

## Market Release Note

MRN-TECOMC4-C10-R2

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Product number: TS-C4-C10

Product description: TecomC4 Challenger10 Driver

Product version: 1.0.17823.92

Affected parts: n/a

Release date: 1 May 2018

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Interlogix is pleased to announce the immediate availability of the Challenger10 driver for TecomC4 2017 Management Software.

### New features

- Merged credentials
- Can now use advanced option to specify pre-programmed alarm group
- Changes to how devices and names are imported

### Supported Versions (Driver v1.0.17823.92)

Challenger10 firmware:

- V10-06.12250
- V10-06.16601
- V10-06.17295

### Resolved Issues

- Resolved issue where Panel name was not imported

## Documentation

Marketing collateral	<a href="#">TecomC4 End-User Brochure</a>
	<a href="#">TecomC4 Datasheet</a>
	<a href="#">Tecom Portfolio Compatibility Matrix</a>
	<a href="#">TecomC4 FAQs</a>
	<a href="#">TecomC4 SUSP (Software Upgrade &amp; Support Plan) Overview</a>
Manuals	<a href="#">TecomC4 Installation Manual</a>
	<a href="#">TecomC4 Operators Manual</a>
	<a href="#">Addendum to Operators Manual (upgrade from version 2016 to 2017)</a>
Software download	TecomC4 and associated drivers are available at <a href="http://www.c4portal.com">www.c4portal.com</a> *
	All other software and firmware downloads are available at <a href="http://www.interlogix.com.au/downloads">www.interlogix.com.au/downloads</a>

\* Access to the website is only available to trained installers – please visit [www.hills.com.au](http://www.hills.com.au) to find a suitable course. Alternatively, you can complete the TecomC4 training online. Contact the team at [firesecuritycs@fs.utc.com](mailto:firesecuritycs@fs.utc.com) to request access to TecomC4 online training

## Licensing & Support

### Technical Support

Support is provided by Interlogix for the connection and use of the 3rd party device(s) within TecomC4. For these enquiries, please contact us: [support@interlogix.zendesk.com](mailto: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 and all applicable licenses can be registered online at [www.interlogix.com.au/registerTecomC4](http://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.