

RSC+ App: Bosch Cloud Account Setup and Operation Explanation

The following is an explanation of the RSC+ App Account setup and basic operation.

If you had done all the below and are still having issues please speak to your Installer as all settings in the panel or your network may not be correctly configured.

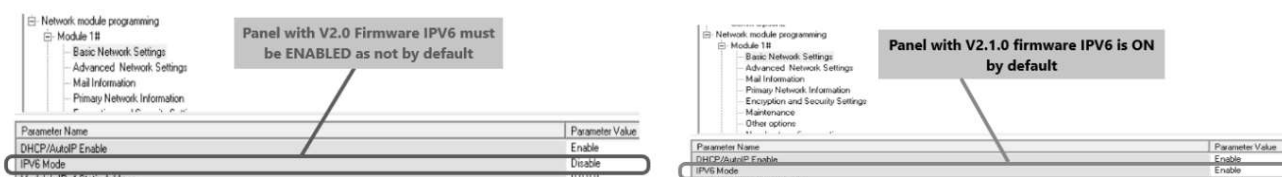
To use the Bosch Cloud Service and the RSC+ App you would need to have either an S2000 or S3000 Control panel using either the B426-M IP module connected to your NBN or using the B450-M and B443 GSM-GPRS module using an GSM SIM card.

If the above have been correctly configured a User will have access to the Cloud Service and should allow connection through the App to the panel for control and setup of notifications.

- For this service to work correctly , your system must have been configured by the Installer with the latest firmware in the system and in the modules as well as **certain specific programming being activated in the system programming** to allow Cloud access.
- Depending on your service provider network settings may need to have been adjusted by your Installer or IT person to ensure connectivity can occur.

These settings will need to include the following:

- Some iPhone 12 users may experience issues when trying to access RSC+ when connected to a 5G cell tower.
- B426-M module can use IPV4 and IPV6.
- **IPV6 needs to be enabled in V2.0 f/w panels Default enabled in V2.1.0**



Setting should be enabled in panel network settings with ALinkPlus software by your Installer.

- Most 5G operators require the remote connection device to provide **IPv4/IPv6** and **IPv6/IPv4** Address Translation to be enabled within their router.
- **Some routers do not support auto translation and require IPV6 to be enabled manually.**
- They will also need to ensure that then **DNS Server settings** are inputted in the router for **IPV6**, most use Google Domain Name System.:
 - 2001:4860:4860::8888.
 - 2001:4860:4860::8844.
- The Router should have **UPNP** switched **ON (is by default in panel)** or have port 7700 forward to the local IP address of the B426-M

Please use A-Link Plus **above version v6.1.13**, panel **use version V2.1.0** and verify

1. Panel parameters:
 - for network module 1, the address location [4146]=00, [4147]=01**
 - for network module 2, the address location [7146]=00, [7147]=02**
2. A-Link Plus:
 - Network module programming-> Module 1# -> Other options -> Panel Address Setting =1**
 - Network module programming-> Module 2# -> Other options -> Panel Address Setting =2**
3. If still get this error, try to power cycle the whole panel system.

- The RSC+ App can work on either IOS or Android devices

The Latest version of our RSC+ App's are:

- 1.4.0 (93) Android

- V1.4.1(149) iOS

- Within the app there are also some specific settings that need to be adjusted.

When you create an RSC+ App Account you will do so with your email address and create a password.

RSC+ app - Password Requirement for Account Registering

Please follow the Password Requirement to register a new Account or reset password for an existing Account:

- 8 to 20 characters with at least one upper-case alphabet, one lower-case alphabet and one number;
- Please do not add any special symbols like . , ; ' " - _ = + < > / ? ^ ~ ! # \$ % ^ & * () and etc.

Password must be a **MINIMUM of 8 characters** maximum of 20

with

- one UPPER case
- one lower case
- one number

You will receive an email to this account that you must click on to acknowledge or **VERIFY** the Cloud Service account. If you do not do this the account will not be active and allow log in to occur.

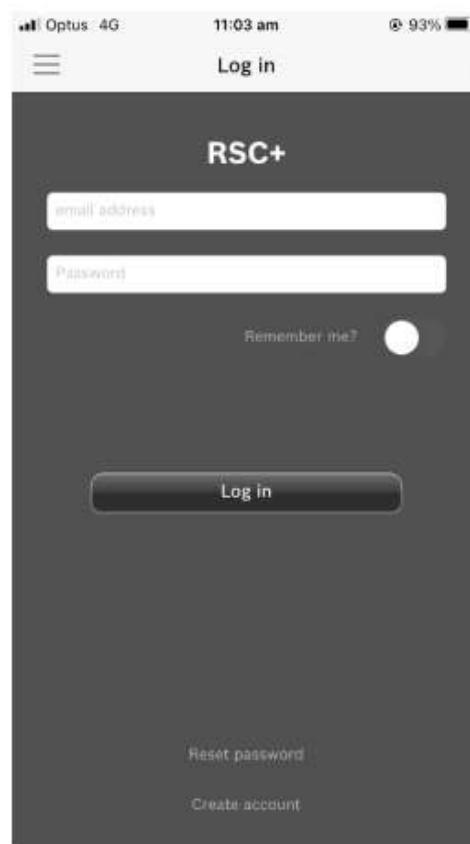
When you are entering your Email Address and password here you are logging into the Bosch Cloud Service.

If you cannot connect here you have an incorrect password or have not verified your account to start with.

Android



IOS



When you first installed the App you needed to CREATE an ACCOUNT

Then you need to click on the VERIFICATION EMAIL in your email account

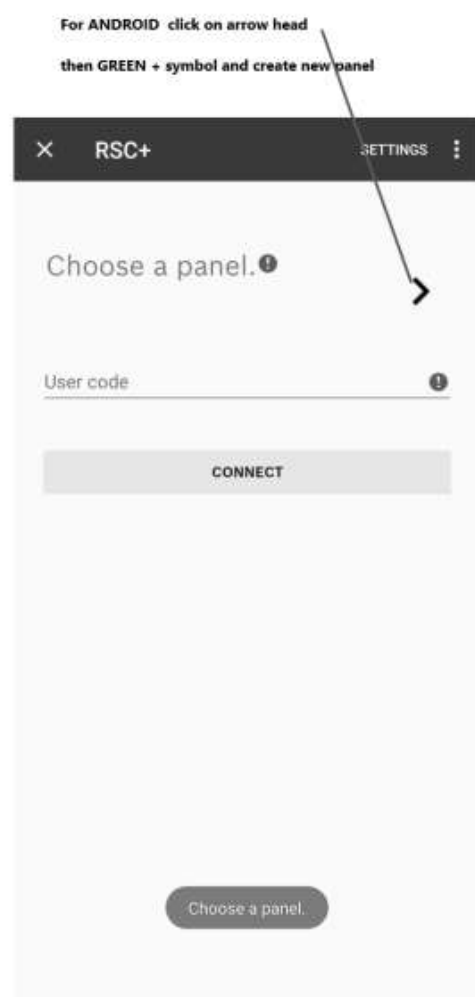
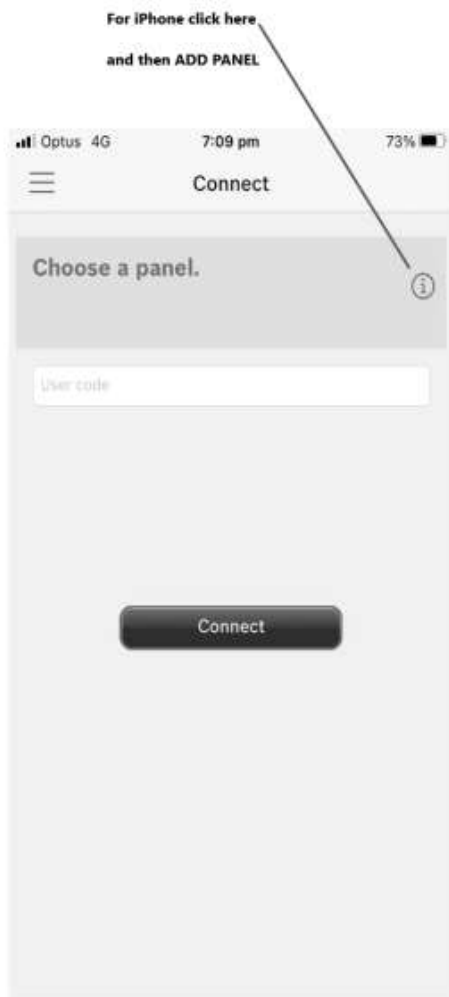
If necessary you can click on RESET PASSWORD and create a new password

You must then create a Panel profile in the App using the Cloud ID (UID) that is on the module but should also be on a sticker provided with it.

This is a Unique to your service only Cloud identifier.



Here is an example of what it will look like.



Normally the Installer will stick this on the box or your User Manual.

If you do not see it please speak to your Installer.

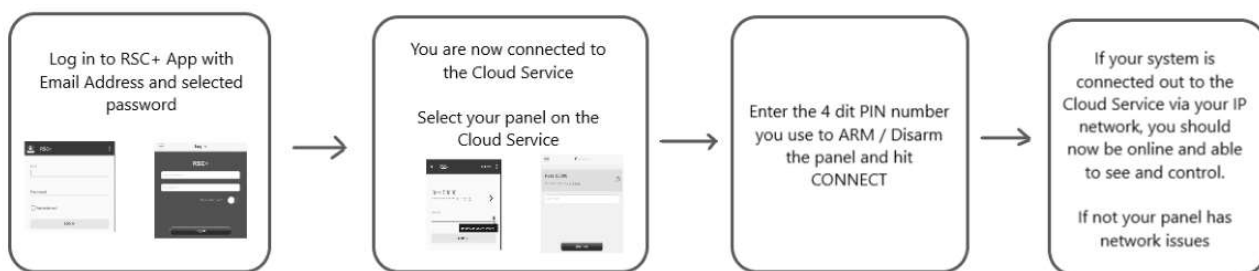
When your account is active and you log in you must then:

- Click on **ADD** to create a panel profile.
- Give it a name (of your choice eg: Home Alarm)
- Enter this UID code manually or scan with your phone camera.
- **SAVE** profile.

To then connect to your system, select the profile name , enter your system **ARMING** Code and then hit **Connect**.

If all the other setup is done correctly and your panel has network connectivity out to the Bosch Cloud Service you should be able to see and control your system.

The steps for connection to a panel are:



Before you connect to your panel via the App you need to ensure the following Notification Settings have been correctly set up.

While in the App

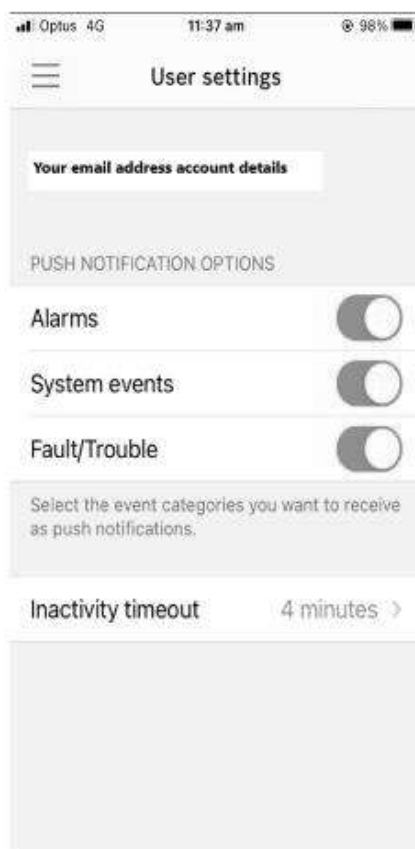
Select **SETTINGS**

RSC+ in App Notification settings

For Android devices



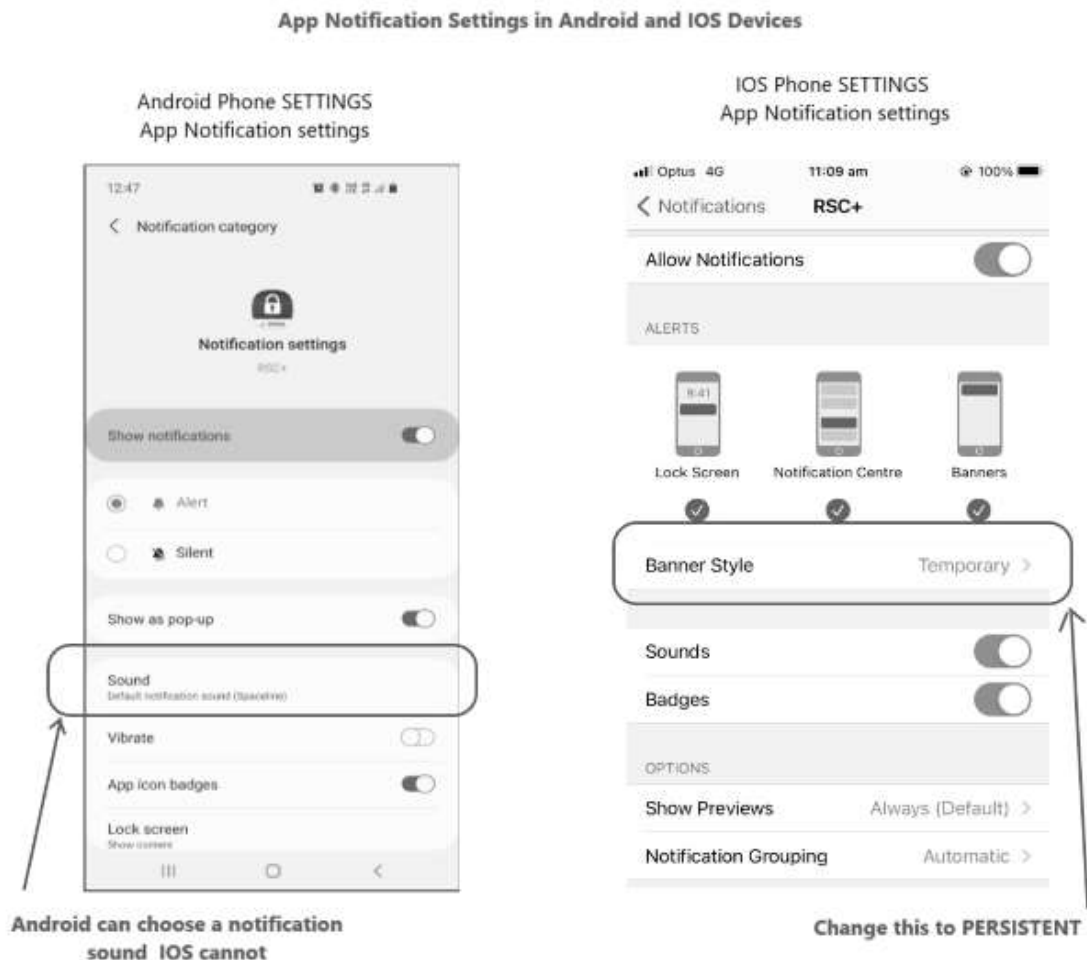
For IOS Apple Devices



The above notifications need to be on in the RSC+ App.

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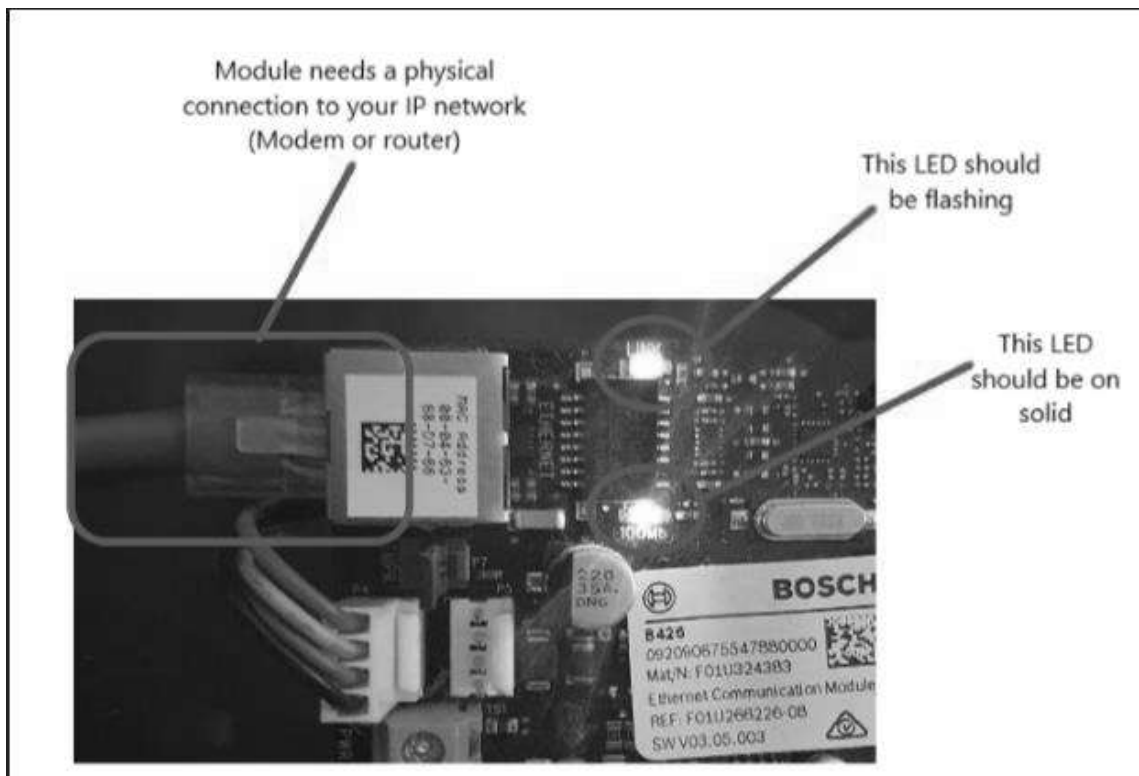
You must also ensure the following Notification Settings are correctly setup in your phone.



The above notifications need to be on in your DEVICE notification settings to correctly receive notifications.

All the above being set , your panel having network connection you should be able to both connect and control and also receive notifications.

Your module should be working as below.



Please have a look at all the above and if necessary you may need to speak to your Installer to have them verify all is correct.

Telstra Gen 3 Cobra XH Modem

There have been some reports with connectivity issues when using the Telstra Gen 3 Cobra XH Modem with the Solution 2000 and 3000 with RSC+

Appears similar issues to what was experienced with Gen 2 modems. (failback from 4g to normal NBN/ADSL)

From initial testing switching IPv6 on and checking APN within the modem router resolves issues.

[Click here to see steps to follow](#)

Telstra engineering staff have advised today (25/10/2022) that new firmware rollout was completed on Mon 24/10/2022.

The firmware version should read **20.4.0428-MR1-RA**.

The plan is to have all Telstra Smart Modem 3.0 devices updated in production to the latest firmware going forward.

No issues with other service providers at this time or any other modems/router manufacturers.