Market Release Note

MRN_TS-C4-SALTO

Product number:	TS-C4-SALTO
Product description:	TecomC4 Salto SHIP driver
Product version:	16.3.0.36
Release date:	9th December 2021

Aritech is pleased to announce the immediate availability of the new Salto SHIP driver for TecomC4 Management Software.

Please note that this driver has updated licensing requirements compared to the previously available Salto drivers. More information is available in the TecomC4 datasheet.

Supported Versions

- TecomC4 2019 through to TecomC4 2020
- SHIP 1.37a
- ProAccess 6.3.3.0

Licensing & Support

Technical Support

Support is provided by Aritech for the connection and use of the 3rd party device(s) within TecomC4. For these enquiries, please contact us: cs@firesecurityproducts.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 is available for purchase by trained technicians, with license pricing available from your local distributor. 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 distributor).

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.