

Market Release Note

MRN-CTPLUS-3.5.81798

Product number: CTPlus

Product description: CTPlus Configuration Software

Product version: CTPlus 3.5.81798

Release date: 25th August 2025

Aritech is pleased to announce the immediate availability of CTPlus v3.5.

CTPlus is a software tool for programming and controlling a Tecom system, typically used by installers with a laptop PC. CTPlus can also connect directly to WMS Pro for sites requiring web-based management, allowing multiple Operators to login and make changes at the same time.

CTPlus provides a powerful and easy-to-use interface for programming Tecom devices, enabling technicians to send/retrieve programming and import/export system configurations to allow for off-site programming or system backups. Service technicians can use CTPlus to connect remotely to supported Tecom panels for programming, routine maintenance, and fault diagnosis.

Resolved Issues

- Resolved issue that would crash CTPlus when creating new door group for ChallengerPlus in WMS Pro mode.
- Resolved an issue where creating a new modem CID dialler path with the config wizard would not fill in the correct Advanced settings.
- Fixes and updates in preparation for Discovery firmware v2.

Documentation and Downloads

Marketing Collateral	CTPlus Datasheet
	Tecom Compatibility Matrix
Software Download	Click here to access the latest version of CTPlus from the Aritech resources page

Known issues

- We're aware of an issue impacting some customers reporting an error when attempting to perform a firmware sync. We are currently investigating and will provide updates as soon as possible.
- UltraSync Central station filter and Centra station test call settings may not appear correctly after retrieving programming from the panel.
- Some diagnostics may not be available when CTPlus is connected to Discovery via UltraSync.
- DGP model and settings may be incorrectly modified or lost when performing an 'Update model' command from Status and control in CTPlus.
- Operators may see a 'Command not supported' error message in the event log when modifying NAC doors on a Discovery panel. This will be resolved in a future update.
- User cards programmed into Tecom smart cards with a custom 4-byte code may not be recognised by readers.
- When searching history events using a "Date Range", only hours and minutes can be entered. CTPlus will use "00" second on both start and end times, and Operators are advised to increase the end time by at least 1 minute when looking for events that have occurred within a specific window of time.
- Camera list cannot be loaded or updated when CTPlus is connected in WMS Pro mode.
- It is not currently possible to change the time and date on ChallengerPlus and Discovery panels whilst using UltraSync. It is recommended that UltraSync be disabled whilst time/date changes are required and re-enabled once concluded.
- Users are only able to load cameras from the first 32 channels on any TruVision recorder.
- WMS Pro Mode: When using CTPlus in WMS Pro mode, deleting a NAC, 4DC, or 4LC does not delete associated doors and lifts. This works correctly when CTPlus is connected directly to the Controller, and will be resolved in a future release. Customers are advised to manually delete associated door records in the meantime.

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](#).