



# Configuration Guide for PLENA matrix PC GUI

V 1.2.13.0

**BOSCH**

# Configuration Guide for PLENA matrix PC GUI

## Checking the connections

This document assumes that you have made all the necessary connection and have set up the PLENA matrix units according to the user manual. This also means that you have correctly connected speakers to the outputs of the amplifier.

Amp Link audio connections from DSP matrix mixer to DSP amplifiers



Data connection to PC via (wireless) router.



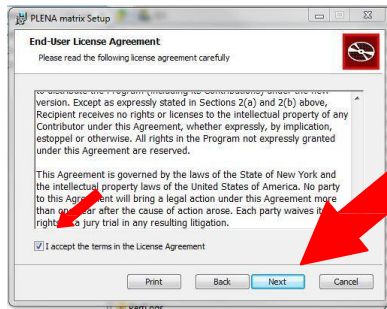
There are no audio controls on the devices; therefore all configurations are done via the PC GUI.

## 1.0 Installation of the software

Download the PC GUI from the Bosch website and remove all previous versions of the PLENA matrix software from your PC.

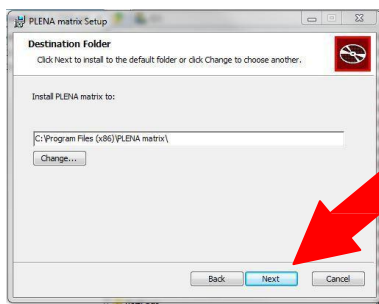
Open the file and follow the on screen instructions.

1. Read End user License Agreement (but we all know you probably won't do that) and then Click I accept.... And then Click "Next".

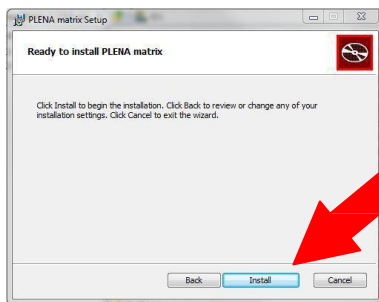


2.

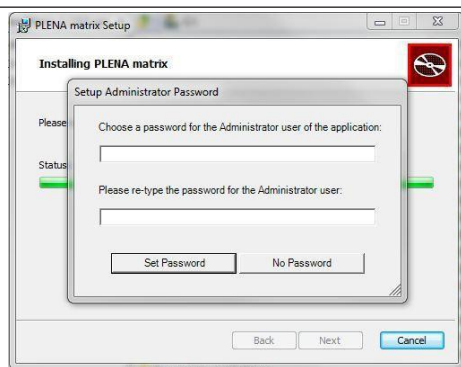
3. Click "Next"



4. Click "Install"



5. You will be prompted to enter an Administrator password. This Administrator password protects the advanced features of the software for non administrator level users (guest users). Passwords can be created or change in the GUI later.
  - a. If you **do not** want to create a Administrator password, click "No Password"
  - b. If you **do** enter a password, do not forget your password. This seems obvious, but unfortunately I have to say it.



6. Finished! You have now completed the installation. There is now 2 GUIs that are under the PLENA matrix program:

### PLM-8M8 DSP Matrix Mixer

### PLM-4Px2x DSP Amplifier

NOTE: During the installation process you may be prompted to install .net framework. This is required and you should be connected to the internet to download this file.

## 2.0 Opening and making a connection to the hardware:

1. From the Start menu click **All Programs> PLENA matrix** ....Click to open either:
  - a) **PLM-8M8 DSP Matrix Mixer**
  - b) **PLM-4Px2x DSP Amplifier**
2. Once the GUI Main page is open, Click on **Device> Connect**



3. Connect to Target window ( if your screen prompts you with a firmware upgrade skip to the firmware upgrade part of this guide)



Select the unit you wish to connect to, and then select which way you would like the data to flow - Click either:

- a. **“Read configuration from device”** – This will download the unit’s current configuration to the Laptop.



Read config from device

- b. **“Write configuration to device”** – This will upload the current PC configuration to the unit. (This will result in the configuration to be overwritten and be lost). This is used if you wish to upload a configuration that you have saved on your PC.



Write config to device

By clicking **“Change details”** - This will allow you to change to a static IP and give the unit a specific name. However there is no need to set up static IP address in a basic connection. The units are DHCP enabled by default and will address automatically.



4. Finished! You are now online with the unit. All changes or adjustments you make on screen will be in real time.

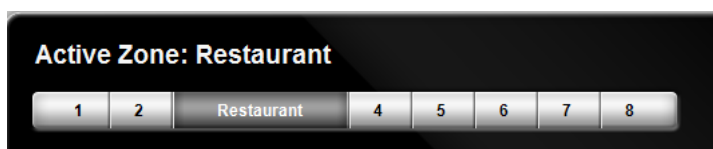
### 3.0 PLM8M8-DSP Matrix Mixer PC GUI

#### Using the Main mix screen or User page

1. To adjust volumes or the mix within a zone:
  - a. Click on the Zone you wish to adjust
  - b. Raise or lower the fader levels and/or select a music source



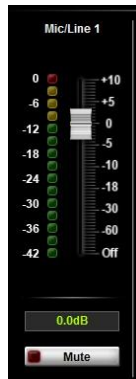
2. Active Zone (selecting a zone)
  - a. Click on the numbers to select the zone you wish to adjust



- b. You can roll your mouse over the numbers to see a QuickView of the zone names and current configurations.

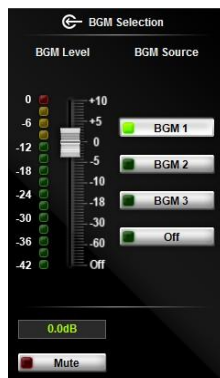


### 3. Mic/Line input Mix



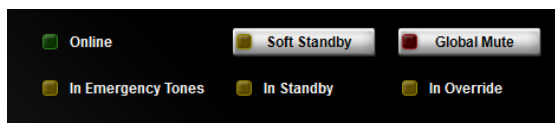
- These faders can be used together in a zone to create a “mix”
- The LED meters measured as a Pre Fader Level (PFL) indicators, that means they show the input signal level regardless of the fader position
- It is possible to input the value via moving the fader or typing in the value
- Mute button – the red light goes on when active. This silences the audio from this input.

### 4. BGM selection



- Select the source and use the level control
- The BGM sources are connected to inputs:
  - BGM 1 = Line input 5
  - BGM 2 = Line input 6
  - BGM 3 = Line input 7
  - Off = No connection

## 5. Global mute/ Soft Standby/ Status lights



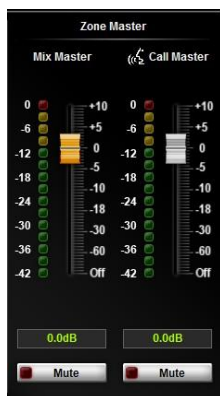
a. Global Mute- Mutes all zones

b. Soft standby – Puts the unit into a power saving sleep mode (System will not pass audio)

c. Status lights:

- Online -Indicates that the GUI is connected and online with a unit
- In Emergency Tones - Indicates that the system is playing Alert or EVAC tones
- In Override - Indicates that the Override input has been activated ( highest priority)

## 6. Zone Masters

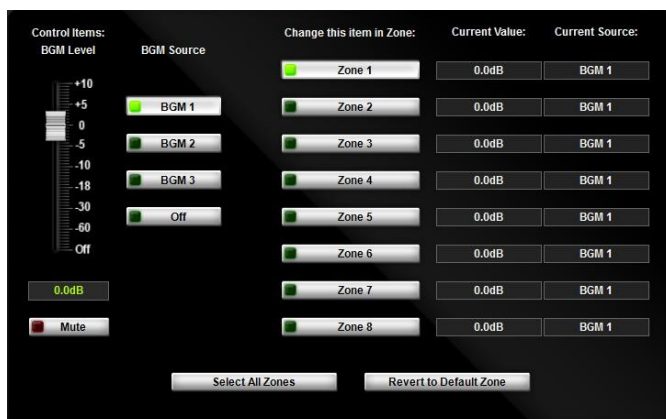


a. Mix Master - Controls the overall level of the zone inputs (i.e. Mic line inputs + BGM source)

b. Call Master- Controls the volume of the call stations that can call into that zone

## 7. Multi zone fader control

By right clicking the mouse on any fader in the Mix page, this screen will open





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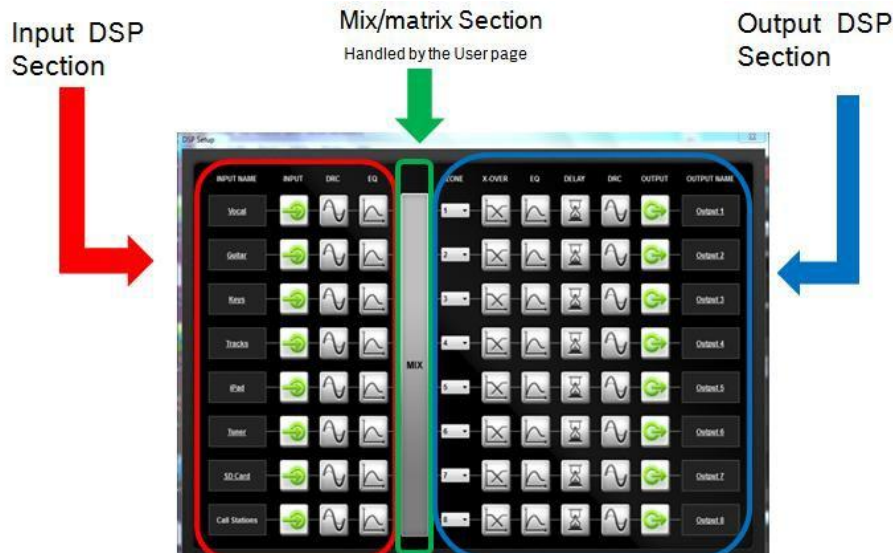
You will be able to adjust that same fader (or select the BGM source) in multiple zones from this page.

## DSP Setup Screen

This screen can only be accessed by an administrator.

Click on **Config > DSP Setup**

This screen allows you to set up the input and output dynamics and levels.

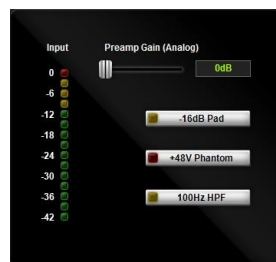


### 1. Input

When setting the input gains, it is important to set them to a level that has enough level metering, but does not peak and create distortion (as a rough rule of thumb -12dB on the meters is generally considered a good input level). It is also important to make this level consistent across the BGM inputs.

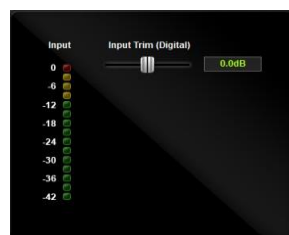
Example: If some BGM inputs are set too low and another very high, this will create problems in output volume when you are in a zone a switch BGM sources.

Mic/ Line Inputs (inputs 1-4)



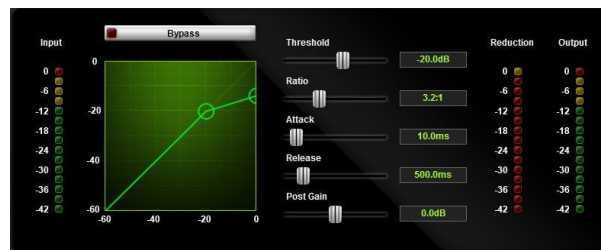
LED to indicate signal level, Preamp gain (Analog), -16dB Pad, +48V Phantom, 100 Hz HPF

Line inputs (inputs 5-7) and Call Stations (input 8)



Same as Mic line inputs but attenuates via digital trim, and does not have the HPF, +48V or Pad.

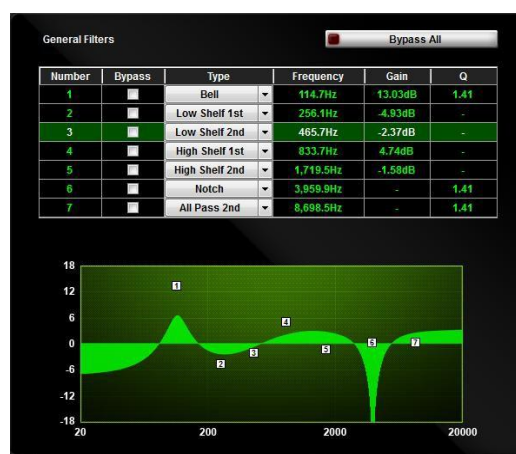
## 2. DRC ( Dynamic Range Compression- input and Output)



## 3. EQ ( Input and output EQ)

Input EQ - 5 filters for mic/line, 3 filters for line inputs (BGM) and 2 filters for Call Stations

Output EQ has 7 filters for each of the 8 outputs ( shown)



All the types of EQ are shown on the screenshot above.

You can adjust the EQ parameters on screen Left mouse click on the number on the graph and adjust Gain and Frequency. Right mouse click adjusts the Q. You can also type in the values into the table

## 4. Mix

The Mix/Matrix routing is handled by the Mix page/user screen.

## 5. Zone Assignment

Zone assignment allows a Zone mix ( on the mix page/user screen) to be sent to a different output connector. This also means that one zone mix could be sent to multiple outputs at the same time. Typically this would be used with crossovers, or perhaps to combine separate rooms together.

## 6. X-Over ( Crossover)

Crossovers are commonly used in applications where there is need for a subwoofer. They separate either the higher frequencies from the Lower frequencies. Most individual loudspeaker drivers are incapable of covering the entire audio spectrum from low frequencies to high frequencies with acceptable relative volume and lack of distortion so many speaker systems use a combination of multiple loudspeakers drivers, each catering to a different frequency band. Crossovers split the audio signal into separate frequency bands that can be separately routed to loudspeakers optimized for those bands.

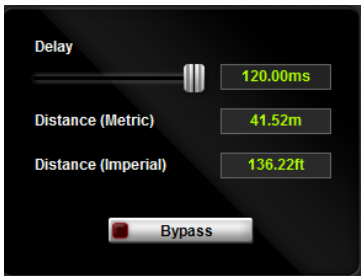
(....Cross-overs continued)



You can adjust the Frequency on screen or type into the table. There are 16 different slope types to choose from.

7. Delay

Output delay is commonly used to time align speakers in a system, so that the listener hears all the speakers at the same time. This can greatly increase intelligibility of the sound system for some applications.



There is 120ms of Delay for each output, and you can type in the values or use the slider.

8. Output

This sets the final output level of the output.



Mute will mute the output

Invert will change or cross the phase of the output

## Naming inputs and Outputs

Click on **Config > Channel / Zone names**

The screenshot shows a configuration screen with three tables for naming inputs, zones, and outputs. The tables are as follows:

Input Channel Names		Zone Names		Output Channel Names	
Input	Name	Zone	Name	Output	Name
Mic/Line 1	Table mic 1	Zone 1	Conference room	Output 1	EVID 6.2
Mic/Line 2	Table mic 2	Zone 2	Ball Room	Output 2	EVU
Mic/Line 3	Lecturn	Zone 3	Meeting room 1	Output 3	LB2-UC15
Mic/Line 4	MC Radio Mic	Zone 4	Meeting room 2	Output 4	Output 4
BGM 1	iPod	Zone 5	Zone 5	Output 5	Output 5
BGM 2	Bosch SDT	Zone 6	Zone 6	Output 6	Output 6
BGM 3	Cable TV	Zone 7	Zone 7	Output 7	Output 7
		Zone 8	Zone 8	Output 8	Output 8

You can name the inputs, Zones and Outputs from this screen.

- Input channel will appear in both the User screen and DSP setup
- Zone names will appear on the User screen
- Output names will appear in the DSP setup

This is so the installer could perhaps label the type of speaker on the output when using zone assignment (e.g. LB2-UC15. The user doesn't need to know this information, and has a descriptive zone name (e.g "Meeting Room 1")

Unicode is supported and will be able to type in localized scripts ( e.g Simplified Chinese, Bahasa, etc)

## Wall Control Panel Setup

Click; **Config > Control Panel Setup**

The screenshot shows two configuration screens for wall control panels. The top screen is titled 'Control Panel (BGM Mode) Button Enable Control' and the bottom screen is titled 'Control Panel (Mic/Line Mode) Button Enable Control'. Both screens have a table with columns for Zone Name, WCP ID, and various input/output controls. The bottom screen also includes a 'Note: Updates to device occur on "Apply" or closing this window.' and 'Cancel' and 'Apply' buttons.

**Control Panel (BGM Mode) Button Enable Control**

Zone Name	WCP ID	BGM 1 [1]	BGM 2 [2]	BGM 3 [3]	Volume Control
(1) Zone 1	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(2) Zone 2	2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(3) Zone 3	3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(4) Zone 4	4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(5) Zone 5	5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(6) Zone 6	6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(7) Zone 7	7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(8) Zone 8	8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Control Panel (Mic/Line Mode) Button Enable Control**

Zone Name	WCP ID	Mic/Line 1 [1]	Mic/Line 2 [2]	Mic/Line 3 [3]	Mic/Line 4 [4]
(1) Zone 1	9	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(2) Zone 2	10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(3) Zone 3	11	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(4) Zone 4	12	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(5) Zone 5	13	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(6) Zone 6	14	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(7) Zone 7	15	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(8) Zone 8	16	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Note: Updates to device occur on "Apply" or closing this window.

Cancel Apply

This screen configures or limits the control of each WCP.

Simply check the boxes for the inputs ( and/or Volume control) you would like to control per zone and click apply

Example Use: In situations where there could be a number of meeting room zones that have a microphone in each zone (e.g. a conference facility). You do not want each room to have access to the mics in other rooms. So this feature limits the microphone inputs that can be selected within a particular zone.

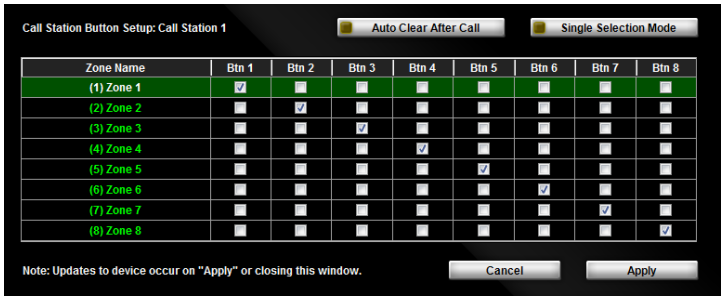
# Call Station Setup

Click; **Config > Call station setup**



- a. Call stations IDs can be named (e.g. Reception desk, Office etc)
- b. Capacitive touch buttons can be setup as paging zone groups by clicking **Setup** (see screen below).
- c. Chimes on/off
- d. 1 of 4 priorities levels can be set for each individual call station
- e. Gain can be set (+/- 12dB)
- f. Overall Chime volume can be set

Call station zone button (zone group) setup screen



Simply by checking the boxes you can make one button on a call station call multiple zones ( or not have access to a zone). This allows you to tailor the setup of buttons on each call station. Each call station's buttons can be set up differently.

- a. “**Auto clear After Call**” - Means that the selected zones on the call station clear after the PTT button is released.
- b. “**Single selection mode**” - Means the Call station cannot select multiple zones or zone groups at the same time.

## Setting up the Ducking

Click **Config > Ducking Setup**

Ducking” describes what happens to the music or microphones when a page or call is made.



**“Paging ducks mix”** (default on) - Means when a call station mic is making a call to that zone, the mix of both Microphones and BGM levels will be reduced (or ducked) whilst the call is going on. To adjust the settings of this mode you should use the sliders labeled:

- Paging Ducking Depth** – With this slider you can select how low the level of the BGM and Microphone Mix goes while the call station is paging a zone(s).
- Paging Ducker Hold Time** – With this slider, you can set how long is the BGM and Mix ducked after the call is made, before the system resumes normal levels

**“Mix Ducks BGM”** (default off) - Means all the mic line inputs (mix) can Duck the Background music inputs, without the use of a call station. To adjust the settings of this mode you should use the sliders labeled:

- BGM Ducker Threshold** – This is how much microphone signal is required before the BGM level is ducked. E.g. You don’t want to duck the BGM just because someone shuffles some papers or sneezes in the background of a microphone, and conversely, you don’t want to have to yell into the microphone before it will activate the ducker either. So this level can be set to the most appropriate setting.
- Paging Ducking Depth** – With this slider you can select how low the level of the BGM goes while the microphone is active (i.e. above the threshold point)
- Paging Ducker Hold Time** – With this slider, you can set how long is the BGM ducked after the Microphone has stopped being active (i.e. above the threshold point)

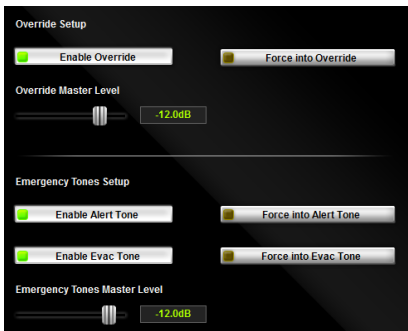
Note: When both **“Paging ducks mix”** and **“Mix Ducks BGM”** are on, the call stations will still have priority in the system. This means that if a microphone is ducking the BGM (Mix ducks BGM) and a call station makes a page, the call station will have priority and duck both the BGM and the Microphones, so it ( the call station) is heard in that zone.

## Emergency Override and Tone Setup

Click: **Config > Override and Tone Setup**

**IMPORTANT:** Whilst the PLENA matrix system is not EN54 compliant, it does retain some Emergency and EVAC features that are useful in some regions (e.g. Australia’s AS60849). We stress that you should check and understand the up-to-date standard requirements in your country or region to see if this product is suitable for your intended Emergency or EVAC application.

Tones and the Override input can be activated by contact closures (GPI) on the hardware. They can also be activated from the screen below.



The Tones generated are in order from the lowest to highest priority:

- a. **Alert Tone** (BEEP- BEEP –BEEP)
- b. **EVAC Tone** (WHOOOP- WHOOOP- WHOOOP)
- c. **Override** - Opens a balanced line input (so perhaps a recorded message unit or a firemans microphone can be heard for voice EVAC)

When activated, the override and Tones will be deployed across all outputs of the unit. All Mic/line inputs, BGM and Call stations will effectively be inactive.

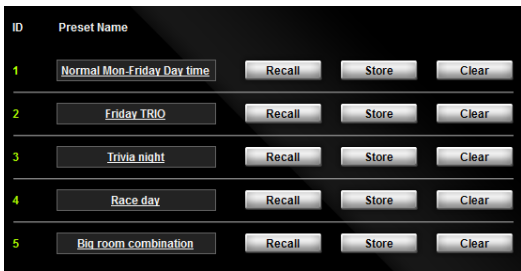
Levels for Tones and Override can be set separately. When active, the Emergency Tones and/or EVAC status light(s) will appear on the User/mix page to notify the user that the system has been overridden (in case they are not within the listening area).

## Presets

Click: **Config > Presets**

Presets are stored global settings or snapshots of the whole system that can be made and stored by and administrator, so it can be recalled later by any PC GUI user.

This is a useful feature, e.g. A venue might have different set ups or modes of operation during the week (or during a day). The user doesn't have to know how to set up that scenario; they just recall the appropriate preset from the list.



Administrators can Recall, Store, edit and clear the presets (as seen above)

Non Administrator users (guests) can only recall presets.

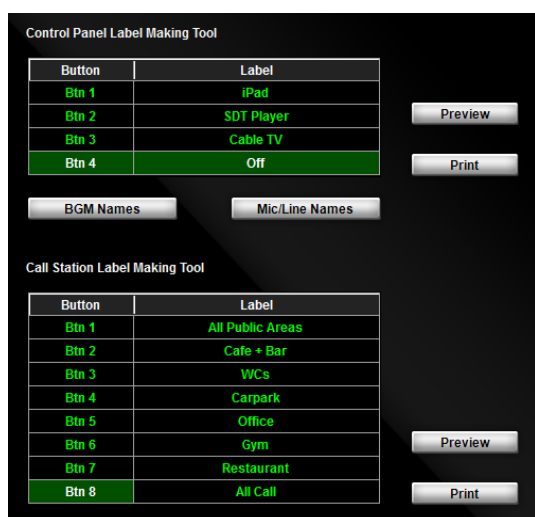


## Label Making Tool

Click: **Config > Label Making Tool**

The Call station and Control panel both require paper label inserts. As the look of the Call Station and the Wall Control Panel is black, nothing would look worse than piece of randomly cut out white paper with hand written names scratched on it with a crayon. I'm not talking about you... um, other people would do that... obviously :)

This feature allows you to just print off directly from the GUI using normal white printer paper.



	All Public Areas	Office
iPad	Cafe + Bar	Gym
SDT Player	WCs	Restaurant
Cable TV	Carpark	All Call
Off		

The names are taken directly from the GUI input names, or you can edit this screen to print another name if required.

## Connected Device Info

Click: **Device > Connected Device Info**

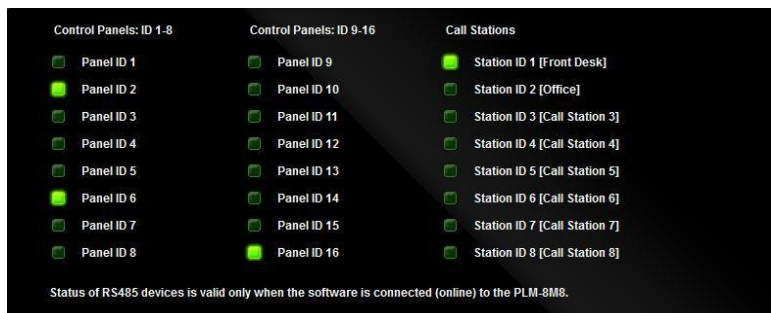
This screen shows the current network information of the unit. To change these settings you will have to reconnect and click change settings. (Ref. "Opening and making a connection to the hardware" section in this guide)



## RS485 status

Click: **Device > RS485 Status**

This screen shows the current status of the connections to the Call Stations and Wall Panels. From this screen you can see all the connected units that are found in the system.



## Administrator Passwords (GUI)

To set or change the Administrator password for the GUI control:

Click: **Admin > Change Administrator Password**



If you do not have an administrator password, you are a guest user, which means you will only have access to the Main Mix page and be able to recall presets.

## Hardware Passwords

The hardware password is so that a particular device(s) within a system cannot be connected to, without authorization. To set or change the hardware password for the unit:

Click: **Admin > Change Administrator Password**



Note: You can only set passwords for the device you are online with.

## Limiting the user screen access

Click: **Admin > Limit Zone Access**

This screen tailors what inputs guest users (Non Administrators) can use within each zone.

A check in a box indicates that the channel is able to be used by a guest user. Conversely an empty box means the channel is locked in that zone.

Limit Zone Access

Zone Name	MicLine 1	MicLine 2	MicLine 3	MicLine 4	BGM	Mix	Paging
Bar	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zone 2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zone 3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zone 4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zone 5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zone 6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zone 7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zone 8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

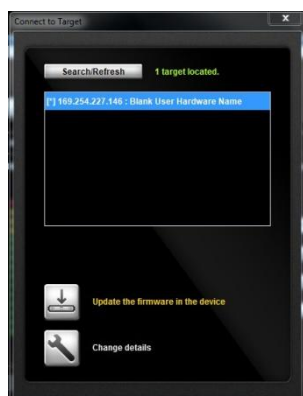
Select All Unselect All



Once this access has been limited a guest user will see padlocks over the faders to indicate that the channel is locked.

## Firmware Updates

The PC GUI contains a version of the firmware. Upon connection with the device, the GUI application will check to the device's firmware version, if the GUI contains a newer version of firmware, it will attempt to upload this to the device. This screen will appear.



Simply Click: **Update the firmware in the device**, wait for the GUI to tell you it's done and you have updated the firmware!

Once you have started the update- **DO NOT** unplug, turn off or disconnect the device or the PC during this process!!!

It is highly recommended that you check the Bosch website and download newer versions of the GUI regularly.

## PLM-4Px2x -DSP Amplifier PC GUI

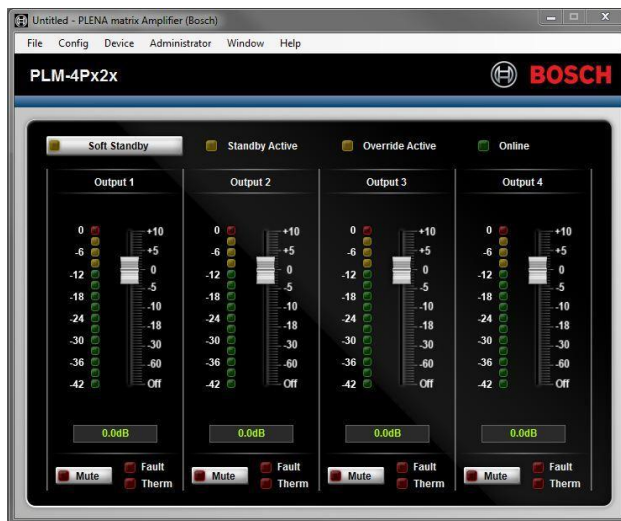
The Amplifier GUI is very similar to the DSP Matrix mixer GUI, therefore please refer to the DSP matrix GUI section for the relevant information that is not covered here.

This section will focus the different features of the amplifier.

### Amplifier Main page/ User page

The amplifier main page controls

- The levels of individual amplifier channel outputs via the faders
- Mute for each output channel
- Soft standby** – The power saving mode of the amplifier. When activated reduces the power consumption to <6W. This will cause the amplifier channels to stop passing audio.
- Fault and Therm – indicates a fault or thermal protection mode with the amplifier or amplifier channel. (Refer to user manual for more information)



## DSP Setup

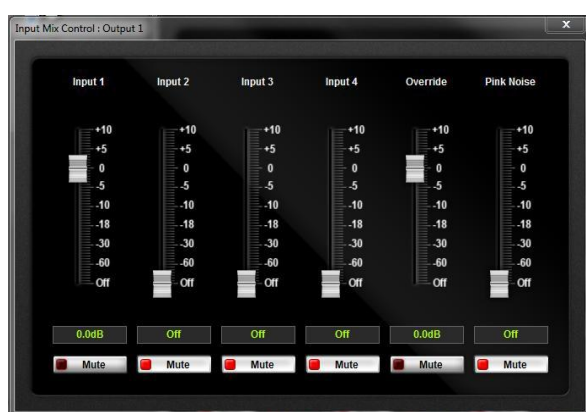
Click: **Config > DSP Setup**

Although similar to the DSP Setup screen from the PLM-8M8, this screen has some differences. Firstly, you will notice that there is no “input EQ” or “input DRC” blocks and the “Gain” block has been replaced with a “Mix” block.



## MIX

Each output has its own input mixer with pink noise generator.



This screen represents what is going to be sent to the output of the amplifier. Any of 4 line inputs can be mixed together to the one output.

The override level controls the Override input for EVAC purposes.

By Default, the Inputs to outputs are configured as 1 to 1 / 2 to 2 / 3 to 3/ 4 to 4. - i.e. In the first mix block for output 1; only input 1 goes to output 1....etc

## Output EQ

The Output EQ is again virtually identical to the PLM-8M8 DSP matrix mixer. However, this EQ contains 2 differences;



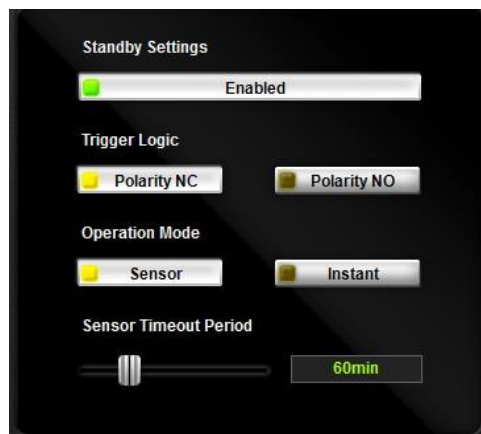
- The DSP matrix has 7 filters on it's output EQ, this has 8 filters.
- Bass Enhance** - The bass enhance is a dynamic bass enhancement, so the filter changes with amplitude of the signal (so that at lower volumes the bass is perceived as more present, but at louder volumes where this isn't necessary the filter has less effect).

**Recommendation:** Before tuning the system, turn Bass Enhance **on** and start to EQ according to the highest sound level the zone is likely to realistically experience.

## Auto Standby Settings

Click: **Config > Standby Settings**

The standby setting for the amplifier can be set from this page.



From this page you can:

- Enable/ Disable standby mode – This does not engage standby, it simply turns the feature on or off.
- Logic can be set to NC ( Normally Closed) or NO (Normally Open)
- Operation mode - once the logic trigger is activated this determines when the amplifier will go into standby.
  - Instant - For use when a contact closure can be made by a external unit. Eg a Bosch weekly timer or a Building Management System.
  - Sensor time – for use with movement sensors. The delay can be set between 1min-240min ( 4 hours)







# Troubleshooting

**Before trying to play with settings, make sure you have done the following before trying to solve the issue:**

- a. Download and install the latest PC GUI software from the Bosch website
- b. Make sure power connected to the device(s) you are attempting to connect to. – This includes the Ethernet router/switch, if you are connecting to more than one device.
- c. All the Ethernet connections are securely connected to the “network” port on the rear of the unit.

**If you cannot connect to the Device(s);**

- a. From the control panel and in the network adapter settings, make sure the appropriate network ports are correctly enabled.
- b. If you are using a static IP. Make sure you are in the correct subnet and your IP is set appropriately.

**There is a window that pops up saying “Attempting Device Reconnection”**

This means that there has been a loss of connection between the GUI and the device. The GUI will constantly try to reconnect with the device until it is resolved. Give the GUI approx 1 min to re-establish the connection.

- a. Check that the device has not been replaced, or you are attempting to connect to a device that is no longer on the network.
- b. Check that the device has power and is turned on.
- c. Check the Ethernet cable is seated correctly in the rear of the device and also in the router.

**Trying to connect but it tells me I am on the wrong subnet**

- a. Make sure your router has the DHCP enabled and that the TCP/IPv4 settings on your PC are set to “obtain an IP address automatically”.
- b. If this does not resolve the issue, and you are using a iOS GUI at the same time. You may need to set up a set up a static IP. If you are connected with the iOS GUI you can see the IP address and subnet of the device from this GUI. Copy the same subnet mask details and set the IP address appropriately on your PC

**What do the and Thermal /Fault lights on the Amplifier mean**

- a. Fault light constantly lit - they indicate a fault with the amp - likely to be a failed channel. ( Send immediately for service)
- b. Fault light lit for approx. one second - indicating protect on that channel (overload, short condition). - The amp automatically retries the channel after this time. Note that the amp will not detect a short-circuit directly without signal - for instance, if a short is on the output, but no signal is being driven, the amp may not actually be in fault mode. As soon as enough signal is present to activate the current protection the fault LED will light.
- a. Thermal light - it indicates a thermal error on the channel. - The channel will be returned to full power operation after it has cooled down.



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