Market Release Note

MRN-TS-CHPLUS-V10-07.63729

Product number:	TS-CHPLUS, TS-CHPLUSB, TS1016LEPLUS
Product description:	ChallengerPlus, ChallengerLEPlus
Product version:	V10-07.63729
Release date:	August 2022

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

Improvements

- Improved the reliability of the model detection when using the "Update Model" feature of CTPlus
- The APN username field on SIM1 and SIM2 now supports the '@' symbol

Resolved Issues

- Resolved issue where card data from a NAC may not be read correctly in certain conditions

Documentation and Downloads

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

The latest version of firmware is available within CTPlus. All downloads can be found at https://www.firesecurityproducts.com.au/downloads-and-resources-library.

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-polled 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.