Market Release Note

MRN-TECOMC4-C10-R5

Product number:	TS-C4-C10
Product description:	TecomC4 Challenger10 Driver
Product version:	2.2.59283.117
Release date:	28th September 2021

Aritech is pleased to announce the immediate availability of the latest TecomC4 driver for Challenger10, ChallengerPlus, and ChallengerLEPlus. This driver update includes support for Network Access Controller V10-01 firmware, which adds lift functionality into new and existing NAC installations.

New features

- Support for NAC lifts when connected to a ChallengerPlus panel (requires NAC firmware V10-01 or higher)

Resolved Issues

- Import process no longer hangs when dealing with device names containing only spaces
- Improved handling of unknown events
- Improved import process for sites with large numbers of devices
- Resolved issue where unknown card events could crash the driver or be reported against an incorrect person in TecomC4
- User Menu option 23 (Unlock/lock/enable/disable) can now be selected in the detailed configuration

Supported Versions

Challenger10 firmware	V10-06. 12250 or newer
ChallengerPlus firmware	V10-07. 42752 or newer (UDP)
ChallengerLEPlus firmware	V10-07 -46489 or newer (UDP)
TecomC4 software	TecomC4 2019 SP1 or newer

Documentation and Downloads

Marketing Collateral	TecomC4 End-User Brochure
	TecomC4 Datasheet
	Tecom Portfolio Compatibility Matrix
	TecomC4 FAQs
	TecomC4 SUSP (Software Upgrade & Support Plan) Overview
Technical Manuals	TecomC4 Installation Manual
	TecomC4 Operators Manual
	Addendum to Operators Manual (upgrade from version 2016 to 2017)
Software Download	TecomC4 and associated drivers are available at www.c4portal.com
	All other software and firmware downloads are available at firesecurityproducts.com.au/downloads-and-resources-library

* Access to the TecomC4 website is only available to trained installers

Licensing & Support

Technical Support

Full support is provided by Aritech for the configuration, connection, and use of 1st party device(s) within TecomC4. For these enquiries, please contact us: cs@firesecurityproducts.zendesk.com

Online Registration and Licensing

TecomC4 is available for purchase by trained technicians, with license pricing available from your local Hills representative. Your training ID will be required to purchase any TecomC4 license(s). When

you are ready to place an order for a TecomC4 license, you will need to request your license(s) online at firesecurityproducts.com.au/registertecomc4 which includes a field to attach your Purchase Order (to Hills).

Software Upgrade and Support Plan (SUSP)

TecomC4 Software Maintenance is called SUSP (Software Upgrade and Support Plan). It is available as a contract which includes access to technical support and any software upgrades, patches and bug fixes that may become available for your licensed software during the active term of your maintenance agreement. For ongoing management of your site, you will be required to purchase a SUSP for the life of your system. Refer SUSP overview document for information.