Issue Severity:	Products Affected:
☐ **High:** Act immediately	• D9412GV3 Control Panel
☒ **Medium:** Bosch Security Systems, Inc. strongly recommends you take the action(s) described below.	• D7412GV3 Control Panel • D7212GV3 Control Panel
☐ **Low:** Advisory	

1.0   Issue

For GV3 Series Control Panels, sequential programming of the Phone # parameters is necessary to ensure that communication attempts from the primary and backup phones reach the central station receiver. If this condition exists, the control panel will not communicate over the backup phone when the primary phone fails.

To determine if this condition exists:

• Check the control panel's Phone # parameters. The phone numbers must be entered sequentially starting with Phone 1. If any phone number entries are skipped (for example, Phones 2 and 3 contain numbers, but Phone 1 is skipped), the control panel will not send reports using the backup phone when the primary phone fails.

• Check with the central station for any missing communication attempts.

2.0   Resolution

Check the Phone # parameters and ensure the phone numbers start with Phone 1 and do not skip any Phone # entries. Test the control panel's ability to send reports to the central station receiver using all programmed phones.

BOSCH