Bosch Security Systems B.V. | BT-AI

Technical Bulletin
G Series, B Series
Duress Type 3 Issue

BOSCH

Issue severity

☒ High. Act immediately

☐ Medium**.** Bosch Security Systems strongly recommends you take the action described below.

☐ Low**.** Advisory

Products affected

▶ B9512G/B8512G Control Panels
▶ B6512/B5512/B4512/B3512 Control Panels

March 27, 2023

Issue

Bosch discovered an issue regarding the Duress Type 3 feature in our B9512G, B8512G, B6512, B5512, B4512, and B3512 control panels that causes a scenario where the unique User Duress Type 3 passcode activates the Duress, but may also report an improper cancellation to panel's receiver. This issue has been identified to affect panels that have selected Duress Type option 3 in programming.

Next steps

Please use one of the following two alternatives to immediately address this issue:

1. Please confirm or change the RPS setting to Duress type 0,1, or 2 and not Duress type 3 (see image)

2. Please notify your Central Monitoring Company or your Central Station that they may see a cancelation event immediately after a duress activation, and they need to treat this as a true duress event.

Firmware version 3.14.012 and greater will resolve this issue. This firmware version is available for download from the Bosch Product website. Please download this Firmware version and use the firmware update tool in RPS to update your affected panels.

Fig.1 – Duress type selection field in RPS

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