

Market Release Note

MRN-TS-CHPLUS-V10-07.69389

Product number: TS-CHPLUS, TS-CHPLUSB

Product description: ChallengerPlus, ChallengerLEPlus

Product version: V10-07.69389

Release date: 19th October 2023

This latest firmware update for ChallengerPlus incorporates improvements and fixes which have been reported by the Tecom community.

Resolved Issues

- Resolved issue preventing UltraSync time change with DST

Improvements

- Additional data information added to comm paths diagnostics (CTPlus)
- Improved backup comm path reliability
- Improved detection of IP address loss or change due to DHCP

Documentation and Downloads

Marketing Collateral	ChallengerPlus datasheet
	Tecom Compatibility Matrix
Firmware Download	Firmware available via the latest version of CTPlus

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 your local point of sale or distributor for all technical support calls. Alternatively, you can log a support call on the [Carrier Fire & Security Support Portal](#).