

#### Issue Severity:



**High:** Act immediately



**Medium:** Bosch Security Systems, Inc. strongly recommends you take the action(s) described below.



**Low:** Advisory

#### Products Affected:

- StarComm Modems
- SecurComm Modems
- RPS

## 1.0 Issue

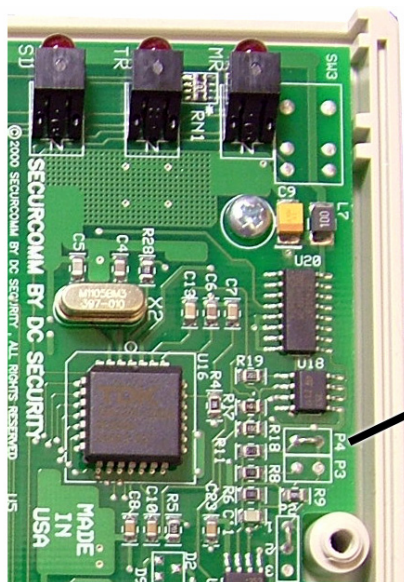
RPS might occasionally call and connect to a Bosch Security Systems, Inc. control panel by using a SecurComm or StarComm modem, then drop the connection. Another possibility is that RPS cannot connect to the control panel at all.

## 2.0 Resolution

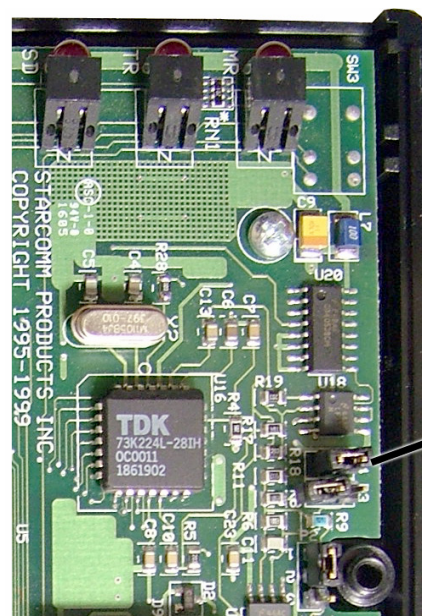
Possible causes and solutions:

- Ensure that the init string in RPS is correctly configured for the control panel and the SecurComm modem. For more information, refer to the *Modem Setup through RPS* topic in the RPS Online Help.
- A phone line that is noisy or that has a low audio level prevents the control panel from properly interpreting the RPS tones. You can improve this problem by opening the P4 jumper on the modem's printed circuit board. Opening jumper P4 increases the modem's transmit power level.

If the modem has a soldered jumper, cut the jumper. Otherwise, remove the jumper from the P4 pins.



Soldered Jumper P4



Removable Jumper P4



