Market Release Note

MRN-TECOMC4-ISCSV

Product number:	TS-C4-ISCSV
Product description:	TecomC4 CSV IS Connector
Product version:	16.2.0.16425
Release date:	11 May 2021

Aritech is pleased to announce the immediate availability of the CSV IS Connector driver for TecomC4. The CSV IS Connector allows TecomC4 sites to automatically update persons and credentials using an industry standard CSV file, which is compatible with a range of third party systems such as HID SAFE.

Please contact your local Aritech representative to discuss a quote for your site.

Supported Versions

TecomC4 2019 and above.

Documentation and Downloads

Marketing Collateral	TecomC4 End-User Brochure
	TecomC4 Datasheet
	Tecom Portfolio Compatibility Matrix
	TecomC4 FAQs
	TecomC4 SUSP (Software Upgrade & Support Plan) Overview
Technical Manuals	TecomC4 Installation Manual
	TecomC4 Operators Manual
	Addendum to Operators Manual (upgrade from version 2016 to 2017)
Software Download	TecomC4 and associated drivers are available at www.c4portal.com
	All other software and firmware downloads are available at www.firesecurityproducts.com.au/downloads

* Access to the TecomC4 website is only available to trained installers

Licensing & Support

Technical Support

Full support is provided for the configuration, connection, and use of 1st party device(s) within TecomC4. For these enquiries, please contact us at ts@firesecurityproducts.zendesk.com

Online Registration and Licensing

TecomC4 is available for purchase by trained technicians, with license pricing available from your local Hills representative. Your training ID will be required to purchase any TecomC4 license(s). When you are ready to place an order for a TecomC4 license, you will need to request your license(s) online at www.firesecurityproducts.com.au/registertecomc4 which includes a field to attach your Purchase Order (to Hills).

Software Upgrade and Support Plan (SUSP)

TecomC4 Software Maintenance is called SUSP (Software Upgrade and Support Plan). It is available as a 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 for the life of your system. Refer SUSP overview document for information.