



Bosch cloud services update

New Video View+ service and discontinuation of Video View

Introduction

Our cloud services enable users to monitor, manage, record, and replay video security footage directly via the cloud from anywhere. It supports site managers, security operators, or operations staff to make quick decisions, especially from remote locations, when faced with events, helping to prevent them from becoming incidents. Remote Portal is the central platform for device management, maintenance, and service and software license activation enabling users to easily connect to all devices registered to the platform. System integrators can simply log in with a Remote Portal account for remote access and maintenance and give their customers mobile access with a single click. Remote Portal supports all Bosch cameras and once connected, these cameras can make use of Bosch software and applications.

The current Video View service enables users to see video footage in Live and Playback modes and execute a Basic Forensic search using the Video Security Client (VSC) via Remote Portal.

Bosch plans to extend its cloud services offering with **VideoView+**. This new service will offer existing Video View features **plus the following benefits:**

- **Instant event notifications** for users to proactively investigate any alarms via a desktop computer, laptop, mobile phone, or tablet.
- **Event recording with 10s clips in the cloud** keeping essential evidence safe for future investigation.
- **Access to video footage and event clips anytime from anywhere** using a list overview with a clear timeline in Video Security Client via Remote Portal.

New VideoView+ service and discontinuation of Video View service

The new **VideoView+** service offers a simple and accessible way to access videos from anywhere. Once the new service is in place, we will discontinue the complimentary (without a license fee) Video View service for monitoring Remote Portal-connected cameras. Users currently using Video View can migrate to **VideoView+** by purchasing a license. All configured cameras, groups, and users can be easily re-used with the new service. However, if users wish to add features such as notifications and event recording into the cloud, they will need to take extra configuration steps.

Frequently asked questions

When will the service license code and price be available for VideoView+?

The **VideoView+** service license code and price will be announced a few months prior to its release in April 2024. To ensure you receive the latest news about this and recent product introductions, solutions, and events, sign up for our newsletter in your region.

[Newsletter sign-up >](#)

Will the Video View service experience any performance issues or downtime before it is discontinued?

There will be no performance reduction or general downtime for the Video View service. Minor unavailability times may occur during regular planned maintenance or cloud updates. After Video View is discontinued, only cameras with an activated **VideoView+** license will be accessible for Live/Playback/Forensic Search in Video Security Client via Remote Portal.

I am currently using the Alarm Management / Alarm Notification VSaaS license. Do I need an extra license to use VideoView+?

No. Cameras with Alarm Management or Alarm Notification licenses enabled can immediately make use of **VideoView+** functionalities without the need for any other license.

Will the Alarm Notification service be available in the future?

The Alarm Notification service will be discontinued with the release of **VideoView+**. Users can migrate to **VideoView+** without much impact as the new service brings similar functionalities. Existing cameras with Alarm Notification licenses can use **VideoView+** immediately. After the licenses expire, **VideoView+** licenses should be used as Alarm Notification licenses will no longer be available.

VideoView+ requires a yearly license per camera.

The service license will be available in the Bosch pricelist and purchasable a few months before the service launch. Please contact your Bosch local sales representative for more information.

Note: This change does not affect Remote Portal device management services currently offered without a fee. Users with connected cameras making use of Health Monitoring, Update Management, and Remote Configuration will be able to continue using these functionalities without any license.

Can I still monitor my cameras remotely via the internet if configuring my router with port forward? Will this also require a license?

A license is required only if the Video Security Client (VSC) connects to the cameras via Remote Portal. Enabling the VSC app to access cameras from a different network (e.g. via internet) should work, but the System Integrator or End-user technician is responsible for completing the correct configuration.

Can I continue to use VSC on my local network for cameras not connected to Remote Portal?

Yes. This operation remains possible, and no license is required. However, events and push notification are only available as features for VSC via the Remote Portal.

Can I try the VideoView+ service without a license?

Yes. Once a Bosch camera connects to the Remote Portal, a complementary 30-day trial is available to test the service. After the trial period, a license must be purchased per camera to continue using **VideoView+** features.

Which operations with VSC via Remote Portal can still be used without a license?

All Live, Playback, Forensic Search, Event/notifications and 10s clips will be available during the 30-day trial. After the trial period a license must be purchased per camera.

Can technicians still see video with Configuration Manager for camera configuration without a license?

Yes, this feature remains supported without a license.

Please get in touch with your Bosch sales representative with any questions, comments, or concerns.