

PRODUCT LINE:	INTRUSION		
PRODUCT:	SPC		
MODEL:	SPC Connect Cloud	CATEGORY:	NEW RELEASE
CONTACT:	Local Tech Support	DATE:	31-10-2019

Due to a planned server update, the SPC Connect Cloud will be offline on 1 November 2019. The web server, the mobile app, and SPC panels will also be offline during this update.

The update will be applied to the server on 1 November 2019 at 12.00 CET. The expected downtime is two minutes. You will be able to track the status of the update [HERE](#).

News in this version:

- Mobile App enhancement - Notification alert in case of fire alarm**
 The mobile App “SPC Connect” will play an alert sound in case of fire alarm (Android and iOS).
- Added support for Subscription Identifier**
 A subscription identifier code is used to allow the customer to change their plan on Chargebee through SPC Connect. This can be used at company creation or after the company has been created (Company billing and payment page).
- Send a welcome email when a company is created**
 Send an email from SPC Connect when the company is created. The company email includes links to the following documents:

 - FAQs for general installer
 - Pricing information for general installer
- Indicate that the account status is OK if a payment is due, but only due in the last 10 days**
 If a customer is paying their bill automatically by direct debit, it can take a number of days for the invoice to clear. The account now shows Payment Due only once the invoice has not been paid for 10 days.
- Support for Firmware 3.11**
- Security updates and performance improvements**