

Market Release Note

MRN_TS1054_V01-02-77170

Product number: TS1054

Product description: Tecom 4G Communication Module

Product version: V01-02.77170

Release date: 7th November 2024

Aritech are announcing the immediate availability of the latest firmware for the Tecom 4G Communication Module.

The 4G Communication Module is an expansion module which allows Challenger panels to communicate over 4G wireless networks.

Following the 3G network shutdown, this firmware only affects the TS1054 4G Communication Module.

Compatibility:

- Supported on TS1054 4G Communication Module
- Supported on Challenger10 V10-06.19251 or higher
- Supported on ChallengerPlus all versions

Resolved Issues

- Resolved an authentication issue that could prevent units with certain SIM card configurations from connecting to the 4G network.

Documentation and Downloads

Marketing Collateral	4G Communication Module Product Page (TS1054)
	Tecom Compatibility Matrix
Technical Manuals	Tecom 4G Communication Module Installation Sheet
Firmware Download	Firmware available via the latest version of CTPlus

The latest version of firmware is available within CTPlus, which can be downloaded from <https://aritech.com.au/document-category/software/>.

Known issues

- Dual-SIM is currently only available for connections through UltraSync. Other 4G connection types are limited to SIM 1.
- Communications may not succeed if signal is weak. Ensure correct placement of antenna prior to installation.

Support

Please refer to the manuals and documentation on the [Aritech 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 [Aritech Support Portal](#).