

## Market Release Note

MRN-TECOMC4-NAC-R2

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Product number:	TS-C4-NAC
Product description:	TecomC4 Network Access Controller Driver
Product version:	1.0.59284.412
Release date:	28 <sup>th</sup> September 2021

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Aritech is pleased to announce the immediate availability of the latest TecomC4 driver for the Network Access Controller (NAC). 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 directly to TecomC4 software (requires NAC firmware V10-01 or higher)

### Resolved Issues

- Resolved issue where users outside a restricted start / end user number range may be modified by TecomC4
- Resolved issue where door groups outside a restricted start / end door group number range may be modified by TecomC4
- Import process no longer hangs when dealing with device names containing only spaces
- Improved handling of unknown events
- Improved handling of panel timeout events
- Resolved issue where unknown card events could crash the driver or be reported against an incorrect person in TecomC4

## Supported Versions

Network Access Controller firmware	V10-00.34390 or newer (supports doors only) V10-01.59090 or newer (supports both doors and lifts)
TecomC4 software	TecomC4 2019 SP1 or newer

## Documentation and Downloads

<b>Marketing Collateral</b>	<a href="#">Network Access Controller Datasheet</a>
	<a href="#">TecomC4 End-User Brochure</a>
	<a href="#">TecomC4 Datasheet</a>
	<a href="#">Tecom Portfolio Compatibility Matrix</a>
	<a href="#">TecomC4 FAQs</a>
	<a href="#">TecomC4 SUSP (Software Upgrade &amp; Support Plan) Overview</a>
<b>Technical Manuals</b>	<a href="#">TecomC4 Installation Manual</a>
	<a href="#">TecomC4 Operators Manual</a>
	<a href="#">Addendum to Operators Manual (upgrade from version 2016 to 2017)</a>
<b>Software Download</b>	TecomC4 and associated drivers are available at <a href="http://www.c4portal.com">www.c4portal.com</a>
	All other software and firmware downloads are available at <a href="http://firesecurityproducts.com.au/downloads-and-resources-library">firesecurityproducts.com.au/downloads-and-resources-library</a>

\* 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](mailto: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 <https://www.firesecurityproducts.com.au/register-tecomc4> 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.