Market Release Note

MRN-TS-CHPLUS-44900

Product number:	TS-CHPLUS, TS-CHPLUSB
Product description:	ChallengerPlus
Product version:	V10-07.44900
Affected parts:	n/a
Release date:	9th September 2019

Interlogix is pleased to announce ChallengerPlus, the latest innovation in intrusion and access control solutions by Tecom.

With a range of new capability and features, along with a range of increased capability and functionality based on the existing Challenger10 platform, ChallengerPlus offers a smart, secure security solution that offers a long term solution, while meeting the needs of today.

Features

- Support for Network Access Controller, Dual Wiegand Interface and 4G Communications Module
- UltraSync support for provisioned and non-provisioned mode panels
- Cloud-based firmware and software updating
- Up to 32 standard doors can be created
- Up to 2 standard lifts can now be created without the need for TS0869 Intelligent Lift Controller. Each lift can have up to 10 floors configured.
- New input types to allow Twin trip detection are available
- Siren mode can now be toggled to be either a horn speaker or a 12v DC output
- Console Warning can now be restricted to individual RASs that use entry / exit timers
- RAS and DGP menus now support model type selection
- Remote reset commands from software
- User menu to change PIN
- Improved events and reasons for area secure and access denied
- Automatic IP address assignment using DHCP
- Stay mode via App

Resolved issues:

- Fixed issue with dynamic computer address on IP paths

Improvements

- Relays which do not have an event flag but do have a name will now upload into software

Existing Challenger10 users

Existing Challenger10 customers can protect their hardware investment and upgrade to a ChallengerPlus, to take advantage of the modern features and functionality that the new ChallengerPlus delivers.

Upgrading from Challenger10 to ChallengerPlus can be done from within the CTPlus (v2.1) software, available from the Interlogix website (link below).

How to upgrade your firmware

Firmware is available via CTPlus (installer software). You will need to download CTPlus from the Interlogix website before you can proceed with installation and setup.

Documentation and Downloads

Marketing Collateral	ChallengerPlus datasheet
	Tecom Compatibility Matrix
Technical Manuals	ChallengerPlus Programming Manual
	ChallengerPlus Users Manual
	ChallengerPlus Administrators Manual
	ChallengerPlus Installation and Quick Programming Manual
Firmware Download	Firmware available via the latest version of CTPlus at www.interlogix.com.au/downloads
Upgrade Field Notes	How to upgrade your firmware

All downloads can be found at www.interlogix.com.au/downloads

Known issues

- Due to core changes in the ChallengerPlus firmware architecture, existing compatible software must be upgraded to the latest version to be able to connect to the ChallengerPlus panel. Compatible software is listed as CTPlus and TecomC4. Other software platforms will not be able to connect to ChallengerPlus panel hardware.

- When upgrading from Challenger10 to ChallengerPlus, Challenger10 must be running firmware version V10-06.19251 or newer.

- Non-polled peripherals are not backed up or restored when using the SD card.

- When using a TS1084 IUM, user names are not stored in the panel.

- When the option for 'Enable V8 Numbering' is toggled, input programming and numbering will not be altered. If this option is set incorrectly, inputs may not function as expected, and input names may appear to be incorrect.

Support

Please refer to the manuals and documentation on the Interlogix Support Portal for more information.

For technical support, we encourage you to contact Hills Technical Support for all technical support calls. Alternatively you can log a support call on the Interlogix Support Portal.