

Market Release Note

MRN-TECOMC4-2016SP9

Product number:	TecomC4
Product description:	TecomC4 Management Software
Product version:	TecomC4 2016 SP9
Affected parts:	N/A
Release date:	24 October 2017

Interlogix is pleased to announce the immediate availability of SP9 for TecomC4 Management Software.

The full list of features is available on the website at www.c4portal.com.

A 60-day trial version of TecomC4 is available at www.c4portal.com. Access to the website is only available to trained installers – please visit www.hills.com.au to find a suitable course.

New Features

- Conversion pattern is now shown by default in list of credential formats for device
- Improvements to Automatic Actions

Resolved Issues

- Resolved issue where DB restore would fail in certain conditions.
- Various fixes to Monitor and Designer
- Resolved issue where report template could not be restored when previous template deleted
- Client stability improved
- Resolved some issues with visitor management

Known issues

- The PIN field on card credentials is not used on the Challenger10 panel. To use card and PIN, operators must create a card record and a PIN record.
- Notification of alarms is only available from the Monitor screen

System Configuration

Detailed programming and configuration of your system is handled using the TitanCT software. TitanCT is available to all installers at the completion of the training assessment.

Documentation

Marketing collateral	TecomC4 End-User Brochure
	TecomC4 Datasheet
	Tecom Portfolio Compatibility Matrix
	TecomC4 FAQs
	TecomC4 SUSP (Software Upgrade & Support Plan) Overview
Manuals	TecomC4 Installation Manual
	TecomC4 Operators Manual
Software download	TecomC4 is available at www.c4portal.com
	All other software and firmware downloads are available at www.interlogix.com.au/downloads

Licensing and Support Plan

Online Registration and Licensing

TecomC4 and all applicable licenses can be registered online at www.interlogix.com.au/registerTecomC4

Software Upgrade and Support Plan (SUSP)

TecomC4 Software Maintenance is called SUSP (Software Upgrade and Support Plan). It is a 12 month 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 annually for the life of your system. Refer [SUSP overview document](#) for information.