

TecomC4

Frequently Asked Questions

General Information

1. What is TecomC4?

TecomC4 is a management software platform, giving end-users and site operators the ability to manage multiple systems from one interface. Operators are able to monitor and control safety and security of staff, manage visitors, and ensure the security of physical assets across multiple sites and remote locations. TecomC4 provides a single interface to manage your security needs across a single or multi-site, incorporating intrusion, access control, video surveillance and fire detection.

2. Is there a cost for workstations/clients?

There is no cost for TecomC4 client licences.

3. Is demo software available for TecomC4?

Yes. Once you install TecomC4, you will have the opportunity to trial the software for 60 days. After that period, you will need to purchase a license for the devices. Please note licensing is only available on supported drivers (refer TecomC4 Portal for current list).

Please also note that 60 day trial of drivers commences at date of software installation, not date of driver install.

4. Where can I buy TecomC4?

TecomC4 is available to trained installers and can be purchased from any Tecom distributor. Once you have spoken to your Tecom distributor for pricing, head to the online TecomC4 registration form to purchase the [appropriate licences](#). Note that you must be Challenger trained to purchase a Challenger10 or ChallengerV8 driver license.

Licensing

5. How are licenses managed? Can we transfer to new hardware if upgrading server?

Licenses are managed via a MAC address on the computer the server is installed on (typically the main network card). Transferring a license to new hardware can be discussed with your local distributor or your Aritech sales representative.

6. How long will it take to receive my license?

We anticipate it will take no more than 48 business hours (2 days)

7. Is there an online registration process?

Yes, you will be able to register your license [online](#).

8. Do I have to request another license once I have upgraded the latest version of software?

Yes, you will need to request a new license for any software upgrades. You can do this [online](#).

Support Options

9. What support is offered for TecomC4?

Your local Tecom distributor will provide a full range of support for the product and you are encouraged to make contact with your place of purchase. For more complex issues, there will be an escalation procedure to the Aritech Technical Support team. Installers must be trained on the product prior to installation and you must quote your training ID at the time of support. Your ID number will be issued by the training provider

Training

10. What training is offered?

A range of training programs are available via Tecom distributors, please contact them to discuss training options. Installers must be trained and certified on the product prior to installation. TecomC4 training is also available online which gives installers the ability to complete the course 24/7, at a time that suits their individual schedules. Visit our [training portal](#) to register for training. Note that you must be Challenger trained to purchase a Challenger10 or ChallengerV8 driver license.

Software Maintenance Agreement

11. What is software maintenance?

TecomC4 Software Maintenance is called SUSP (Software Upgrade and Support Plan). It is for a duration of 1 - 5 years, available in 1 year increments. A SUSP 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, it is recommended that you purchase a SUSP annually for the life of your system.

12. What happens once my product is out of the warranty period?

Technical support will not be available for the customer and the site will no longer receive service pack updates. It is recommended that for the life of the software you maintain a SUSP plan.

13. What happens if I don't sign up to a SUSP and I want to upgrade my software to the latest version?

You will be required to purchase a SWUP (Software Upgrade Plan), see definition below. Your sales representative will offer a quote for a new software license.

14. What is a SWUP?

A SWUP is a Software Upgrade Plan which gives customers the ability to upgrade to the latest version of software. A SWUP is a one-off activation and is only valid for the currently available version of software at time of purchase, including service packs for the purchased version. To ensure future upgrades it is recommended that a SUSP is also purchased for the site.

15. Is there a warranty period for TecomC4?

Each TecomC4 installation includes a warranty which is valid from the date the site is licensed, expiring 2 years after the initial license date. The TecomC4 warranty includes service packs and driver updates for licensed versions of software and also includes access to technical support. Please note that warranty DOES NOT provide access to major version upgrades. Free upgrades to new major versions are only available to customers on an active SUSP, or by purchasing a SWUP. The warranty period can be extended by purchasing an optional SUSP subscription.

Upgrade from existing platforms

16. Is there an upgrade path from my existing Tecom software to TecomC4?

TecomC4 is a brand new product therefore there is no migration path from existing Tecom software platforms, however TecomC4 imports programmed devices from the Challenger panel, whilst users are managed via the software. Programming changes are handled by configuration software, such as CTPlus.

17. Can I still purchase any of the existing Tecom software platforms?

Yes, the other Tecom software solutions which are currently available and fully supported include 'WMS Pro', 'Forcefield', and 'CTPlus'. Please contact your local Tecom distributor or Aritech representative for more information.

18. What is CTPlus and is it the same as Titan?

CTPlus is a configuration tool, which is used to program your Challenger panel hardware. CTPlus complements the user management functionality offered in TecomC4, and provides a technician-friendly interface to streamline configuration tasks.

19. Do I have to register CTPlus?

No, you do not have to register CTPlus. It is an installer's configuration tool and will be available online, at no cost.

20. I have had my current software less than a year and I want to move to TecomC4. Is there a rebate/trade in option?

No, there is no migration path or trade-in option. Depending on site requirements it will be the decision of the end-user which software is the most appropriate. We recommend that you speak with your local distributor or an Aritech representative for further discussion.

21. There are a few Tecom software options. How do I know which software to purchase?

A full [comparison matrix](#) of all Tecom software is available on the Aritech website, highlighting the differences between various software and hardware options. Please contact your local Tecom distributor or Aritech representative for more information.

Features and Panel Support

21. Does TecomC4 support ChallengerV8?

Yes, TecomC4 supports ChallengerPlus, Challenger10, and ChallengerV8 panels.

22. Do I need a specific machine to run the software?

Please refer to TecomC4 datasheet for minimum specifications. Your local distributor or Aritech representative will work with the integrator to determine specification of the required server.

23. What versions of windows is the software is compatible with?

Win 7, Win 8, Win10 and Win Server (2012 onwards).

24. Will TecomC4 run on a Mac?

No, not at this stage.

25. Does TecomC4 support Photo ID, image capture, and card printing?

Yes, these are standard features and require no additional licensing.

26. Does TecomC4 allow importing and exporting of users?

Importing and exporting is a standard feature, and uses an industry-standard CSV file format.

27. Does TecomC4 have graphic maps?

TecomC4 has a fully developed Monitor for graphic maps that includes the following features:

- Scalable map points (dynamically keeps points in the same place when map is resized)
- Live points (inputs, doors etc have icons that will update with the panel)
- Ability to add custom text, buttons, polygons, etc to perform a wide variety of actions
- Detachable live event monitor, history viewer, and alarm handling

28. What formats can the Graphics Map import as a background image?

- Bitmap Image: jpg, jpeg, gif, png, bmp
- AutoCAD Vector Image: dwfx

29. Is an icon designer available for the map points?

No, there is no icon designer currently available.

30. Can you assign different alert tones to alarm types?

No.

31. Will TecomC4 buffer commands if offline? Can this be cleared?

Users, door groups, alarm groups etc. changes are buffered until communications are enabled. Changes to device control commands (for example, arming an area) are only sent whilst a panel is actively connected, and will not be buffered. There is currently no practical method of clearing a buffer.

32. Is there a card designer built-in?

Yes.

33. Can you create shortcuts on the main screen? i.e. add a button to trigger a sequence of actions or print a report?

You can create shortcuts on the map only.

34. Can you adjust fonts size and colour etc?

Yes, on the map.

35. Can you apply restrictions to workstations / clients?

Restrictions to software visibility and functionality is handled by persons permissions and roles.

37. Can you log into the software using card credentials?

No.

38. Is there a policies module or integration option?

Active Directory is the only option at this time for policy modules.

39. Can you capture an event and export video and alarm history for viewing by a 3rd party?

Yes.

40. How many events per second can the system handle?

This is server dependant however the number of expected events per second will be approximately 100.

41. Is there a card enrolment option for badging cards into the software?

Yes, cards can be assigned to users by badging a card on any specified reader that is attached to a Challenger panel.

42. Can users be created or deleted in bulk?

Yes, users can be created in bulk by importing via a csv file, and can be deleted in bulk by using standard modifier keys (such as CTRL and Shift) to select multiple users.

43. Is there an option to use a touchscreen optimised user interface?

Yes, TecomC4 has specific touch functionality that is automatically enabled when a touchscreen device is detected.

44. Is there a built in help utility?

Yes, the function key F1 will open help files.

45. I want to integrate a 3rd party system not currently listed. What is the process to achieve this?

Please contact your sales representative for product, specification and time required to implement. The sales team will help with quote and time line for delivery.

46. Is there a time and attendance module or option?

Yes, by configuring regions and enabling Regions Presence under 'Extensions'.

47. Is there a mustering report?

Yes, by configuring regions and muster regions it is possible to manage persons and report who is in specific regions.

48. Can I backup a Challenger configuration and restore it if required?

Configuration of Challenger panels are handled via CTPlus, with user set up via TecomC4. Both systems will require system back ups.

49. Are there any system tools to investigate alarm sync errors or communication issues?

Log files are generated for TecomC4, and can allow for any issues to be diagnosed. Assistance from Aritech Technical Support may be required.

50. Can I create events and actions across Challenger panels?

Yes, this can be achieved across multiple panels.

51. Can I create Multiple Alarm Points on maps?

Yes.

52. Can I restrict access to individual maps?

Yes.

53. Can I record audio from a CCTV feed?

This would be done via your recorder if enabled, not through TecomC4.

54. Does the system have the multiple door state represented with the icons i.e. different colours for isolated, locked, open, secure and can these be changed?

Multiple states are supported for events such as door open, isolated device, armed area etc, however these icons and colours are not customisable.