

Market Release Note

MRN-TECOMC4-C10-R3

Product number:	TS-C4-C10
Product description:	TecomC4 Challenger10 Driver
Product version:	2.0.43579.422
Affected parts:	n/a
Release date:	27 th August 2019

Interlogix is pleased to announce the immediate availability of the TecomC4 2018 SP2 Management Software driver for Challenger10 and ChallengerPlus

New features

- Support for ChallengerPlus panels and firmware
- Full user menu configuration is now available

Required Upgrade Procedure

If you are using an existing Challenger10 (running V10-06 Firmware):

1. Update the Challenger10 TecomC4 driver to latest Gamanet released version.
2. Perform a Load configuration on the Challenger10 Panel to update the device tree.

Recommended Upgrade Procedure for ChallengerPlus

If you are using a Challenger10 and you want to upgrade to ChallengerPlus:

1. Update the Challenger10 TecomC4 driver to latest Gamanet released version.
2. Perform a Load configuration on the Challenger10 Panel to update the device tree.
3. Stop the Challenger10 Panel driver by right clicking the bus controller Commands → Stop.
4. Perform the Firmware upgrade of the Panel from Challenger10 to ChallengerPlus using CTPlus (refer [Field Notes Bulletin - Sep19](#) for firmware upgrade procedure)
5. After the firmware upgrade has successfully completed, start the existing Challenger10 Panel in TecomC4. This will automatically detect that the Panel firmware has been upgraded to ChallengerPlus.
6. Perform a 'Clear Memory and Send All Credentials' before performing any operations on the upgraded Panel.

Supported Versions (Driver v2.0.43579.422)

Challenger10 firmware:

- V10-06.12250 or newer

ChallengerPlus firmware:

- V10-07.42752 or newer

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

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 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](#) for information.