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Commend C•CURE 9000 Integration  
Partner Integration Product Version – v2.7.5, v2.8.5, v2.9.5, v3.0.6  
Integration Type: Access Control and System Monitoring  
Partner Product Version – VirtuoSIS 9.0 and later

Tyco Product versions: **2.7, 2.8, 2.9, 3.0**

Today's Date: **October 17, 2022**

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## 1. New Features and Enhancements

- Automatic import of intercom and public address points from Commend into C•CURE 9000
- Ability to use icons within C•CURE 9000 and C•CURE 9000 mapping GUI to answer and place calls
- Ability to use a virtual dial pad in the C•CURE 9000 client to make an intercom call
- Fully IP based
- Event driven alerts and alarms can be performed as a bi-directional function
- Trigger PA or voice message on the Commend system for door propped open, access denied, general PA announcement etc.
- Bi-directional input and output control
- Reporting and logging of the Commend system in C•CURE 9000

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## ICON OPTIONS



- Solution can display preview video before calls are answered
- An established call will show the video with the remote intercom associated camera on the operator screen
- Presentation of an invalid or unrecognized access card will cause a command to be sent to intercom server to start a call request from the associated intercom as if its call button has been pressed
- A door which has been obstructed and does not close will cause a command to be sent to intercom server to start a voice message at the associated intercom
- Support for the latest C•CURE 3.0

## 2. Problems Addressed

Versions:

**001** – Initial Release for v2.7, v2.8, v2.9

**002** – Added right-click menu support for intercoms/outputs. Fixed typos.

**003** – Output of Events to C•CURE Journal

**004** – Added configurable Intercom Server request block. Default: EF. Added possibility to disable intercom auto-

population / polling. Added manual Commend Intercom creation possibility. Add button under Device section now implemented.

**005** – Now possible for Commend Server to Monitor Online/Offline Status. For all Commend Devices new Enable Checkbox. For Commend Server added to “Commend Devices” Panel. Commend Intercoms can now Request Intercom Status (80/52)

**006** – Support for C\*CURE 9000 3.0 and new Tyco CC9-CMMND-ICX license.

### 3. Installation Considerations

- Compatible with C\*CURE 9000 versions 2.70, 2.80, 2.90, and 3.00
- Commend VirtuoSIS 9.0 or higher (with license L-SIS-PRO9 or higher)
- All Versions: Requires the L-CCURE and L-SIS-ICX licenses from Commend installed in VirtuoSIS
- Versions 2.6 - 2.8: Require the **CC9000-CMMND** license from Tyco/Software House installed in C\*CURE.
- Version 3.0: Requires the **CC9-CMMND-ICX** license from Tyco/Software House installed in C\*CURE.

### 4. Upgrading Paths

Updating from v2.7/v2.8/v2.9 to 3.0:

- 1) Install C\*CURE 9000 v3.0 following the instructions provided by Software House
- 2) Reboot the computer after installing C\*CURE 9000 v3.0
- 3) Ensure the CrossFire Framework Service is stopped by running the “Server Configuration Application” and clicking “Stop” next to it
- 4) Install CCURE9000v3.0\_VS-COMMEND\_Integration.msi on the C\*CURE 9000 v3.0 Server machine
- 5) On each C\*CURE 9000 client, upgrade to v3.0 then install CCURE9000v3.0\_VS-COMMEND\_Integration\_ClientOnly.msi
- 6) Start the services from the “Server Configuration Application”

### 5. Considerations and Known Limitations

- The Commend GE300, GE800, and IS300 servers are NOT supported. Only a VirtuoSIS based Intercom Servers are supported!
- The Integration driver is version specific! Use only the matching version.  
For example, C\*CURE 9000 v2.9 will not work with the v3.0.006 integration driver.
- The VirtuoSIS must be updated to PRO9 or higher license level.
- This document describes the updated integration driver which is maintained by Commend.
- There exists an older legacy integration maintained by Software House. This version is discontinued and not supported.

### 6. Compatibility of this Integration Product with Partner’s and/or Third-Party Hardware’s Products

**Table 1: Partner’s Hardware and/or other Third-Party Hardware**

Equipment Type	Vendor	Model	Supported Versions
Intercom Server	Commend	S3	VirtuoSIS 9.0+
Intercom Server	Commend	S6	VirtuoSIS 9.0+
Intercom Server	Commend	VirtuoSIS	VirtuoSIS 9.0+

### 7. Compatibility of this Integration Product version with Partner’s and/or other Third-Party Software’s Products

**Table 2: Partner's Software and/or other Third-Party Software**

Company	Product	Supported Version
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**Table 3: Operating System Supported**

Company	Product	Supported Version
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Commend	VirtuoSIS	9 or newer
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**8. Feature Comparison**

<u>Feature</u>	<u>Legacy Driver</u>	<u>Current Driver</u>
4-digit call numbers	yes	yes
8-digit call numbers	no	yes
Manual Station Adding	yes	yes
Auto-Population Station Polling	no	yes
Call Events	yes	yes
Door Events	no	yes
Line Fault Events	no	yes
Map Support	no	yes
C*CURE Version Support	2.6-2.9	2.7-3.0
ICX Transport Method	Serial**	TCP

\*\*With Serial-to-IP device (like Lantronix UDS1100) a TCP connection could be made.

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**9. Impacts on other Products/Features**

Existing sites that upgrade from 2.7/2.8/2.9 must obtain a new CC9-CMMND-ICX license for the new C\*CURE 9000 integration driver to work.

**End of Release Notes**