Market Release Note

MRN-TECOMC4-2018SP2

Product number:	TecomC4
Product description:	TecomC4 Management Software
Product version:	TecomC4 2018 SP2
Affected parts:	N/A
Release date:	27th August 2019

Interlogix is pleased to announce the immediate availability of the latest version TecomC4 Management Software.

New Features

- New visitor management client
- Regions and Monitor maps are now synchronised
- People counting can now be toggled to show the count in parent regions as well
- Added HID 37 and HID ISCS 38 card conversion patterns

The full list of features is available on the website at www.c4portal.com.

Resolved Issues

- Blob cleaner operates more efficiently and is now always enabled. Option has been removed from Extensions panel.

Training & Availability

TecomC4 is available to trained installers. Installers can attend classroom training via Hills (please visit www.hills.com.au to find a suitable course. Alternatively, you can complete the TecomC4 training online. Installers can self register at www.interlogix.com.au/training. Upon successful completion, you will be issued with a training ID and access to download the TecomC4 software.

System Configuration

Detailed programming and configuration of your system is handled using the CTPlus software. CTPlus is available for download on the Interlogix website.

Documentation

Marketing collateral	[TecomC4 End-User Brochure](link)
	[TecomC4 Datasheet](link)
	[Tecom Portfolio Compatibility Matrix](link)
	[TecomC4 FAQs](link)
	[TecomC4 SUSP (Software Upgrade & Support Plan) Overview](link)
Manuals	[TecomC4 Installation Manual](link)
	[TecomC4 Operators Manual](link)
	[Addendum to Operators Manual (upgrade from version 2016 to 2017)](link)
Software download	TecomC4 and associated drivers are available at [www.c4portal.com](link) *
	All other software and firmware downloads are available at [www.interlogix.com.au/downloads](link)

* Access to the website is only available to trained installers

Licensing and Support Plan

Online Registration and Licensing

TecomC4 is available for purchase by trained technicians, with license pricing available from your local Hills representative. 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.interlogix.com.au/TecomC4-license](link) which includes a field to attach your Purchase Order (to Hills).

Software Upgrade and Support Plan (SUSP)

TecomC4 Software Maintenance is called SUSP (Software Upgrade and Support Plan). It is a 12 month 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 annually for the life of your system. Refer [SUSP overview document](link) for information.