RSC+ app for iOS

Solution 2000 panel | Solution 3000 panel

en Operation Manual

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1   Use latest software

Before operating the device for the first time, make sure that you install the latest applicable release of your software version. For consistent functionality, compatibility, performance, and security, regularly update the software throughout the operational life of the device. Follow the instructions in the product documentation regarding software updates.

The following links provide more information:

–   General information: https://www.boschsecurity.com/xc/en/support/product-security/
–   Security advisories, that is a list of identified vulnerabilities and proposed solutions: https://www.boschsecurity.com/xc/en/support/product-security/security-advisories.html

Bosch assumes no liability whatsoever for any damage caused by operating its products with outdated software components.

2   Short information

This manual describes the operation of the RSC+ app for an iOS device.

3   System overview

The RSC+ app provides remote access to the control panel with a mobile device. The following functions are possible:

–   Arming
–   Force arming
–   Disarming
–   Bypassing/unbypassing
–   Isolating/unisolating
–   Operating outputs
–   Status inquiry
–   Event/history inquiry

RSC+ compatibility

The RSC+ app can be used for iOS v10.0 and higher.

4   Getting started

4.1   How to connect to the app

4.1.1   Downloading the app

> ⚠ **Caution!**
> **Data protection and security**
> Malware is a risk to the security. Download the RSC+ app only from trustworthy sources. Make sure to always keep the RSC+ app up to date.

1. If you do not have an Apple ID, create one.
2. To access the internet, enable the Wi-Fi and connect to an available network.
3. Open the App Store.
4. Search for Bosch Security Systems.
5. Install the "Remote Security Control+" (RSC+) app with the following icon:

4.1.2   Creating an account

1. Open the RSC+ app.
2. Select **Create account**.
3. Enter all necessary information: Email, Password (8-20 characters, uppercase, lowercase & no special characters).
4. Select **Submit**.
   A confirmation e-mail is sent to you.
5. Open your e-mail account and confirm the link in the e-mail.
   If you cannot find the confirmation e-mail, check your spam folder.
✓ Your RSC+ account is created.

4.1.3   Resetting password

1. Open the RSC+ app.
2. Select **Reset password**.
3. Enter your e-mail address.
4. Select **Reset password**.
   An email with reset instruction is sent to you.
5. Open your e-mail account and click the link in the e-mail.
6. Enter a new password twice.
✓ Your password is reset.

4.1.4   Logging in

1. Open the RSC+ app.
2. Enter your e-mail address and password.
3. Select **Log in**.
✓ You are logged in.

Caution!

Data protection if remember me function is activated

If you activate the remember me function, make sure that you use other ways of securing your mobile device to protect your data and to make sure that your system is EN and VdS compliant. E.g. secure your mobile device with a pincode or a fingerprint scan and make sure that the screen of your mobile device turns off automatically after a given time.

4.2   How to add a panel

1. Select .
2. Select **Add panel**.
3. In the **Name** field, enter the name or a description of the panel.
4. In the **Cloud ID** field, enter the cloud ID provided by your installer.
   Or:
   Select and scan the QR code and ID label provided by your installer.
5. Select **Submit**.

Caution!

Sensitive data protection

The QR code and ID label with the cloud ID provided is unique for each cloud connection. Make sure to store it at a secure location and give it only to persons who should get access to the panel.


4.3   User settings

4.3.1   Push notifications

Per default, push notifications for alarms are sent. Additionally, push notifications for system events and fault/trouble events can be switched on.

1.   Select ▬ -> **Settings** -> **PUSH NOTIFICATION OPTIONS**.
2.   Select for which events you want to receive a push notification.
✓   The RSC+ app will send push notifications for the selected actions.

4.3.2   Inactivity timeout

1.   Select ▬ -> **Settings** -> **Inactivity timeout**.
2.   Select the desired amount of time.
✓   The RSC+ app will disconnect the panel automatically after the selected amount of time if there is no activity.

4.4   How to connect to a panel

1.   Select **Connect** -> ⓘ .
2.   Choose the panel you want to connect.
3.   Select ‹ .
4.   Enter your user code.
5.   Select **Connect**.
✓   The panel is connected.

5   App functionality

5.1   Arming and disarming areas

5.1.1   Arming areas

Arming modes

The AWAY mode is used to arm the premises to detect a would-be intruder, when you leave the premises and require that all zones are activated in a ready state.

The STAY mode is used to arm the perimeter and unused parts of the premises as defined by the installer to detect a would-be intruder, while at the same time being able to move freely within an area that is automatically isolated.

VdS Home conform arming

To ensure VdS Home conform arming, apply the following:

–   Before arming, ensure that no persons are inside or have access to the areas that are about to be armed.
–   To arm, use a key switch on-site before proceeding with the RSC+ app.

How to arm all areas

1.   Select ▬ -> **Security**.
2.   Select 🔓 .
3.   To arm in AWAY mode, select **Away arm**.
     To arm in STAY mode, select **Stay arm**.
     To reset all sensors that are in alarm status, select **Reset**.
✓   All areas are armed.

How to arm a single area

1. Select ☰ -> **Security** -> **Areas**.
2. Select the area you want to arm.
3. To arm in AWAY mode, select **Away arm**.

   To arm in STAY mode, select **Stay arm**.
✓ The area is armed.

5.1.2 Disarming areas

VdS Home conform disarming

To ensure VdS Home conform disarming, use a key switch on-site before proceeding with the RSC+ app.

How to disarm all areas

1. Select ☰ -> **Security**.
2. Select 🔒 or 🔒.
3. Select **Disarm**.
✓ All areas are disarmed.

How to disarm a single area

1. Select ☰ -> **Security** -> **Areas**.
2. Select the area you want to disarm.
3. Select **Disarm**.
✓ The area is disarmed.

5.2 Bypassing/isolating

If one or more zones are bypassed, they are disabled for one arming cycle. After one arming cycle they are automatically unbypassed.

If one or more zones are isolated, they are disabled until they are unisolated.

After bypassing or isolating a zone, you can arm areas even when a zone is defect or in alarm state or if you temporarily do not want to use the zone.

How to bypass/isolate a zone

1. Select ☰ -> **Security** -> **Areas**.
2. Select ⓘ ❯ for the area for which you want to bypass/isolate a zone.
3. Select the zone you want to bypass/isolate.
4. To bypass, select **Bypass**.

   To isolate, select **Isolate**.
✓ The zone is bypassed/isolated.

5.3 Operating outputs

Up to 20 devices such as sirens or lights can be defined as an output and can be operated via the RSC+ app.

How to operate an output

1. Select ☰ -> **Outputs**.
2. Select the output you want to turn on.
3. Select **Turn on**.
✓ The output is turned on.

5.4   Inquiry

5.4.1   Event inquiry

1.   Select ⚡ .
      Or:

      Select ≡ -> **Events**.
2.   Select the event type you want to display.
✓   The areas with events are displayed.

5.4.2   History inquiry

▸   Select ≡ -> **History**.
✓   The history is displayed.

6   Disconnecting

1.   Select ≡ -> **Disconnect**.
      The amount of time of your connection is displayed.
2.   Select **Disconnect now**.
✓   The panel is disconnected.

7   Troubleshooting

7.1   Problem solving

Problem	Solution
The RSC+ app crashes or freezes.	1. Close the RSC+ app. 2. Ensure that the RSC+ app is not running in the background anymore. 3. Restart the RSC+ app.
No connection to the panel possible.	1. Check the internet connection of your mobile device. 2. If your internet connection works normally and there is still no connection after several attempts, contact your installer.
No push notification even though they are activated in the user settings.	If it is the first time that you are using the RSC+ app: 1. Close the RSC+ app. 2. Ensure that the RSC+ app is not running in the background anymore. 3. Restart the RSC+ app. 4. Reconnect to the panel. If you have used the RSC+ app before: 1. Go to "Settings" of your mobile device. 2. Go to the area with push notification settings. 3. Allow push notifications for the RSC+ app. 4. Reconnect to the panel.
The newest events are not displayed in the event inquiry.	Use the panel keypad to update the date and time of the panel to the current date and time.

7.2   Frequently asked questions (FAQs)

Which devices support the RSC+ app?
–   The RSC+ is supported by Android v8.0 and higher and iOS v10.0 and higher.

Why don't I get a confirmation e-mail after I registered for an RSC+ account?
–   If you cannot find the confirmation e-mail, check your spam folder.
–   If there is no conformation e-mail in your spam folder, register again for an RSC+ account.

Can I share my account?
–   Yes, you can share your account with an unlimited amount of users.

Can I create multiple accounts per panel?
–   Yes, you can create up to 10 accounts per panel if your panel uses one communicator and up to 20 accounts per panel if your panel uses two communicators. You can use 4 of the accounts per panel simultaneously.

Can the same user be used on multiple accounts?
–   Yes, the same user can be used on multiple accounts.

Can I operate multiple panels with the same account?
–   Yes, you can operate an unlimited amount of panels with the same account.

How does Bosch secure my data?
–   Bosch stores as little data as possible.
–   Bosch secures your data with modern encryption methods, such as 128 bit AES encryption.

How do I ensure that my data is secured?

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	Data protection if remember me function is activated
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⚠	**Caution!**
	Sensitive data protection
	The QR code and ID label with the cloud ID provided is unique for each cloud connection. Make sure to store it at a secure location and give it only to persons who should get access to the panel.

How can I choose which notifications I get?

1.   Select ☰ -> **Settings** -> **PUSH NOTIFICATION OPTIONS**.
2.   Select for which events you want to receive a push notification.
✓   The RSC+ app will send push notifications for the selected actions.

7.3   Technical support contact

Homepage

www.boschsecurity.com

E-mail address

Technical.support@au.bosch.com

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