

Market Release Note

MRN-TECOMC4-TRAKA

Product number:	TS-C4-TRAKA
Product description:	TecomC4 Traka License
Product version:	16.2.0.10939
Affected parts:	n/a
Release date:	April 2020

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

Supported Versions

- TecomC4 2018 SP1 through to TecomC4 2019
- Traka Touch CB FW Ver 2.6.8, DV FW Ver. 3.0.0
- Traka Web 3.2.0, Traka Integration Engine 2.4.0.1

Licensing & Support

Technical Support

Support is provided by Interlogix for the connection and use of the 3rd party device(s) within TecomC4. To log a support ticket please visit our support portal at support.interlogix.com.au or email support@interlogix.zendesk.com

For support enquiries relating to configuration and use of 3rd party device(s) outside of TecomC4, please refer to the supplier and/or manufacturer of the device.

Online Registration and Licensing

TecomC4 is available to trained technicians. Online training is available at www.interlogix.com.au/training or a classroom schedule which can be viewed at www.hills.com.au.

Once you have been completed training and certified as a TecomC4 technician, you can purchase TecomC4 and all applicable licenses from Hills. You will need to register online and include your Purchase Order www.interlogix.com.au/tecomc4-site-registration. Upon confirmation of your order, you can download the latest version and associated drivers at www.c4portal.com.

Software Upgrade and Support Plan (SUSP)

TecomC4 Software Maintenance is called SUSP (Software Upgrade and Support Plan). It is a minimum 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.

Documentation and handy links

Documentation	TecomC4 datasheet
	Tecom compatibility matrix
	Tecom product catalogue
	Software Support Agreement (SUSP) Overview
	TecomC4 Support (SUSP) Terms & Conditions
	Traka Integration Manual *
Software and driver download	Visit the TecomC4 portal at www.c4portal.com
Technical Support	Log a ticket at the Interlogix Support Portal

* Requires secure login to the Interlogix Support Portal