

Market Release Note

MRN-TECOMC4-2019

Product number:	TecomC4
Product description:	TecomC4 Management Software
Product version:	TecomC4 2019
Affected parts:	N/A
Release date:	4 February 2020

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

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

A 60-day trial version of TecomC4 is available at www.c4portal.com. Access to the website is only available to trained installers – please visit www.hills.com.au to find a suitable course. Alternatively, you can complete the TecomC4 training online at www.interlogix.com.au/training.

IMPORTANT NOTE:

If you are using the Visitor Client from version 2018, this also needs to be reinstalled after upgrading to the 2019 version.

New Features

- Idle user monitoring & actions

Improvements

- Setup uses SQL Express 2017
- Timezones improvements
 - Automatic Actions
 - Activation dates
 - Device and server times in events
- Open timed for longer than 1 hour
- Cyber-security improvements

Resolved Issues

- Improved connectivity of panels using UDP connections after disconnection or driver restart

System Configuration

Detailed programming and configuration of your system is handled using the CTPlus software. CTPlus is available to all installers at the completion of the training assessment.

Documentation

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

* Access to the website is only available to trained installers – please visit www.hills.com.au to find a suitable course. Alternatively, you can complete the TecomC4 training online.

Licensing and Support Plan

Online Registration and Licensing

TecomC4 is available for purchase by trained technicians. Your training ID will be required to purchase any TecomC4 license(s). Once trained, all license purchases can be done online at www.interlogix.com.au/tecomc4-site-registration

Software Upgrade and Support Plan (SUSP)

TecomC4 Software Maintenance is called SUSP (Software Upgrade and Support Plan). It is a 1 - 5 year 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 maintain a SUSP for the life of your system. Refer [SUSP overview document](#) for information.