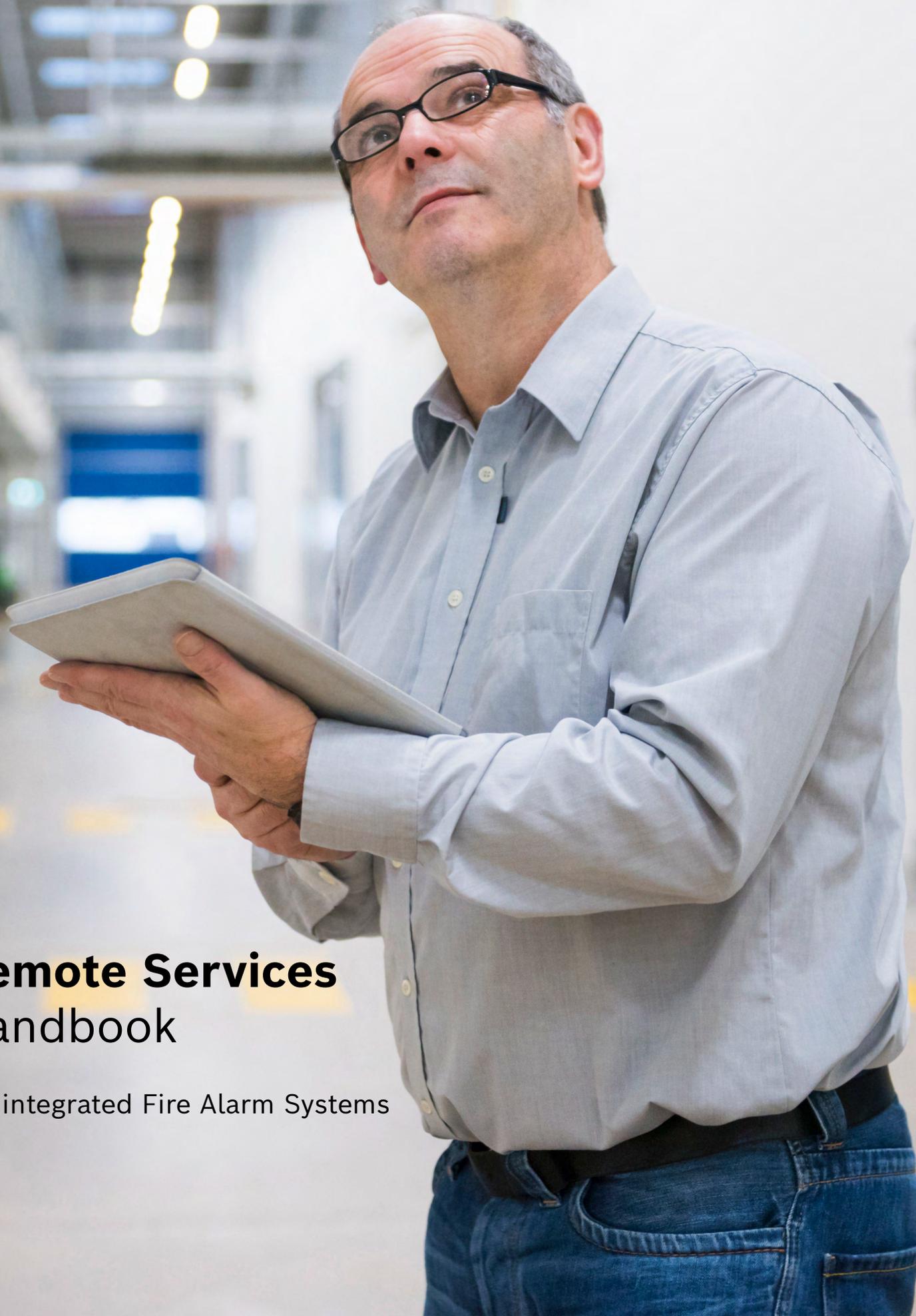


Invented for life

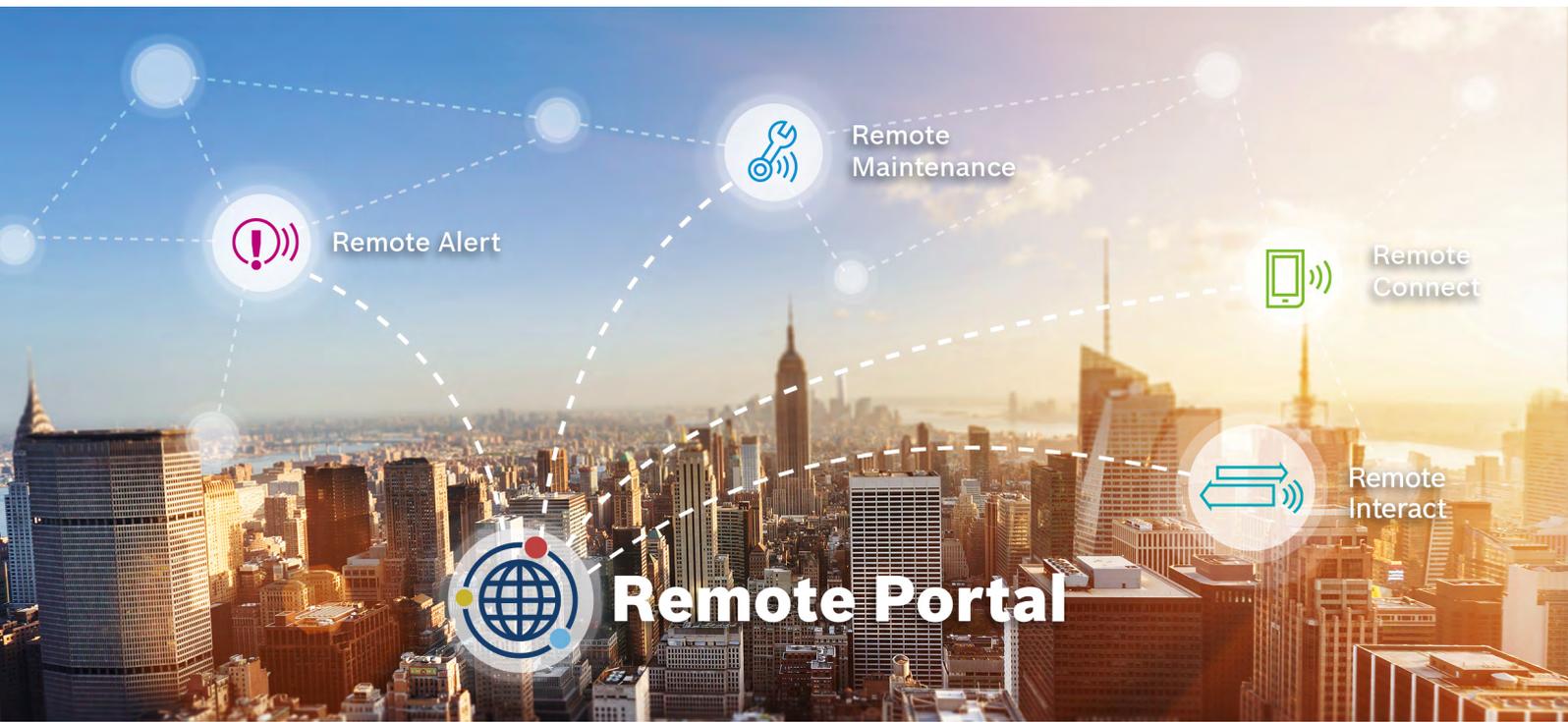


**BOSCH**



# **Remote Services Handbook**

For integrated Fire Alarm Systems



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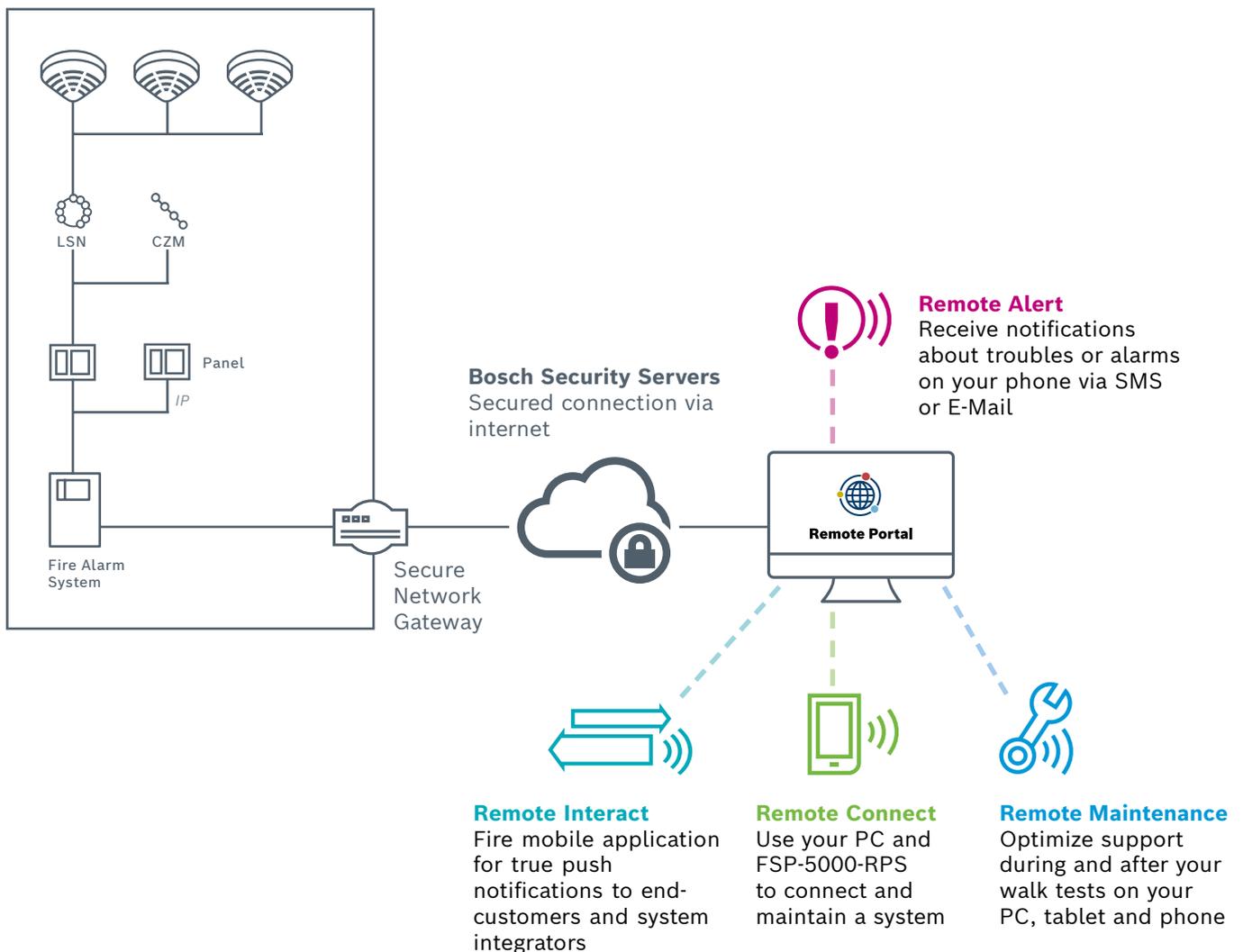
## Connecting to the Future

When you're managing different security and safety systems across many locations, technology can be your greatest asset. Bosch helps to provide your customers with immaculate remote support and enhanced performance while optimizing your day-to-day operations. Bosch Remote Services for fire alarm systems combines all these benefits in one cutting-edge and secure solution which scales with your business.

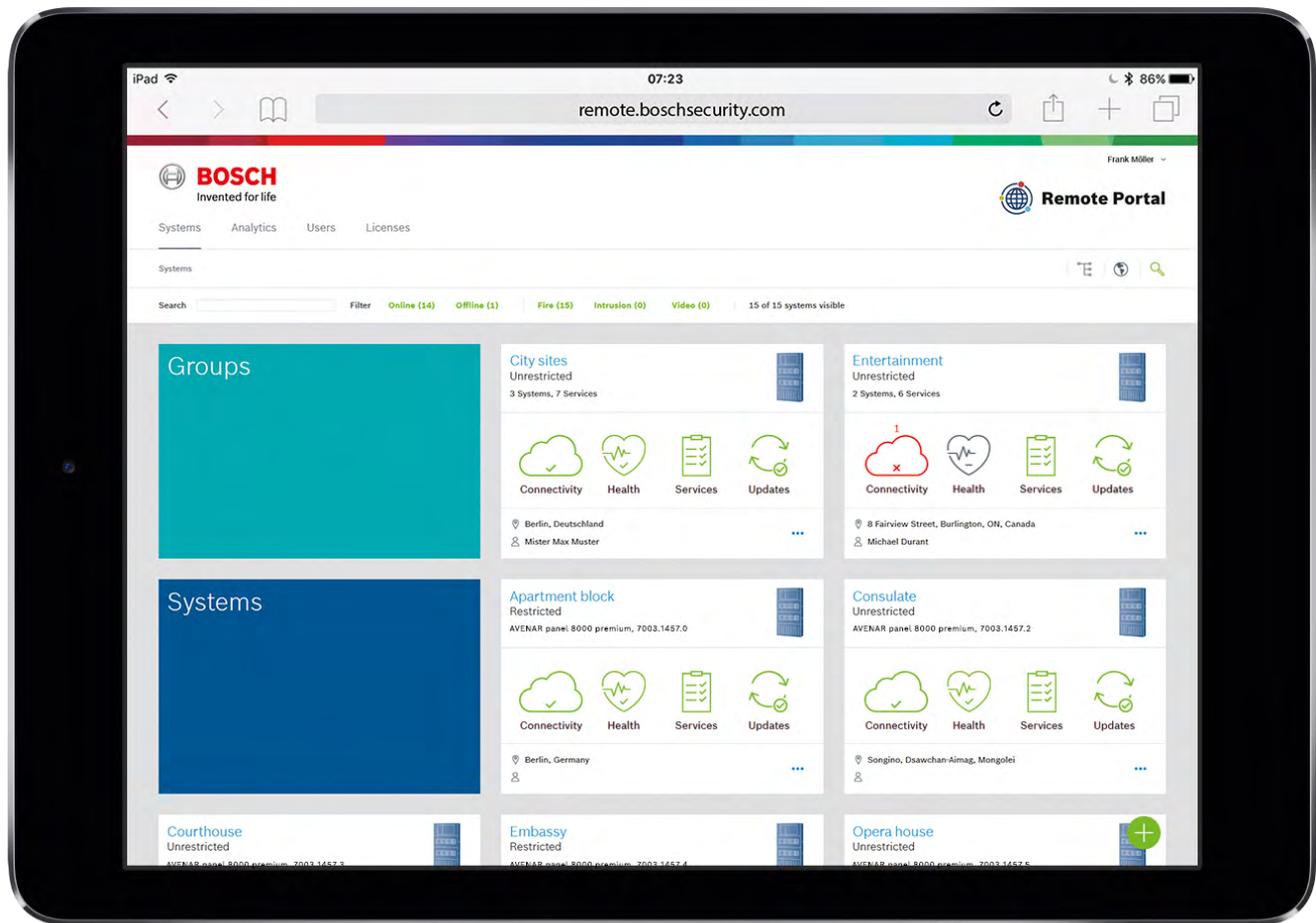
All Services are managed through the Bosch Remote Portal. It can be used with any browser interface once you are registered and a system is connected to it.

The connection is encrypted and secured by the Secure Network Gateway and Bosch Security Servers.

How to manage your fire alarm systems and how this directly benefits the daily commissioning, operations as well as maintenance work for fire alarm systems is explained in the following chapters.



# Remote Portal



## How to register

The Remote Portal can be accessed on the following Link: [remote.boschsecurity.com](https://remote.boschsecurity.com)

When first accessing the portal please register an account for your company, which will then function as an administrator account. Every new fire alarm system will connect to this account and its **Remote ID**. Each particular company account has a unique Remote ID assigned. This Remote ID is required when connecting a fire alarm system to the Remote Portal.

## System Hierarchy

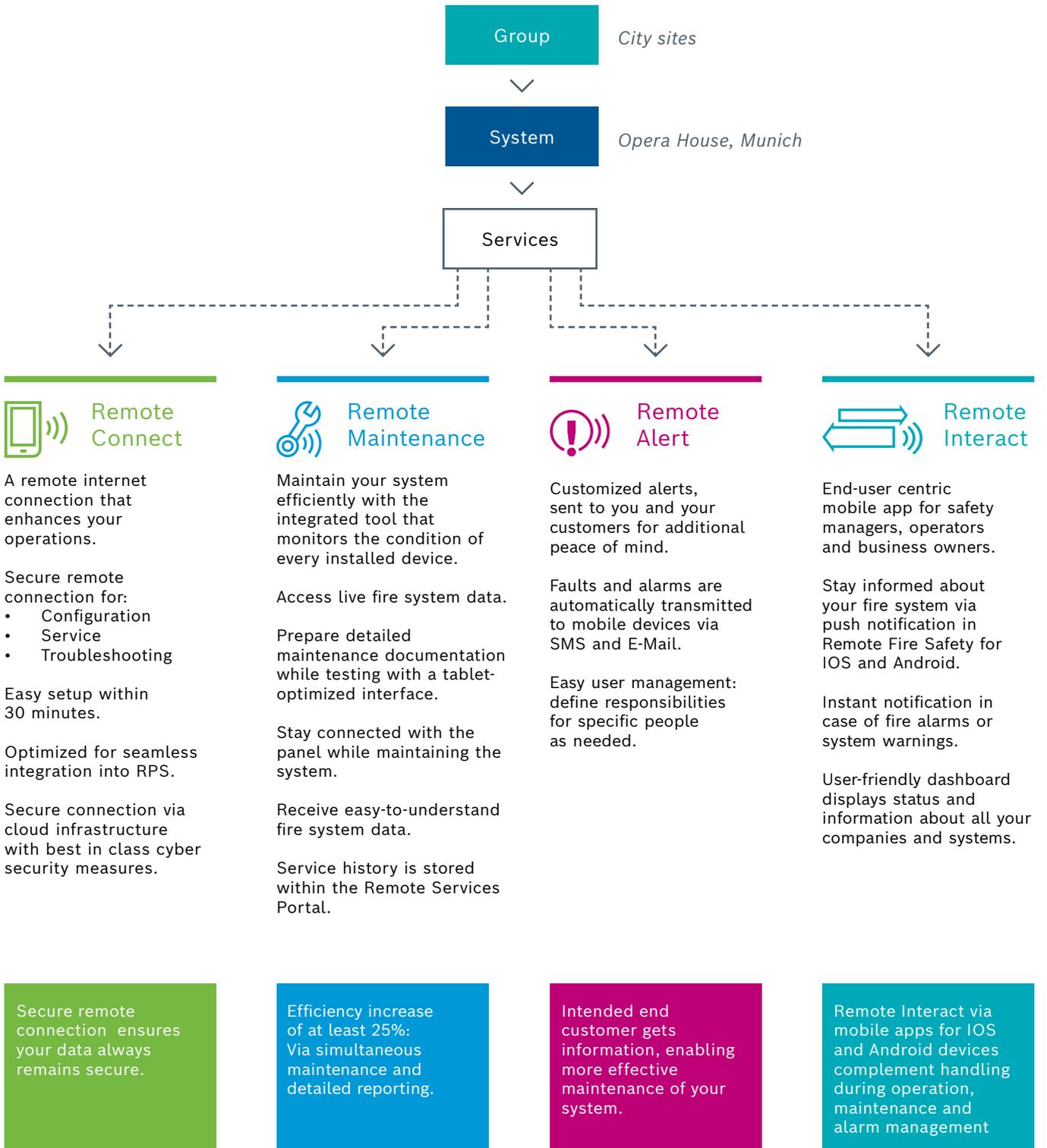
After a successful login, the system overview on the starting menu, shows all connected fire alarm systems.

The names of the systems result from the name as set-up in the configuration of the fire alarm system. All systems can be arranged in freely definable groups that contain multiple systems. This helps you to keep an overview on regions, customers or support groups. Additional groups can be added by clicking on the plus button in the right-bottom corner of the system overview (see figure above).

There is no limit to the depth of the nesting or combination of elements at any level. The Remote Portal displays the hierarchy as a tree structure (granting access to the whole hierarchy, shown on the left-hand side of the screen) and by displaying the system and group cards of the current level on the right hand side of the screen. Use the tree to navigate to any group or level of the hierarchy and cards to drill down in the hierarchy from current level.

# Remote Services Package

Remote Services help to efficiently monitor, maintain and service the individual fire detection equipment, ensuring highest safety standards. In the following section you find a brief overview of the three innovative features provided in the package.



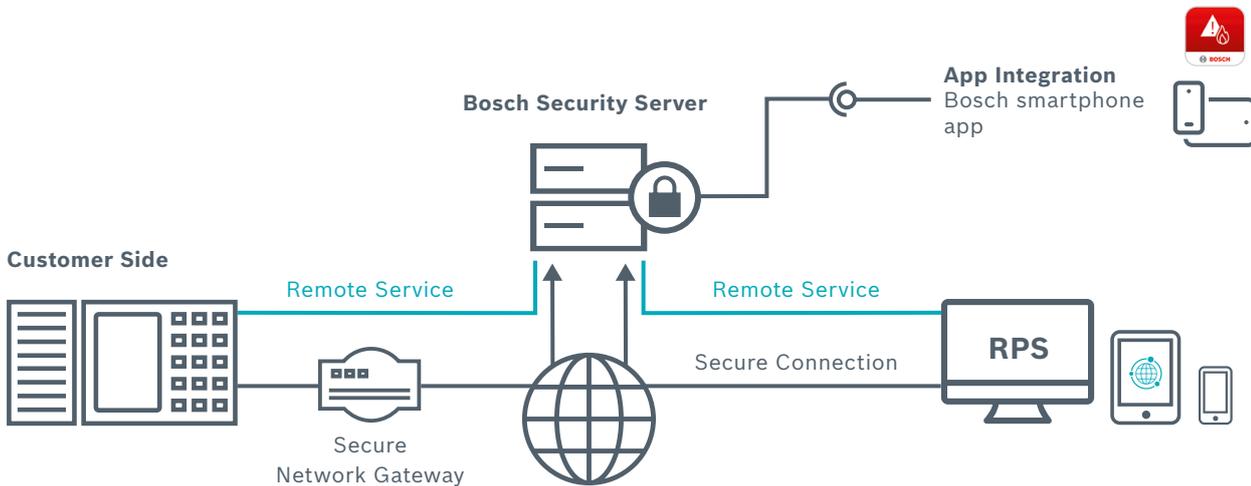
## 2 Benefits for your daily work

### Supporting Technicians in the Field

**Remote Connect** from Bosch delivers unparalleled connectivity with little to no IT expertise required. Enjoy the advantages of an entirely remote configuration, not just a remote display. Avail yourself of the 24/7 access and availability, thus even global monitoring is no challenge anymore. Enabling a prompt reaction time significantly augments your customer satisfaction. Your assets will always be safe and protected, thanks to Remote Connect.

Further benefits include the possibilities of preventive maintenance and the monitoring of detectors. As a result maintenance and travelling costs will be reduced due to shorter system downtime.





## Troubleshooting and Support with FSP-5000-RPS

When you have successfully connected a system to the Remote Portal, you can use **Remote Connect**. Remote Connect allows you to connect to a fire alarm system using the Secure Network Gateway from Bosch with very few steps necessary. The configuration software FSP-5000-RPS connects to the systems as if you were on-site. If allowed by local regulations, you then may modify configuration, remotely control the system via the Remote Terminal as well as update or troubleshoot anytime and from anywhere you need to.

Especially demanding applications require a lot of attention during the initial set-up and commissioning phase – But oftentimes configuration experts are needed to fine-tune the system: With Remote Connect experts can now support technicians in the field remotely from their office, once an issue occurs.

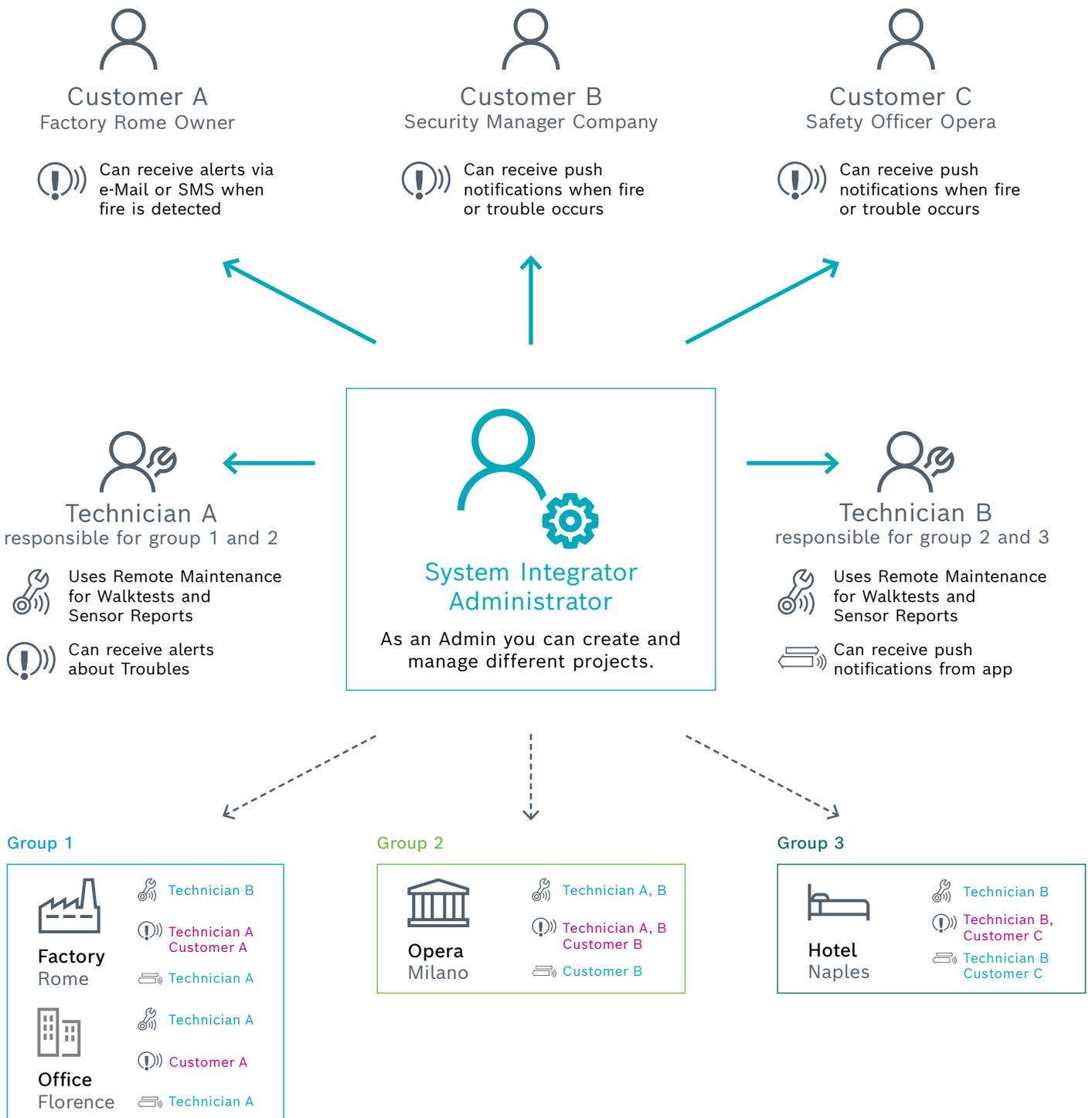
Well trained configuration experts can quickly modify necessary details and guide the local technicians as if they were themselves on-site. This way your company optimizes both costs due to a much more efficient allocation of staff, but also the top-line of business by providing better commissioning and faster reaction times. Ultimately this creates more business opportunities for you, allowing your teams expertise to scale to its full potential.

To find out how to connect a system to the cloud in detail, please see the “*Remote Connect Set Up*” Online Tutorial in the Bosch Security Academy or access the “*Networking Guide*”.

# Flexible User Management

The Remote Portal allows you to manage your systems according to the way you run your business. With a highly adaptive user management you can differentiate three user levels: administrator, technician and customer. Each of them has their distinctive set of privileges on the Remote Portal and via FSP-5000-RPS.

By default any system within the Remote Portal is not accessible by technicians or mobile users until access is granted explicitly. Administrators always have access to all systems connected to their Remote ID. The details of these access rights are explained hereafter.



## Granting Access

Adding a technician to a group grants access to all systems of this group and the systems of any nested group. Access rights accumulate from top to bottom of the hierarchy, as explained in the following example which is illustrated in the box on the right side.

Technician access can be granted either for a particular system or for a set of systems by adding a technician to a system or group respectively. Technicians access allows to view the particular systems in the Remote Portal via a browser and additionally enables access to the system via the client software such as FSP-500-RPS. For further details on granting access and permission, please refer to the user section of this document.

**Group 1 - Technician A**  
**System 1-1**  
**System 1-2**

**Group 2 - Technician A and B**  
**System 2-1**  
**System 2-2**

**Group 3 - Technician B**  
**System 2-1**  
**System 3-1, 3-2**

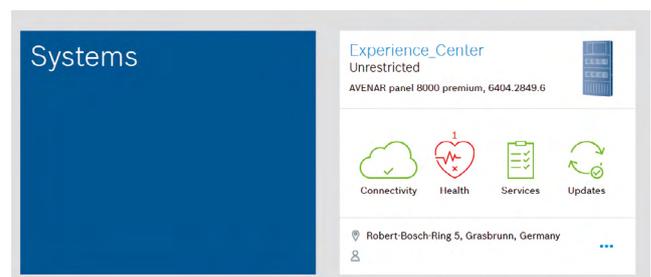
*In this example technician A can access the factory in Rome and the office in Florence. Technicians A and B can control the opera in Milan. Technician B can control the hotel in Naples.*

## Removing Access

Removing access is only feasible on the highest entry level. Based on the example, the access for Technician A can only be removed on the highest entry level of Group 1, 1-1. If access is removed at a lower level such as 2-1, removal is denied. Removal of access, when applicable, is shown via a red „-“ sign in the bottom right corner of the menu.

## Status Aggregation

Coordinating and establishing systems in a group hierarchy, results in the aggregation of status information of all the systems within a group. Each group always displays the aggregate status of all systems (in particular systems functionality, connectivity and service status), with failure status appearing in the top group, displayed by the status icons. This provides a quick way to verify functionality of a large number of devices contained in a group. Further, this enables simplified navigation in case of occurring errors.



## Status Information

Receive and check status of all your companies and systems including information on health status, connectivity, license validity, and if an update of the fire panel firmware is necessary.

### 3 Operation and Real-Time Awareness

## Up-To-Date System Status

Once a system is commissioned and running at the customer's site, you want to make sure that you are up-to-date on its performance. **Remote Alert and Remote Interact** are components of Bosch Remote Services that guarantees to keep you in the loop should anything happen.

In case of any event, service or alarm all subscribers will be notified, in other words, all defined recipients, are immediately notified on their smartphone. Alarms, warnings and trouble messages are sent out via SMS and E-mail or the user receives a push notification via Fire Safety Remote app.

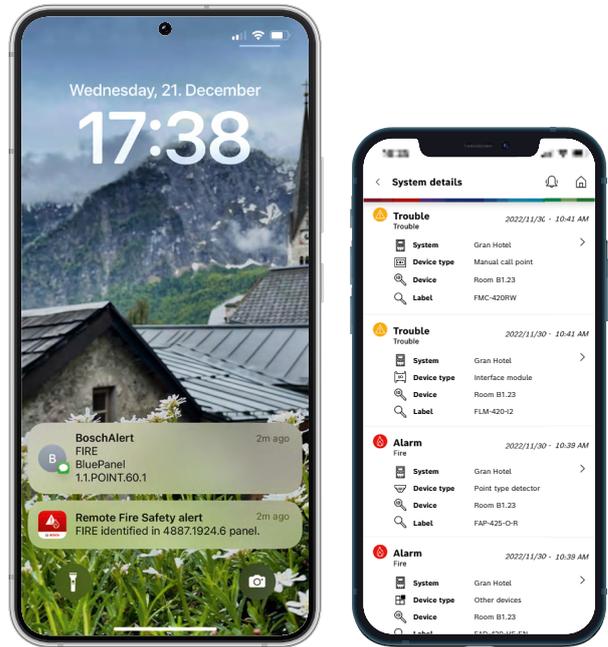
Should multiple triggering events of one specific type occur, only the initial ten events within a 24h period will be sent, reducing the number of messages in case of larger event bursts.

Furthermore the Remote Portal limits total amount of SMS to 50 per day, per account. The portal alert history however always shows all events, independent of whether a message was sent or not. There is no limit for push notifications.

You can decide who to inform in case of an alarm or system troubles. Freely assign SMS, E-Mail and push notification. Choose as many options as you like.

The following overview shows the different types of event and notification channels. SMS notifications include only a short information text of the type of event, the site and and its location, while the E-mail and push notifications features offer additional more detailed reports.

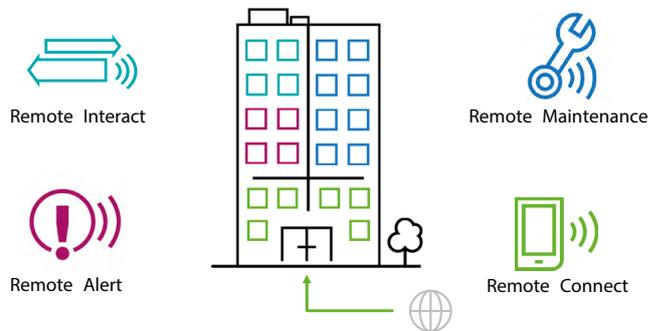
Event	Description	E-Mail notification	SMS	Push notification
Info	Warning of smoke detector (light pollution, smoke, heat, chemical), Info-alarm	✓	—	✓
Service	Trouble, Power failure	✓	✓	✓
Alarm	Fire, Fire internal, Fire pre-alarm, Fire verification	✓	✓	✓



## Service and Connection History

When you select a system in the system overview on the Remote Portal, you can also get insights into the alarm and service history.

Via the walktest feature within the service history you can get an overview when the last service visit was conducted. It also allows to monitor how many points were checked at a certain time as well as to check specific reports of the system and the detector.



The application is offered free of charge to existing Remote Services license holders and is available on the Apple App Store or Google Play



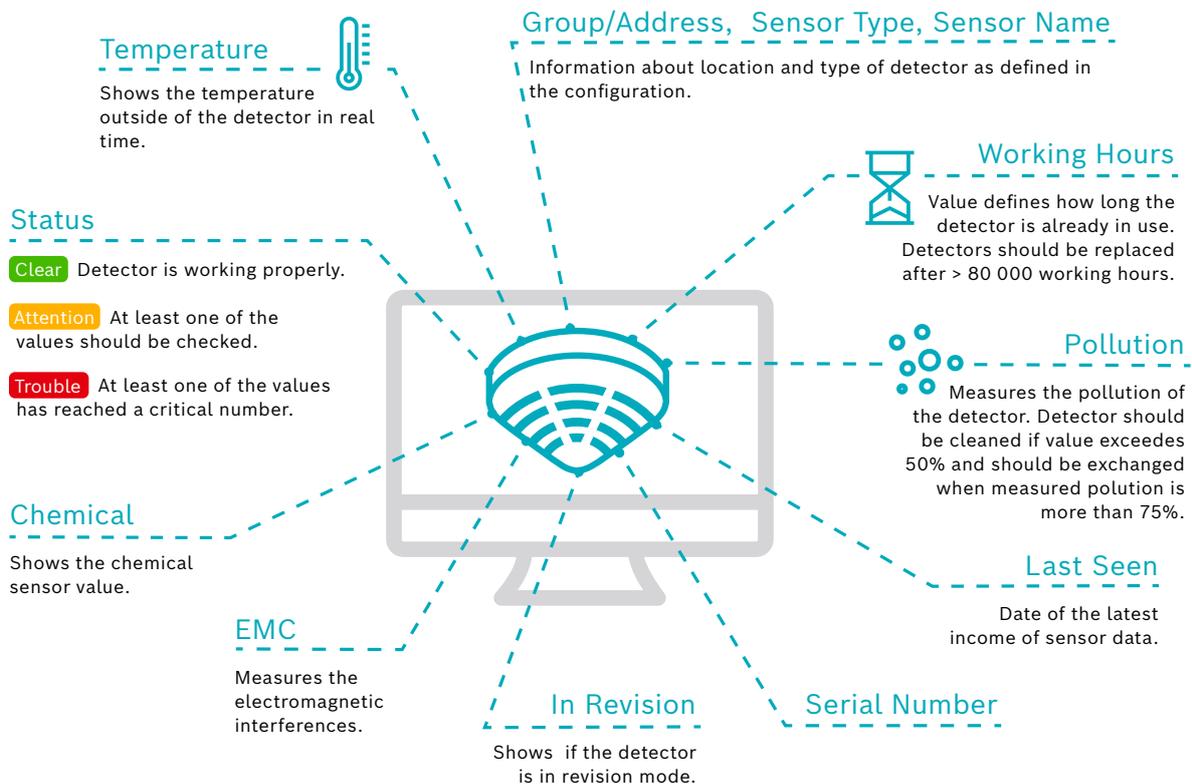
# Effective Service Preparation

In the service industry every minute counts. Therefore, **Remote Maintenance** offers you live system data down to an LSN element of the complete fire alarm system. You can find this data here for each LSN loop:

System > Remote Services > Remote Maintenance

Using a periodical polling of the elements connected to the fire alarm system, you can get an overview on the sensor data of detectors on the LSN bus. This allows you to preemptively know the pollution state of each individual detector. There is no more uncertainty what to expect before you reach the customer site.

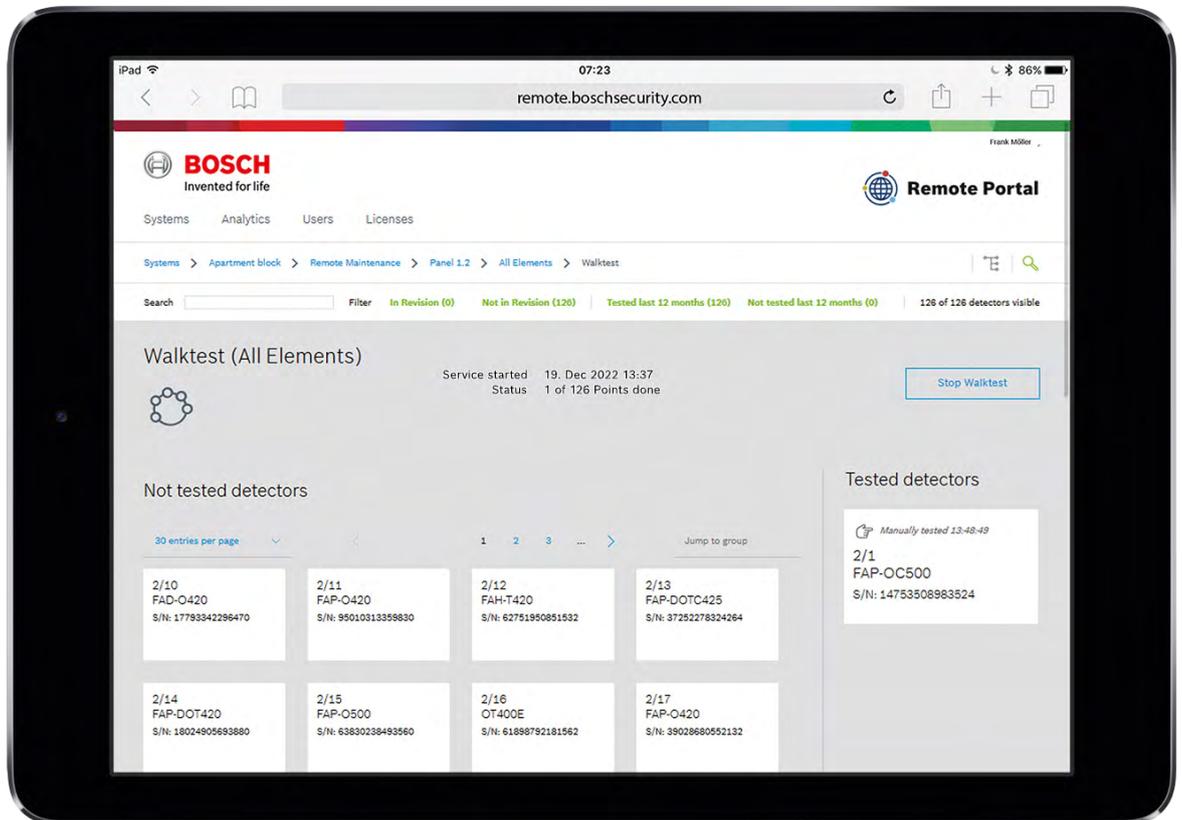
You only need to take the specific new detectors to the customer in need for replacement. On site you can immediately start the work on critical elements, ensuring your customer's business continuity. The data helping you to prepare the specific service visit, is illustrated below according to the automatic fire detector range from Bosch.



## Efficient on-site Visits

When you are on-site to do maintenance not only every minute counts, but also you want to minimize the interruption to your customer’s business. The integrated walk test feature of **Remote Maintenance** helps you to be faster when testing detectors. With the click of a button you start the walk test on any device with a web browser and all detectors in revision mode appear ready for the automated testing. When you introduce test gas for triggering, an optical detector will automatically show itself as “tested” – This way you do not need to monitor the panel display for successful triggering and the Remote Portal will handle the documentation for you.

If there is a fire alarm on another loop of the system, the Remote Portal will show a pop-up warning message – depending on local regulations this feature helps you to reduce the necessary manpower for the walk test from two to just one technician on site.



# Automatic Documentation with Remote Maintenance

System > Remote Services > Remote Maintenance

- 1 Put the detectors you want to test in revision mode on the panel

2

Open the Remote Portal and click „Start walktest“

Use your mobile device to make use of the Remote Portal during the walktest. Select the System and Panel where you are going to test and click: „Start walktest“.



3

Test the detectors as usual

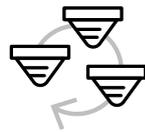
Test the detectors in the building with your usual equipment.



4

Get feedback from the Remote Portal every time a detector was tested successfully

The Remote Portal offers **visual** and **acoustic** feedback to prove immediately if a detector was successfully tested.



Repeat until all detectors were tested

5

Download the Report

After every walktest you can download a detailed Report from the Remote Portal.



6

Stop the walktest after testing all detectors

If you want to continue the walktest the next day, just close the Remote Portal. To end the whole walktest, click „Stop Walktest“.



## 4 Licensing

### Ordering Licenses

The dedicated license is ordered via a standard sales order to Bosch. Once order processing is completed a 16-digit license key is returned to the purchasing contact via email for each license order. The grey box on the right shows an order of the Bosch Fire Panel Remote Services Bundle.

Licenses must be added to a Remote Portal account before being ready for use. This is done by selecting the „License“ tab, which is available for any administrator logged into the Remote Portal.

### Adding Licenses

To add licenses to the active account select the „+“ from the lower right hand corner and copy+paste the license information provided into the presented dialog.

*Note: The Remote Portal intelligently parses licenses information from the information entered in the dialog, it is not necessary to apply special formatting or remove extra text. Multiple license codes can be added at once. Licenses added are saved in the Remote Portal for use, but only consumed when the corresponding is activated (manually or via auto-renewal). This allows having a stock of licenses in the Remote Portal for immediate use, without inactive licenses expiring inadvertently.*

*Dear customer,*

*please follow the steps below to add your recently purchased licenses to your account:*

*1. Log into your account at <https://remote.boschsecurity.com>*

*2. Click the „Licenses“ tab in the top bar.*

*3. Click the „Add Licenses“ button.*

*4. Copy and paste the entire license information between the dashed lines to the browser dialog box and click „Add“.*

*----- license information (begin) -----*

*Fire panel remote services bundle:*

*1234: 1111-2222-3333-4444*

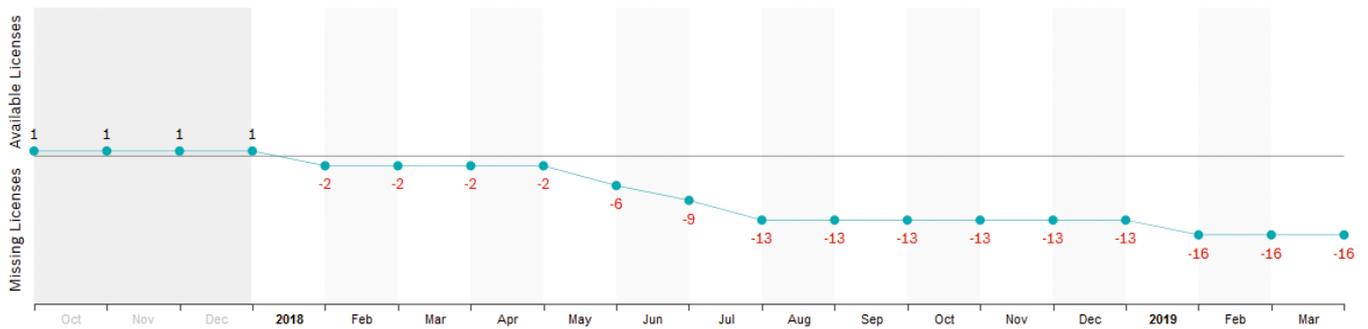
*1235: 2222-3333-4444-55551236: 3333-4444-5555-6666*

*----- license information (end) -----*

*Thank you for using Remote Services.*

*Regards,*

*Bosch Building Technologies*



## Using Licenses and Activating Services

Subscribing to a service for a system will start a check for available licenses. A suitable license in the Remote Portal account will be used up and subscribed to the fire alarm system for which the service is activated. Licenses are assigned from available stock - A particular license's assignment can be checked from the information shown on the license in the Remote Portal.

The remaining life-time of a license assigned to a service is shown in the service section of a device. Once the license expires the service is no longer available and requires an extension. License expiration is highlighted in red in a device's service section and the systems overview screen at the services icon.

## Auto-Renewal

For convenience and to avoid service interruptions, services can be configured for auto-renewal upon expiry. This can be done at time of service subscription or the service settings screen for a particular service: Auto-renewal requires a license to be available when renewal is due, otherwise renewal fails. Use the license management to plan and coordinate your particular licenses in regular intervals.

## Managing Licenses - Future License Usage

The licenses tab provides the necessary information and actions to manage licenses. At the top of the screen current and predicted license usage is displayed, broken down by service /license type:

Based on the number of devices subscribed, the remaining life-time of the subscription and auto-renewal of service subscriptions, the Remote Portal predicts when additional service licenses are needed, marking the estimated demand of licenses in red. Note that this estimation will change when additional devices are subscribed to a service.

## Individual License Status and Maintenance

Individual licenses are shown below the license usage section of the screen and provide information on each purchased license, the license status (available, assigned and expired) as well as its validity and assigned system.

Licenses that have not yet been assigned to a system (are in available state) can be removed from an account by clicking the trashcan symbol of the license. This allows you to transfer licenses to another account or to make licenses unavailable for use.

License deletion is immediate and permanent. You must copy and save the license key presented in the warning dialogue in order to reuse at a later stage.

# Performance built on Partnership

As your reliable partner, we provide connected and integrated solutions that make your buildings more secure, more comfortable and more efficient. Our experts support you as consultants, installers, and service providers with tailor-made safety and security systems, building automation solutions as well as individual energy services.

Take advantage of our extensive expertise and integrated solutions based on the latest technologies – all from a single source located near you. Feel free to contact us at any of our many sites.

Bosch Building Technologies  
**Energy and Building Solutions**

## **Bosch Building Technologies**

To learn more about our product offering  
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