



1 Problem

- Time is not correct

1 Action

- Set Date and Time on TouchOne

1 Solution

- Settings -> Alarm Settings -> Date and Time

2 Problem

- WiFi is not connected

2 Action

- Connect TouchOne to WiFi

2 Solution

- Settings -> Touchscreen Settings -> WiFi

3 Problem

- The TouchOne reboots continuously.

3 Situation

- The TouchOne is unable to draw enough current from the Bosch Alarm Panel.

3 Solution

- The Bosch Panel can supply a maximum of 900 mA current to externally attached devices (TouchOne, Keypads, etc)
- Should the TouchOne not receive enough current, it will continue to reboot. Please contact your installer to follow below step:

1. Install a standalone power supply for the TouchOne Screen. (The TouchOne Screen requires a 12V 1.5 A power supply.)

4 Problem

- Customer wants to manually upgrade the firmware version of their TouchOne

4 Action

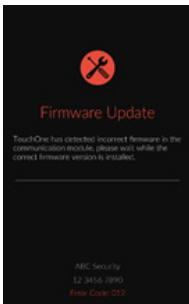
- Over the Air software update

4 Solution

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

5 Problem

- The TouchOne displays a Firmware Update - Error 012 screen



5 Situation

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

5 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.

6 Problem

- Bluetooth pairing

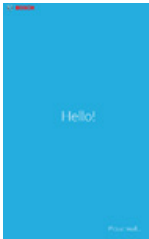


6 Solution

- 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].

7 Problem

- The TouchOne displays a *Hello* and Please Wait Message. (advanced End users)



- The TouchOne displays Waiting Message. (advanced End Users)



7 Situation

- The TouchOne is unable to communicate with the Bosch Alarm Panel.

7 Solution

1. Ensure the TouchOne is connected to the panel.
2. Remove the TouchOne from the wall mount. Be careful when pulling the TouchOne away from the wall not to stress the attached cable.
3. Look down the back of the enclosure for the Red flashing Live LED:

- Ensure the Four pin connector is properly connected to the back of the TouchOne Screen
- The Live LED on the back of the TouchOne should be flashing at a regular interval

8 Problem

- Touchscreen does not rotate (advanced End Users)

8 Action

- Need to check the orientation

8 Solution

- Check the mounting, take TouchOne off the wall and set it to the correct orientation, then mount it back on the wall.
- If it does not help, please upgrade the firmware to the latest version and try again.
- Set Date and Time, connect to WiFi, go to Settings -> Touchscreen Settings -> About -> System Update to find if there is firmware update. If yes, please update the TouchOne to the latest version.

9 Problem

- The screen is black (advanced End Users)

9 Situation

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

9 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.
 - 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 TouchOne Screen

2. Plug in the Four pin connector cable and wait for TouchOne to boot up
 - The Power LED on the back of the TouchOne Screen should be a solid red color.
 - The live LED on the back of the TouchOne should be flashing at a regular interval

3. Once TouchOne boots up, please do a firmware update. Please follow the steps in "Over the Air update". (See Solution 4)