a technician organization and end-user requirements. Register free-of-charge on: <https://remote.boschsecurity.com>.

### System overview

The initial connectivity to Remote Portal is free-of-charge. With the appropriate license, additional services can be activated online.



#### Notice

**Functionality and services may vary by device.** For more details about the respective system requirements, refer to the respective documentation for each device.



- ▶ Securely connect compatible devices to Remote Portal without network configuration on site
- ▶ View health and connectivity status on the Remote Portal dashboard
- ▶ Manage users and device access from Remote Portal
- ▶ Connect to devices with familiar tools, such as RPS or Configuration Manager remotely from anywhere via the Internet
- ▶ Activate additional value-adding services such as Alarm Management from Cloud VMS or Remote System Management

Remote Portal works with the following devices:

#### Video systems

- Bosch IP cameras
- DIVAR IP all-in-one 4000
- DIVAR IP all-in-one 6000
- DIVAR IP all-in-one 7000 2U
- DIVAR IP all-in-one 7000 3U

#### Fire alarm systems

- AVENAR panel 8000
- AVENAR panel 2000
- FPA 5000
- FPA 1200

#### Intrusion alarm systems

- B-Series, G-Series

### Functions

#### Service overview

Services can be activated either on the device or by visiting Remote Portal after the initial commissioning of the device to Remote Portal. The initial commissioning to Remote Portal is free-of-charge. For more information about value-added services such as Cloud VMS, refer to the respective datasheet.

The following functions of Remote Portal are free-of-charge (no license required):

- For Bosch IP cameras:
  - Access to camera pages
  - One-click firmware update
  - Remote Connect
  - Remote Alert
  - Camera Viewer
- For the B-Series and G-Series:
  - Access via Remote Programming Software RPS

### **i** Notice

In the USA and Canada, services for the B-Series and G-Series are registered, ordered and activated via the Installer Services Portal that can be found under: <https://serviceportal.boschsecurity.com/>

### **Remote Connect**

Remote Connect enables plug-and-play connection to devices with other applications such as configuration software (e.g., Configuration Manager) or mobile apps (e.g., Video Security App).

### **Remote Alert**

Remote Portal monitors devices with Remote Connect services for connectivity or health status changes. Remote Alert sends notifications to selected users based on configurable triggers.

### **Remote Maintenance**

Remote Maintenance assists in performing maintenance tasks on compatible devices and systems. Remote Maintenance is currently available for AVENAR panel 8000, AVENAR panel 2000, FPA 5000 and FPA 1200 fire alarm systems.

### **Remote System Management**

Bosch's Remote System Management service allows you to leverage the power of the Internet of Things (IoT) to provide an easy-to-use set of tools and capabilities for secure, transparent and cost-effective asset management throughout the life cycle of a device or system.

This service enables users to perform inventory and update management, as well as health monitoring tasks for an entire system from one centralized Remote Portal platform.

Remote System Management is available for DIVAR IP all-in-one 4000, DIVAR IP all-in-one 6000, DIVAR IP all-in-one 7000 3U and DIVAR IP all-in-one 7000 2U devices.

### **Camera Counter Reports**

Camera Counter Reports retrieve and store the values of camera VCA counters at regular intervals. Remote Portal stores values for visualization or exports to CSV files for further processing. Access to a REST API

providing these counters is available upon request. For further information, contact [support.security-cloud@bosch.com](mailto:support.security-cloud@bosch.com).

### **Camera Viewers**

Camera Viewers are a light-weight viewing tool that gives end-customers browser-based access to live images and video streams of cameras. Up to four cameras can be displayed with live streaming or JPEG polling.

### **Remote Portal features**

- **Device management with a dashboard view**  
Devices can be grouped in hierarchical order to match customer or installation location, limit access for a set of devices or aggregate status of multiple devices. Status aggregations provide a dashboard view of device health, connectivity, service status and firmware level. Devices can be updated individually or in batches by starting the automated update process after switching to the list view in the dashboard.
- **Users**  
Remote Portal allows fine-grained control of access to devices and services. Through role management administrators, technicians and end-users can be individually associated with systems, groups and services.
- **Service license management**  
Some services require licenses for activation. Licenses are managed and activated in Remote Portal.
- **Software license management**  
Remote Portal allows activation and management of software licenses for products such as Intelligent Insights and BVMS

## **Technical specifications**

### **Scalability**

- The number of devices that can be connected to one account is not limited.
- The number of groups that can be created to organize devices is not limited.
- The number of user roles (admin, technician, customer) per Remote Portal account is not limited.

### **Client software**

The following software products integrate with Remote Portal.

For further technical requirements, refer to the documentation of these products.

- Video systems:
  - Configuration Manager
  - Video Security App
  - Site Monitor App (via Alarm Management or Alarm Notification service)
- Fire alarm systems

- Remote Programming Software (RPS)
- Intrusion Alarm Systems
  - Remote Programming Software (RPS)
  - Remote Security Control App

## Connectivity

<b>Network</b>	For best performance, a fixed internet connection should be used to connect devices to the Bosch Security Cloud. Cellular internet connections may be used but they can impact performance or availability.
<b>Browser</b>	<p>The browser-based interfaces of the Remote Portal are best displayed with contemporary browsers:</p> <ul style="list-style-type: none"> <li>• Google Chrome</li> <li>• Firefox</li> <li>• Microsoft Edge</li> </ul> <p><b>NOTE:</b> JavaScript must be enabled.</p>

## Ordering information

### CBS-CNNCT-CAM IP Camera Remote Connect

License to enable Remote Alert and connection to IP cameras via mobile app for 1 year.

Order number **CBS-CNNCT-CAM | F.01U.344.560**

### CBS-CTRRPT-CAM IP Camera Counter Report

License to enable 1 camera counter report with up to 12 counters from multiple cameras for 1 year.

Order number **CBS-CTRRPT-CAM | F.01U.344.561**

### CBS-BNDLE1-FIR Fire panel remote services bundle

License to enable Remote Connect, Remote Alert and Remote Maintenance services for EN 54-compliant fire alarm panels for 1 year.

Order number **CBS-BNDLE1-FIR | F.01U.335.524**

## Software Options

### CBS-RM-DIP4 Remote System Management DIP 4000 1yr

License to enable Remote System Management services for one DIVAR IP all-in-one 4000 device for a 1 year period

Order number **CBS-RM-DIP4 | F.01U.410.890**

### CBS-RM-DIP6 Remote System Management DIP 6000 1yr

License to enable Remote System Management services for one DIVAR IP all-in-one 6000 device for a 1 year period

Order number **CBS-RM-DIP6 | F.01U.410.888**

### CBS-RM-DIP7 Remote System Management DIP 7000 1yr

License to enable Remote System Management services for one DIVAR IP all-in-one 7000 3<sup>rd</sup> gen. (DIP-73xx) device for a 1 year period

Order number **CBS-RM-DIP7 | F.01U.410.887**

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