Market Release Note

MRN-CTPLUS-3.1.74503

Product number:	CTPlus
Product description:	CTPlus Configuration Software
Product version:	CTPlus 3.1.74503
Release date:	30 July 2024

Aritech is pleased to announce the immediate availability of CTPlus v3.1.

CTPlus is a software tool for programming and controlling a Tecom system and is typically used by installers with a laptop PC. CTPlus can also connect directly to WMS Pro for sites requiring web-based management, whilst allowing multiple Operators to login and make changes at the same time.

CTPlus provides a powerful and easy-to-use interface for programming Tecom devices, including the ability for technicians to send/retrieve programming or import/export system configurations to allow for off-site programming or system backups. Service technicians can use CTPlus to connect remotely to Challenger panels for programming, routine maintenance, and fault diagnosis.

New Features

- Operators can now utilise Status and control functions within CTPlus when connected in WMS Pro mode.
- Support for WMS Pro 2.1.

Improvements

- Improved support for the Tecom Discovery hardware platform.
- Help File updates.

Resolved Issues

- Resolved an issue that prevented CTPlus from successfully completing a fresh installation.
- Resolved an issue with the Door Controller conversion wizard where the location would incorrectly be set to 'Onboard' instead of 'None' when there were no values set on the old device for 'Mains fail', 'Low battery', and 'Tamper' relays.
- Resolved an issue where bulk creating DGPs was not creating the entire range in WMS Pro mode.
- Removed unsupported 'WMS Pro' and 'UltraSync Advanced' comm path types from the wizard when on a Challenger10 panel comm path.
- Resolved an issue where log uploads may not retrieve all events in certain conditions.
- Resolved various display and formatting issues in forms and history events when connected in WMS Pro mode.
- Various minor improvements and fixes.

Documentation and Downloads

Marketing Collateral	[CTPlus datasheet](#)
	[Tecom Compatibility Matrix](#)
Software Download	Download the latest version of CTPlus at https://www.firesecurityproducts.com.au/downloads

Known issues

- Bulk modifying inputs may cause some fields to change incorrectly. We suggest that the customers take care when making bulk modifications and if the issue is experienced then modify records individually until the issue has been resolved in a future release.
- User cards programmed into Tecom smart cards with a custom 4-byte code may not be recognised by readers.
- When searching history events using a "Date Range", only hours and minutes can be entered. CTPlus will use "00" second on both start and end times, and Operators are advised to increase the end time by at least 1 minute when looking for events that have occurred within a specific window of time.
- Camera list cannot be loaded or updated when CTPlus is connected in WMS Pro mode.
- It is not currently possible to change the time and date on ChallengerPlus panels whilst using UltraSync. It is recommended that UltraSync be disabled whilst time/date changes are required and re-enabled once concluded.
- Users are only able to load cameras from the first 32 channels on any TruVision recorder.
- Some functionality available in CTPlus may not be available on Challenger10 panels. Aritech recommends upgrading to ChallengerPlus firmware in order to take advantage of the latest new features and functionality.

Support

Please refer to the manuals and documentation on the [Carrier Fire & Security Support Portal](#) for more information.

For technical support, we encourage you to contact your local point of sale or distributor for all technical support calls. Alternatively, you can log a support call on the [Carrier Fire & Security Support Portal](#).