

Market Release Note

MRN-TECOMC4-2023

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| Product number: | TecomC4 |
| Product description: | TecomC4 Management Software |
| Product version: | TecomC4 2023 |
| Release date: | 11 th December 2023 |

Aritech is pleased to announce the immediate availability of the latest version TecomC4 Management Software. This release includes the same features, improvements, and fixes found in the most recent Service Pack update for TecomC4 2022, as detailed further below in this document.

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 contact your distributor to find a suitable course. Alternatively, you can complete the TecomC4 training online. Contact the team at cs@firesecurityproducts.zendesk.com to request TecomC4 online training.

Known Issues

- Some customers have reported an intermittent issue where the sync bar may not appear when changes are made on the TecomC4 system. Customers who observe this issue can ensure that changes are sent to hardware devices by right-clicking on their panel(s) and selecting “Commands > Send Credential Changes”, or alternatively by utilizing the “Automatic night credentials” functionality, which can be configured under the “General Settings” tab of each panel connection under “Devices”.

New Features

- Customers can now create 64 bit cards.
- A new setting is available to automatically logout Operators when they have been idle for a period of time.
- Wireless Key Fob special user id added. Usage: "'Area' disarmed by 'Wireless Key Fob'".
- Events backgrounds are definable in #AARRGGBB format.

Improvements

- Improved logging details for Exceptions. This may be enabled in System Settings > Detailed errors.
- Improved alarm in test propagation to parent regions.
- Triggering alarm when device is being disarmed out of working hours.
- Gender mapping can now be set in Persons import.

Resolved Issues

- Fixed issue where the async/await command from the device was causing deadlock.
- Resolved issue with Asset Reports.
- Improved handling of sensitive user data when exporting data.
- Fixed logging issue when unassigning inherited access level.

System Configuration

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

Documentation and Downloads

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| Marketing Collateral | TecomC4 End-User Brochure |
| | TecomC4 Datasheet |
| | Tecom Portfolio Compatibility Matrix |
| | TecomC4 FAQs |
| | TecomC4 SUSP (Software Upgrade & Support Plan) Overview |
| Technical Manuals | TecomC4 manuals can be downloaded from our support portal . |
| 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 |

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Licensing and Support Plan

Online Registration and Licensing

TecomC4 is available for purchase by trained technicians. Your training ID will be required to purchase any TecomC4 license(s). Once trained, all license purchases can be done online at www.firesecurityproducts.com.au/registerTecomC4

Software Upgrade and Support Plan (SUSP)

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