BOSCH
Invented for life

Is the product not functioning as designed?

Contact After Sales Technical Support.

Guideline to start initial troubleshooting

You have installed or are installing a Bosch Security and Safety Systems product and it is not functioning as designed based on the technical specifications?

Please contact Bosch After Sales technical support and make sure that you are prepared to address initial diagnostic questions listed below. Based on this guideline we can ensure you a proper and efficient handling of your reported problem. Not being able to supply below information could lead to a delay in finding the solution for you.

1. Problem description

For us to provide a quick and efficient response to your request make sure that you provide the following information as part of the problem description:

▶ What is not functioning?
▶ What product seems to be affected?
▶ What are the symptoms of the product not functioning and how do they manifest? Provide snapshots if necessary.
▶ Did the product work before or is it a new installation?
▶ In what type of application is the product being used?
▶ What is the serial number of the affected product? (in case of storage equipment or follow-up via RMA)

2. Detailed description of the complete system

▶ How many Bosch devices/items are you using?
▶ How are the products connected?
▶ Device type numbers + Firmware version incl. Build?
▶ What versions of Bosch Software are you using?
▶ What protocols are used (Bosch, ONVIF, Pelco, etc)?
▶ Which 3rd party hardware/software including FW/SW versions are you using?
▶ What operating system including service pack version, language and adjusted time zone is used?

3. Infrastructure

▶ What type of network setup is used? Please supply network diagram/topology (Layer 1)
▶ What type of switch and/or router types are used?
▶ Is the system running in a Domain network?

4. Optional general information

▶ What is the desired functionality of the system?
▶ Where was product purchased from?
▶ Have you attended product training? If yes provide details.

Keep the serial numbers available in case a RMA is necessary