

## Market Release Note

MRN-TECOMC4-2020

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Product number:	TecomC4
Product description:	TecomC4 Management Software
Product version:	TecomC4 2020
Release date:	11 May 2021

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Aritech is pleased to announce the immediate availability of the latest version TecomC4 Management Software.

The full list of features is available on the website at [www.c4portal.com](http://www.c4portal.com).

### New features

- Password complexity can be configured. Password change can be periodically enforced.
- External address property added for each device.

### Improvements

- Isolate/Deisolate commands and events added to driver framework

### Resolved Issues

- Duplicate card issue has been fixed.
- Roles cloning fixed, no error message shown and all permissions copied.
- Multiselect behaviour of access level lists (access points, persons) corrected.
- Diagnostic panel indicates that traces are enabled when server OR client traces are on instead of both.
- Fixed a filtering issue in the monitor.
- When exporting plans from visualization filenames are truncated to meet with windows limitation.
- Corridors are sorted by name in the visitor client
- Fixed badge designer I the visitor client
- Visitor client can be used with the reception role permissions again.
- Delete operation for device and regions optimized and not causing SQL timeouts when deleting larger hierarchies.

## 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

<b>Marketing Collateral</b>	<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>
<b>Technical Manuals</b>	<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>
<b>Software Download</b>	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.firesecurityproducts.com.au/downloads">www.firesecurityproducts.com.au/downloads</a>

A 60-day trial version of TecomC4 is available at [www.c4portal.com](http://www.c4portal.com). 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 at [www.firesecurityproducts.com.au/training](http://www.firesecurityproducts.com.au/training).

# 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](http://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 1 - 5 year 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.