BOSCH
Invented for life

1 Problem
• Install the TouchOne

1 Solution
• Tools needed:
  • Phillips head screw driver
  • Wire cutter/stripper
  • 5mm cable
  - 12V DC 1500mA Power Adapter (we recommend 12VDC/1.5A Battery backed up PSU)
• Please ensure that the TouchOne is receiving a minimum of 10.5V, voltage levels below this may result in the TouchOne shutting down during power intense tasks.

Classic Panel:	Solution 2000/3000 Panel:
Alarm Panel	**Alarm Panel**
CP- — Black	PWR — Red
CP+ — Red	A — Yellow
CLK — Green	B — Green
DATA — Yellow	COM — Black

The 7 inch TouchOne can be mounted in two orientations, either portrait or landscape.

The TouchOne mini must be mounted in landscape orientation.

2 Problem
• Mounting the TouchOne on the Wall

2 Solution
• To mount the Generation 1 TouchOne simply apply equal pressure across the touch screen until you feel it clip into place. Check that all the sides are in place.
• To mount the Generation 2 and Mini TouchOne slide to the right hand side as per the image.

Mounting

Gen 2 / Mini

1. Slide ←

3 Problem
• Remove the TouchOne from the Wall Mount

3 Solution
• To remove the Generation 1 TouchOne from the Wall Mount, you will need to use a small screwdriver and insert it into the small cut outs on the right-hand side to the camera. This will lift the touchscreen away from the mount. Slowly insert the screwdriver around the edges to lift them away. This will eventually lift the TouchOne out of the Wall Mount.
• The Generation 2 and Mini TouchOne are removed by pressing the *clip* that is located on the back at the opposite side of the camera. Using a finger or small screwdriver, push the clip towards you and slide the TouchOne in the direction of the camera.

Removing

1. Push

Gen 2 / Mini

2. Slide →
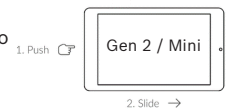
4 Problem
• Bluetooth not pairing

4 Solution
• To pair a smart phone with your TouchOne ensure that Bluetooth is turned on on your mobile device, then press the Settings button from the home screen.
• Press the Users button, then enter the requested master pin, you should now see a list of users.
• Select the user you wish to pair the mobile device with. You will now see a button Add Bluetooth Device.
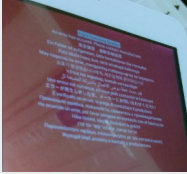• If this does not work, follow wifi update process step 12.

5 Problem
• Set the address for the TouchOne

5 Solution
• Press and hold the Bosch logo, once you let go the Change Address menu will open automatically OR
Settings -> Advanced Settings -> Change Address
(Does not work for Gen 1)

6 Problem
• Red screen – Please contact manufacturer

6 Situation
• This screen indicates that the interface application has stopped *running.*

6 Solution
• Press all 4 corners of the screen at the same time for two seconds.
• Then, when the keypad appears, type in 66662580#. This should re-install the original interface application.
• A progress bar should appear on the screen. Please wait at least 5 minutes for this process to complete.

7 Situation
• The TouchOne is unable to communicate with the Bosch Alarm Panel.

7 Problem
• The TouchOne displays a *Hello* and Please Wait Message.
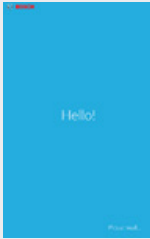
• The TouchOne displays Waiting Message.

7 & 8 Solution
1. Remove the TouchOne from the wall mount. Be careful when pulling the TouchOne away from the wall not to stress the attached cable.
2. Look down the back of the enclosure for the **Red** *flashing Alive* LED:

• Ensure the **Green** and **Yellow** wires are wired in the correct order on the Bosch Alarm Panel
• Ensure the Four pin connector is properly connected to the back of the Touch One Screen
• The Alive LED on the back of the Touch One should be flashing at a regular interval
• It will be helpful to use a short wire and connect the TouchOne directly to the Bosch Alarm Panel. Check that the *Alive* LED is flashing. If this test is successful, the problem may be with the wire run between the Alarm Panel and the TouchOne Screen

8 Problem
• The TouchOne displays a Connection Failure - Error 010 screen
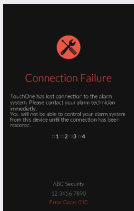
8 Situation
• The TouchOne is not getting valid packets from the alarm system

9 Solution
The Bosch Panel can supply a maximum of 900 mA current to externally attached devices (TouchOne, Keypads, etc)

Should the Touch One not receive enough current, it will continue to reboot.

• Install a standalone power supply for the Touch One Screen. (The TouchOne Screen requires a **12V 1.5A** power supply.)

9 Problem
• The TouchOne reboots continuously.

9 Situation
• The TouchOne is unable to draw enough current from the Bosch Alarm Panel.

10 Problem

- The TouchOne displays an Address Conflict Failure:
  Error 010 screen
  OR
  Error 011 screen
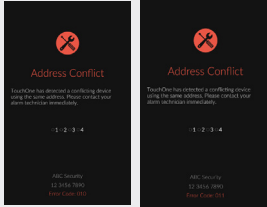
10 Situation

- The TouchOne is set to an address that is conflicting with another keypad or device on the BUS.

10 Solution

- Ensure the correct address has been selected on the TouchOne. Using the on screen selection, set the TouchOne to a non-conflicting address. The address needs to be configured on the Bosch Alarm panel, to ensure the area is active.
- The *Alive* LED on the back of the TouchOne should be flashing at a regular interval

11 & 12 Problem

- Upgrade the firmware version on the TouchOne

11 Action

- SD Card Software Upgrade

11 Solution

- Prepare a MicroSD card
- Copy the latest firmware to the SD card using PhoenixCard software
- Flash the TouchOne with the SD card
- Detailed information can be seen on
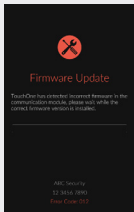
https://bit.ly/2AjJ0yh

12 Action

- Over the Air software update

12 Solution

- Set Date and Time, connect to WiFi, go to Settings -> Touchscreen Settings -> About -> System Update to find if there is firmware update.

13 Problem

- The TouchOne displays a Firmware Update - Error 012 screen

13 Situation

- The TouchOne is detecting a different firmware version from the required one.

13 Solution

- Please wait up to 3 minutes for the firmware update process to complete.
- If the update fails or stalls, remove the 4 pin connector on the back of the device, wait 30 seconds and plug it back in.
- The firmware upgrade screen will load after reboot and continue the Firmware Update.
- The TouchOne will reboot once the upgrade has completed.

14 Problem

- The TouchOne displays a Boot loader Failure - Error 014 screen

14 Situation

- The TouchOne is unable to locate the Boot loader. The device has the incorrect hardware firmware loaded at the production stage. This error should only be visible in the factory.

14 Solution

- If you discover this error in the field, the device should be returned to the manufacturer.

15 Problem
- The screen is black

15 Situation
- The TouchOne displays a black screen and does not turn on

15 Solution

Check that the PWR LED is illuminated on the back

1. Remove the TouchOne from the wall mount. Be careful when pulling the TouchOne away from the wall not to stress the attached cable.
2. Look down the back of the enclosure for the Red solid LED

- Ensure the Four pin connector is properly connected to the back of the Touch One Screen
- Ensure the Black, Red, Green and Yellow wires are wired in the correct order on the Bosch Alarm Panel
- The Power LED on the back of the Touch One Screen should be a solid red color.
- The alive LED on the back of the Touch One should be flashing at a regular interval
- It will be helpful to use a short wire and connect the Touch One directly to the Bosch Alarm Panel. Check the PWR LED is on and that the Alive LED is flashing. If this test is successful, the problem may be with the wire run between the Alarm Panel and the Touch One Screen
- If the TouchOne powers up follow wifi update step 12. If not follow step 11.

16 Problem
- Install external power supplies

16 Action
- 12V DC 1500mA Power Adapter

16 Solution
- When installing more than one TouchOne, all TouchOne's except one must be powered with external power supplies.
- The **red** wire from the Wire Harness connects to the positive terminal. You will need to cut a piece of 0.5mm wire to connect from the negative terminal to the COM terminal on the control panel. The **black** wire from the Wire Harness will also need to go to the COM terminal. The rest of the wiring is as per the original.
- Before powering up the TouchOne running off of the external power supply, you will need to set up the areas in the control panel, then address the TouchOne's and/or keypad as required. (Refer to wiring diagram from Solution 1)

Note: SDI-2 BUS only provides 900mA. Touchscreens need 800mA
- Keypads need 800 mA
- B810 needs 105mA
- B426-M/ B450-M needs 105mA

Each touchscreen needs its own power supply if in addition to any of the above