

**Affects:****Bosch Security Systems, Inc. Control Panels****1.0 Issue**

Customers with Bosch control panels increasingly want those control panels to communicate with the central station using Voice over Internet Protocol (VoIP). This is possible if the VoIP network provider and the security system configuration meet certain prerequisites.

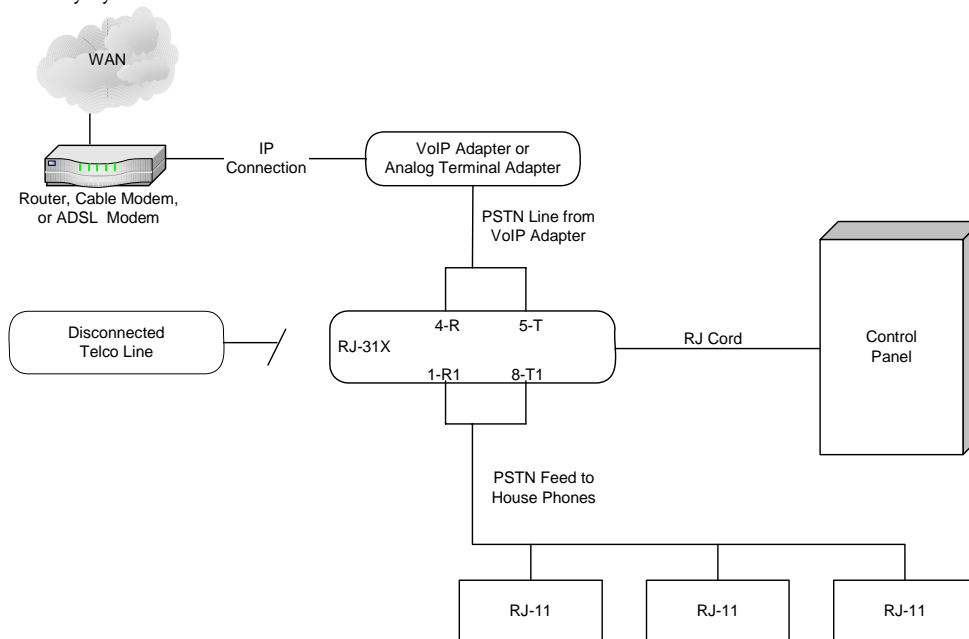
**2.0 Resolution**

Contact your VoIP network provider and confirm the following conditions:

- The provider uses the G.711 codec for alarm communication.
- The network does not change codec algorithms based on bandwidth usage.
- The provider operates a facilities-based network that does not pass the VoIP data across the Internet.
- The network provides priority status to the VoIP data stream over other network data.

In addition, the security system installation must provide the following:

- To maintain system function during a power failure, the network equipment including the VoIP adapter, router, cable modem, Asymmetric Digital Subscriber Line (ADSL) modem, and so on must be connected to an Uninterruptible Power Supply (UPS) or alternate power source.
- The VoIP equipment and line must be wired to the control panel using an RJ-31X to allow for line seizure. Connect the security system to the network as shown:



- If possible, increase the number of Automatic Test Reports the control panel sends to the central station. For more information, refer to the control panel's installation guide.

If the VoIP solution is not acceptable, consider implementing a Conetrix IP solution using the DX4020 Ethernet Network Interface Module or C900V2 Dialer Capture Ethernet Module.



Always perform a complete functional test of the security system after any configuration change.

