

Issue Severity:



High: Act immediately



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



Low: Advisory

Products Affected:

All D6412 and D4412 control panels with EPROM revision 1.08 and lower.

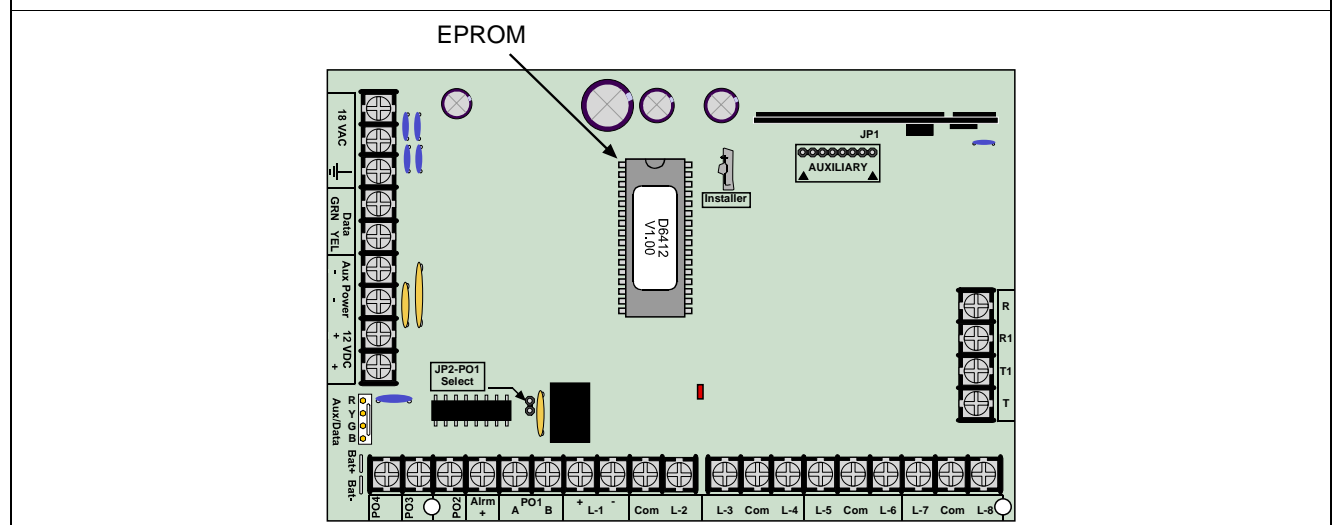
1.0 Issue

If you:

- have a D6412 or D4412 Control Panel with EPROM revision 1.08 (*Figure 1*) or lower,
- use Remote Programming Software (RPS), and
- use Enhanced Direct connect, where the PC is connected to the DX4010i Serial Interface Module through a serial cable,

RPS **might** timeout when transferring changes to the control panel.

Figure 1: EPROM Location and Revision



When you log into RPS and select **Connect**, you can connect to the control panel by Modem or by Enhanced Direct. By selecting **Enhanced Direct**, RPS contacts the control panel through the DX4010i. If you made changes to RPS's programming, when RPS contacts the control panel, a dialog box appears asking if you want to send or receive changes. Click **Send** to send the changes to the control panel.

For the control panels listed above, clicking the **Send** button **might** cause the control panel to reset and RPS to time out. A dialog box indicates that RPS timed out. If this dialog box appears, proceed to *Section 2 Resolution* on page 2.

This issue does not exist for D6412 and D4412 Control Panels with EPROM revisions 1.10 and higher.

2.0 Resolution

For an immediate solution either:

- make programming changes through the keypad, or
- use RPS and select **Modem** to connect to the control panel through a phone line.

There is an upgrade available. To upgrade your EPROM to revision 1.10, contact Customer Service at (888) 289-0096. Give Customer Service the current ROM revision located on the EPROM (*Figure 1*).

Request the appropriate EPROM Upgrade kit:

- D6412 request P/N: D6499-0110
- D4412 request P/N: D4499-0110

There is no charge.

