

Market Release Note

MRN-UltraSync9.3

Product name: UltraSync

Products affected: UltraSync, Tecom (Challenger & Discovery), Everon/Axon, RelianceXR Series

Aritech is preparing to release UltraSync version 9.3 on the **21st of July, 2026**.

All customers are advised that there is no expected interruption to services.

Improvements

- **Maps**
 - Operators are now able to select the “**Maps**” menu item. Edit a device from the operational status screen and add latitude and longitude information for the it to be shown on the map. This process is temporary and will be improved to resolve street addresses in a future release.
- **Accessibility support**
 - The user interface has been updated to comply with the Web Content Accessibility Guidelines (WCAG) to “AA” certification standard, providing support for operators with disabilities.
- **Dealer & Monitoring Centre request workflow**
 - Dealer accounts have the ability to make service requests to the monitoring centre within the UltraSync portal (add account, delete, modify etc.). Monitoring centres are advised the current setting is to accept these requests automatically. This can be modified on request, please contact Aritech support to make this change. Operators will then need to action requests from within the portal.
- **Service grade changes**
 - **Durapoll connections are no longer supported.** As per the notice in January 2025, the Durapoll service grade has been discontinued and removed from UltraSync. All devices on these service grades have been moved to an appropriate new service grade.

- **PIRCam (Blinx) Support**
 - Aritech will soon launch the Blinx range of products for Everon and Axon panels. These devices are motion sensors that contain a video camera and are intended for use in visual verification of alarm events. More details will be provided as part of the Blinx release.
- **Active Directory & SSO support**
 - Monitoring Centres can apply to have their UltraSync portal accounts linked to their Active Directory system and enable Single Sign On support. Please contact Aritech support for more information.

Support

Monitoring centres

For business hours support and general enquiries, please contact Aritech support on **1300 361 479** or by email at ts@firesecurityproducts.zendesk.com

Outside hours support

If you are experiencing problems with connection between your automation software and UltraSync, please contact UHS on (02) 9663 2299 and follow the prompts.

Any other support queries must be directed to Aritech during normal business hours (0900 – 1700 M-F AEDST).