

Market Release Note

MRN-TS-CHPLUS-V10-07-55850

Product number: TS-CHPLUS, TS-CHPLUSB, TS1016LEPLUS

Product description: ChallengerPlus, ChallengerLEPlus

Product version: V10-07.55850

Release date: 11 May 2021

This latest firmware update for ChallengerPlus incorporates several updates which had previously been available as a limited release. It also includes new functionality to support video integration with TruVision NVRs. This integration requires no software head-end for connection and allows certain devices on the Challenger panel to assign a preferred camera to each record, which may be any camera from the first 32 channels on a recorder.

Firmware updates included in this market release have been compiled from prior limited-run releases, which include but are not limited to firmware versions V10-07.53907 and V10-07.55637. All updates from these releases are referenced below and in the release notes within CTPlus as version V10-07.55850.

New features

- Added functionality for storing TruVision NVR record, and preferred camera record for areas, inputs, and doors

Improvements

- UltraSync is no longer enabled by default when upgrading from an existing Challenger10. This also resolves an issue where existing comm paths may have overwritten during the upgrade process
- IP comm paths can now send to IP or DNS name
- UltraSync improvements for alarm delivery, cryptography, radio connectivity, and diagnostics

Resolved Issues

- Data is now saved when moving to another field via arrow keys
- Added message to LCD when creating user via RAS and PIN is too short
- Fixed enabling of 3G/4G expander when upgrading from Challenger10 to ChallengerPlus
- Fixed generation of access denied event at non-LCD RAS
- Removed DGP model types that are not supported in Australian market
- Reworded PIN requests within RAS menus from 'code' to 'PIN'. This fix prevents early touchscreen RAS firmware from incorrectly exiting the menu
- Resolved issues with Standard Lifts
- Door alarm on isolated RAS now operates correctly
- Door time zone and override now works as expected

Documentation and Downloads

Marketing Collateral	ChallengerPlus datasheet
	Tecom Compatibility Matrix
Technical Manuals	ChallengerPlus Programming Manual
	ChallengerPlus User Manual
	ChallengerPlus Administrators Manual
	ChallengerPlus Installation and Quick Programming Manual
Firmware Download	Firmware available via the latest version of CTPlus All other software and firmware downloads are available at www.firesecurityproducts.com.au/downloads

Known issues

- Standard lifts – Lift name is not displayed on LCD RASs
- Standard doors – When “Denied if area secure” is set on a standard door, event will always be reported as “Access denied: Area secure”. This will be resolved in a future release.
- Standard doors – Pre-lock and post-lock timers will not run when the input is unsealed outside of the access time, or when the input is unsealed and ‘Auto shunting & DOTL’ is enabled. This will be resolved in a future release.
- Due to core changes in the ChallengerPlus firmware architecture, existing compatible software must be upgraded to the latest version to be able to connect to the ChallengerPlus panel. Compatible software is listed as CTPlus, TecomC4, and Forcefield 8.0.0 or later. Other software platforms will not be able to connect to ChallengerPlus panel hardware.
- When upgrading from Challenger10 to ChallengerPlus, Challenger10 must be running firmware version V10-06.19251 or newer.
- Non-pollled peripherals are not backed up or restored when using the SD card.
- When using a TS1084 IUM, user names are not stored in the panel.
- When the option for ‘Enable V8 Numbering’ is toggled, input programming and numbering will not be altered. If this option is set incorrectly, inputs may not function as expected, and input names may appear to be incorrect.

Support

Please refer to the manuals and documentation on the [Carrier Fire & Security Support Portal](#) for more information.

For technical support, we encourage you to contact [Hills Technical Support](#) for all technical support calls. Alternatively you can log a support call on the [Carrier Fire & Security Support Portal](#).