Technical Bulletin
B444-A Plug-in Cellular Communicator Module Is Not Recognized

BOSCH

Issue severity	Products affected
☐ High. Act immediately	▶ B444-A Plug-in Cellular Communicator Module
☒ Medium. Bosch Security Systems strongly recommends you take the action described below.	
☐ Low. Advisory	

May 20, 2022

Issue

Bosch has discovered a potential quality issue with B444-A cellular modules. Some modules may report as "invalid" when being installed and may not be recognized by the B or G Series control panel, B450, or B465. A small lot of devices were loaded with the wrong firmware which makes them unrecognizable by our interfaces.

Resolution

Inspect all B444-A products to check the Serial Number (S/N) on the B444-A Product Label or Box Label. If the S/N matches any in the following list, install B Series, G Series, B450 or B465 firmware to resolve this issue.

- B450 firmware version: **3.11.510**
- B465 firmware version: **2.11.510**
- B Series firmware version: **3.12.024**
- G Series firmware version: **3.12.024**

The firmware can be found at us.boschsecurity.com.

B450:
1. Select Software download tab and download firmware version 3.11.510.
2. Install firmware.

B465:
1. Select Software download tab and download firmware version 2.11.510).
2. Install firmware.

B Series (this firmware supports B6512/B5512/B4512/B3512):
1. Select Software download tab and download firmware version 3.12.024.
2. Install firmware.

G Series (this firmware supports B9512G/B8512G):
1. Select Software download tab and download firmware version 3.12.024.
2. Install firmware.

Product Model	Product Serial Number
B444-A	04219902381710XXXX
	04219902381610XXXX
	04219902381510XXXX
	04219902381410XXXX
	04219902381110XXXX
	04219902381010XXXX
	04219902380910XXXX
	04219902380810XXXX
	04219902380710XXXX
	04219902380510XXXX
	04219902380410XXXX
	04219902380310XXXX
	04219902380210XXXX
	04219902380110XXXX
	04219902373110XXXX
	04219902372910XXXX
	04219902372810XXXX
	04219902372710XXXX
	04219902372610XXXX
	04219902372510XXXX
	04219902372410XXXX

Bosch Security Systems B.V.
Torenallee 49
5617 BA Eindhoven
Netherlands
www.boschsecurity.com
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