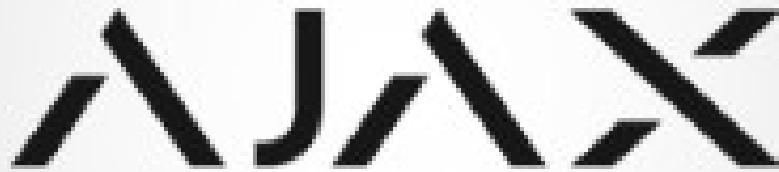


Ajax Security Installation and Usage Guide



Version: 20260314
Date: Saturday, March 14, 2026
Authors: Kevin Lam

chowmainsoft

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Overview

Ajax Systems is an international technological company and Europe's largest security system manufacturer. The company offers solutions for intrusion protection, video surveillance, fire detection, home automation, and flood prevention.

The product portfolio includes 135 wireless and wired devices for security and automation. Today, Ajax protects over 2.5 million users in 187 countries worldwide. The global success of the company is attributed to its innovations and proprietary technologies such as Jeweller, Wings, and OS Malevich, the algorithms LISA, SmartDetect, HazeFlow, the JetSparrow technology, as well as 38 patents for inventions and designs.

Features

End User Alarm Interface Features

- Support for up to 25 Groups
- Away, Night Mode, Disarm Modes
- Permanent Device Deactivation (No, Entirely, Lid Only)
- One-time Device Deactivation (No, Entirely, Lid Only)
- Panic Emergency
- Visual feedback on UI for commands/events
- History View of Events

Installer Features

- Easy Push/Email Notifications (4Sight Required)
 - Command Request Errors
 - Hub Connection Events
 - General Hub Events
 - Arming
 - Night Mode
 - Disarming
 - Incomplete/Unsuccessful Arming
 - Emergency Alarms
 - General Alarms
 - Device Bypass (Deactivation)
 - Device Tamper
 - Battery
 - General Malfunctions
- Programmable actions
 - Device Permanent Deactivation (No, Entirely, Lid Only)
 - Device One-time Deactivation (No, Entirely, Lid Only)
- Driver Events
 - Monitoring Station Offline/Online
 - Incomplete Arming
 - Unsuccessful Arming
 - Emergency Alarms
- History Logging to Control4 History Agent
- Extended Driver Variables
- Optional Device/Zone integration (E.g. MotionProtect senses motion >> Do XYZ in Control4) **NOTE**
There are important considerations to make when using this feature. Refer to section "Setting Devices up as Zones" in the Installation Guide for more info

IMPORTANT The driver uses the Ajax cloud for outgoing commands and the direct CMS connection (Central Monitoring Station) to communicate system events/feedback using an Alarm Standard called SIA. If the site requires a monitoring service to a Security Company, the Cloud Signaling method will need to be used for the Security Company. More info [here](#)

Setup Driver

Before you start, make sure that:

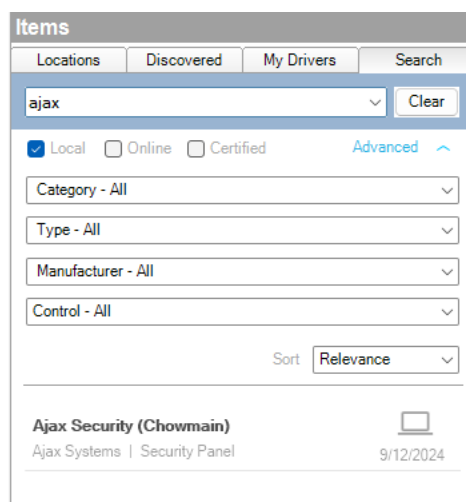
- **NOTE** The driver uses the Ajax cloud for commands and the direct CMS connection (Central Monitoring Station) to communicate system events/feedback using an Alarm Standard called SIA. If the site requires a monitoring service to a Security Company, the Cloud Signaling method will need to be used for the Security Company. More info [here](#)
- **NOTE** If you plan to integrate the devices as zones (DoorProtect, MotionProtect etc), there are limitations. Please refer to section "Setting Devices up as Zones" in this guide for more info.
- You have access to Composer Pro and your Control4 system. Composer Express is not supported.
- Your Control4 system is on OS 3.4.0+. Earlier Control4 OS Versions are not officially supported.
- The Ajax system is fully functional and commissioned.
- You have configured a static IP or DHCP reserved the Control4 director on your network.
- You have access to the Ajax Hub settings. An invitation will need to be sent to Chowmain. More details below.

Add the Chowmain Ajax driver into the Control4 system.

- Select Driver > "Add or Update Driver or Agent" from the toolbar in the top left of Composer Pro and add the Chowmain Ajax drivers.

Name	Date modified	Type
 chowmain_ajax_security.c4z	12/09/2024 3:06 pm	C4Z File

- Add the Ajax Security Driver into your project.



The screenshot shows the 'Items' panel in Composer Pro. The 'Locations' tab is selected, and a search for 'ajax' has been performed. The search results show 'Ajax Security (Chowmain)' as the only item. The item is listed with the details 'Ajax Systems | Security Panel' and a date of '9/12/2024'. The search filters are set to 'Local', 'Category - All', 'Type - All', 'Manufacturer - All', 'Control - All', and 'Sort: Relevance'.

- Take note of the Event Listener Port created by the driver and also the Control4 Director IP Address located at the bottom right side of Composer Pro. (Ensure the Control4 Director IP Address is statically assigned or MAC reserved on your network so it doesn't change)

Event Listener Server	Online
Event Listener Port	36654

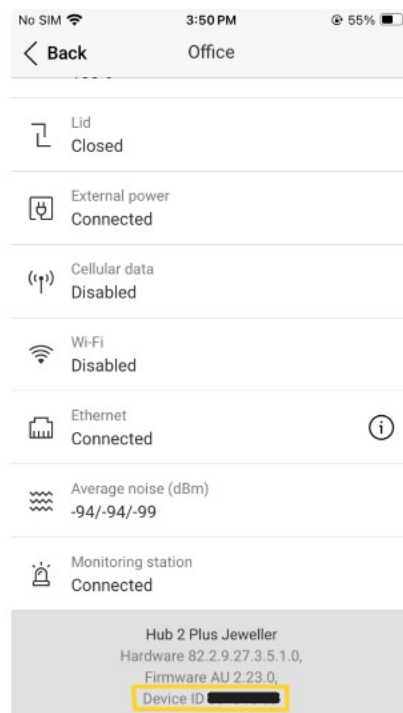
 Connected to 172.16.16.188 (SSL)

- Configure Ajax as per instructions in the next section.

Ajax Settings

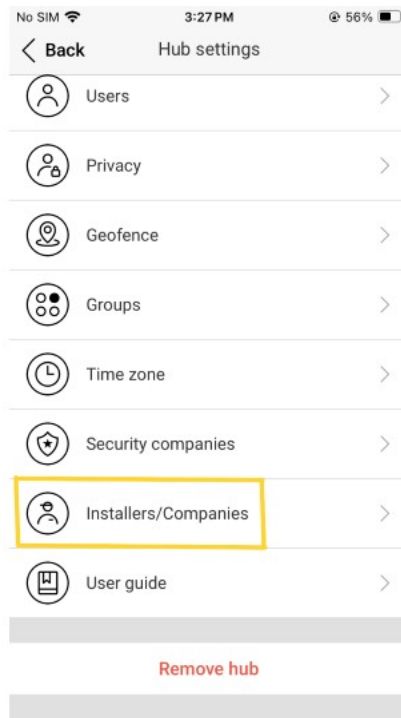
Locate the Hub ID

- In Devices, select the Hub, scroll to the bottom, and take note of the Hub ID



Invite Chowmain as a Company for the system (This is to allow the driver to communicate with the Hub)

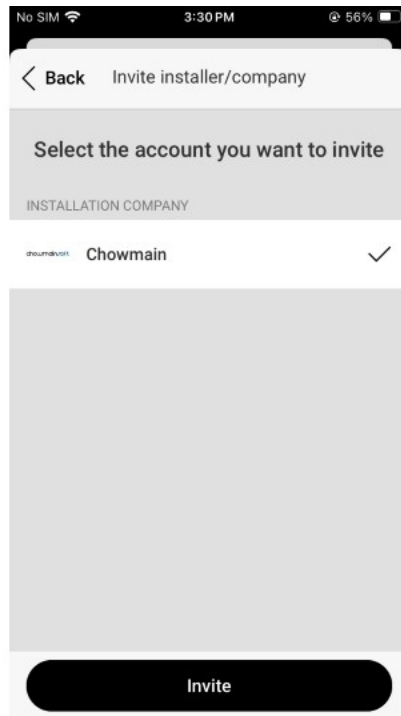
- Navigate to Hub Settings >> Installers/Companies



- Select Invite and enter info@chowmainsoft.com

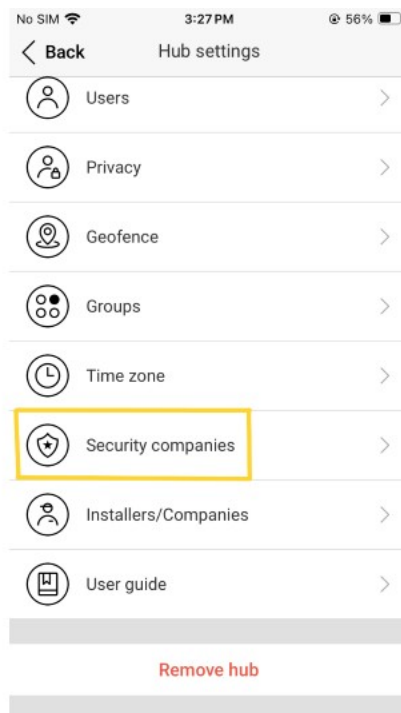


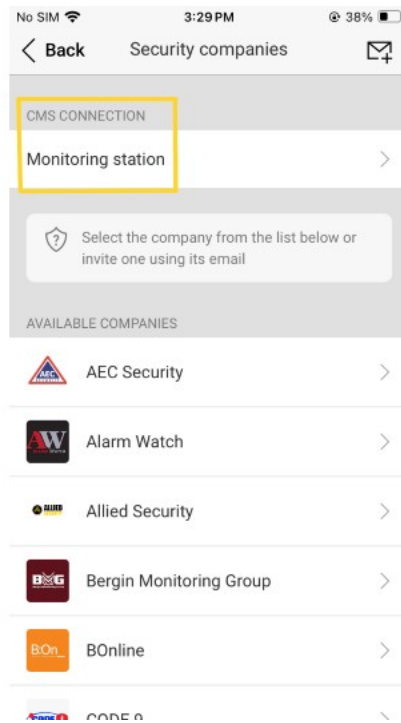
- This should find Chowmain as a Company. Continue with Invite process until complete.



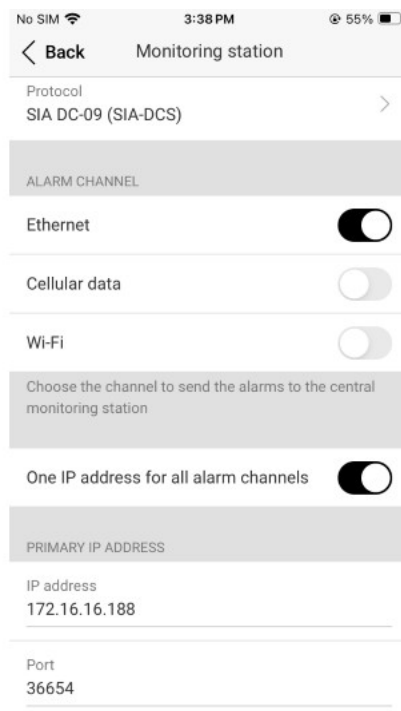
Configure the CMS connection to the driver

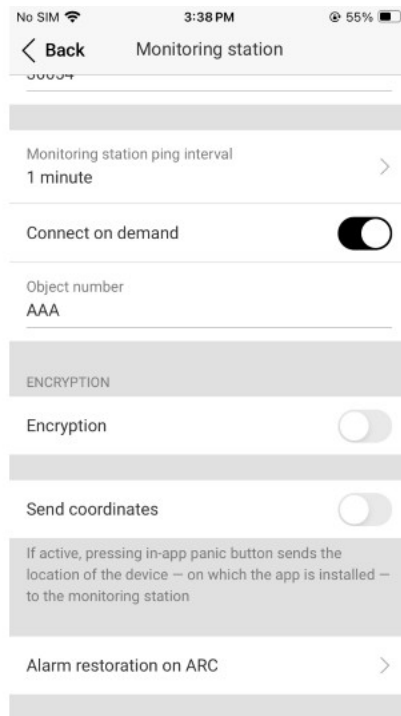
- Navigate to Hub Settings >> Security Companies >> Monitoring station





- Configure Settings
 - Protocol - SIA DC-09 (SIA-DCS)
 - Alarm Channel - Ethernet or WiFi (Depending on Ajax Hub Connection)
 - Primary IP Address - {IP Address of the Control4 Director}
 - Port - {Event Listener Port taken from the driver}
 - Monitoring station ping interval - 1 minute
 - Connect on demand - Enabled
 - Object number - AAA (this can be changed if you'd like)
 - Encryption (Optional) - if encryption is turned on, input an Encryption Key





- Go back to save settings

Connect Chowmain Ajax driver

- Confirm the SIA settings are correct (Object number and Encryption settings)

Encryption	Off
Object Number	AAA
	Object number setup in the Ajax Monitoring Station settings
Last Received Event Message	2024-Sep-12 13:42:52 - [Common Event] - Hub [Office] - Keepalive message
Event Listener Server	Online
Event Listener Port	36654

- Configure PIN Code (this has no relation to Ajax but will be used by Control4 to authenticate Arming/Disarming/Functions)
- Enter Hub ID

Hub ID	001D9D8E
PIN Required to Arm	False
PIN Code Authentication	****
	PIN will be used to validate the user entered PIN for Arm/Disarm/Functions

- Driver should attempt connection and configure itself. Status should show "Ready"

Status	Ready
--------	-------

- Refresh Navigators

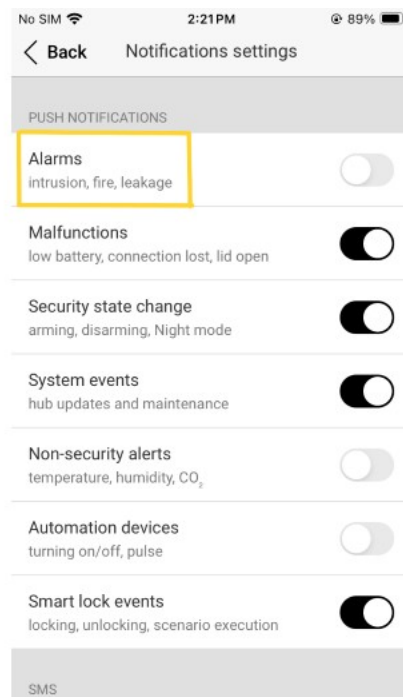
Setting Devices up as Zones (Optional)

Limitations

- By Default, devices such as MotionProtect, DoorProtect do not report alarm events to the CMS unless the system is in an ARMED state.
- If you want these devices to always report state changes, it needs to be set to "Always Active" and "Instant Alarm" which makes the device always armed. More info [here](#)

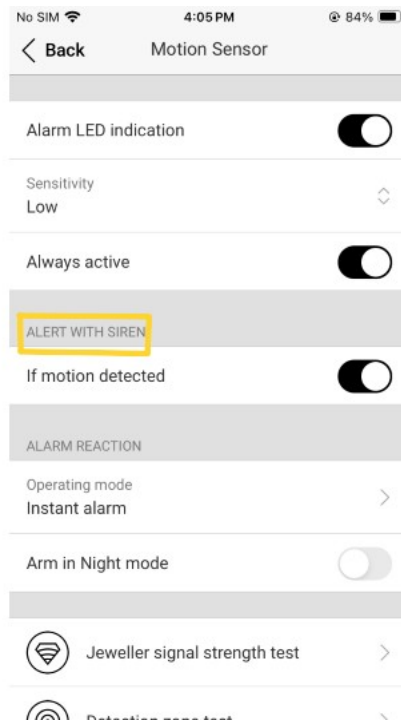
Turning off Alarm notifications in the Ajax App (Optional)

- This is so devices don't activate the alarm notification (If you choose to set any Devices to Always Active)
- You can turn off Alarm notifications by going to Hub >> Settings >> Users >> Select the User >> Notification settings >> Turn off Alarms. More info on notifications [here](#)
- **NOTE** this completely turns off app notifications for Alarms. If you have critical devices used for Security, do not turn this off.



Turning off Siren Alerts (Optional)

- This is so devices set to "Always Active" does not trigger any Sirens.
- **NOTE** If the device is a critical security device and the Siren needs to sound when in Alarm, do not turn this off.

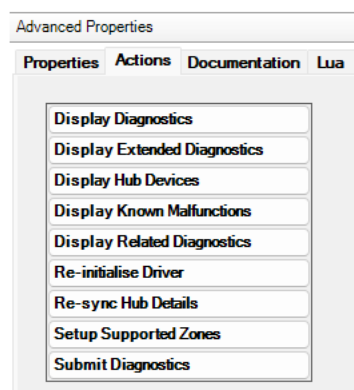


Supported Devices

- GlassProtect
- LeakProtect
- MotionProtect
- DualCurtain
- MotionCam
- CombiProtect
- FireProtect
- DoorProtect

To setup:

- Ensure devices you would like to setup are Online.
- In the driver actions, select "Setup Supported Zones"



- This will setup the devices as zones in the driver

Properties				
Properties				
Partitions		Zones		
#	Name	Type	State	Can Control
2	Contact Sensor [2]	Interior Door		☐
4	office motion [4]	Motion Sensor		☐

- From here, you can add Control4 generic contact sensor drivers, make the bindings and use it for Automation.

Control & Audio Video Connections			
Ajax Security System (Chowmain)			
Name	Type	Connection	Input/Output
Control Outputs			
 Contact Sensor [2] Sensor	Control	CONTACT_SENSOR	Output
 office motion [4] Sensor	Control	CONTACT_SENSOR	Output

Driver Properties

- Status** - General driver status. Should show Ready when all the appropriate details are gathered.
- Hub ID** - Ajax Hub ID that the driver needs to communicate with. Found in the Ajax app.
- Use Confirmed Alarms** - Sets whether the driver will acknowledge only confirmed alarms.
- PIN Required to Arm** - Sets whether the user is prompted with a PIN entry in Control4 UIs when arming.
- PIN Code Authentication** - PIN code used to authenticate Arming/Disarming/Functions through the driver.
- Last Received Cloud Response** - Shows the last response from a command sent by the driver.
- Hub Name** - Selected Hub's Name.
- Hub Firmware Version** - Selected Hub's Firmware.
- Encryption** - Set whether Encryption is turned on/off in the CMS settings in the Ajax app.
- Encryption Key** - Set the encryption key setup in the CMS settings in the Ajax app IF encryption is turned ON.
- Object Number** - Set the Object number setup in the CMS settings in the Ajax app.
- Last Received Event Message** - Shows the last Hub >> CMS event.
- Event Listener Server** - CMS Server status
- Event Listener Port** - CMS Server port that needs to be setup in the CMS settings in the Ajax app.
- Automatic Notifications (4Sight Required)** - Provides an easy way to provide push and email notifications
 - Notify On Cloud Request Error:** When the last command from the driver returns an error.
 - Notify On Hub Connection Events:** Hub Cloud Connection offline/online, Monitoring Station online/offline
 - Notify On General Hub Events:** Alarms, Malfunctions, and Common Events
 - Notify On Arming:** When system is armed.
 - Notify On Night Mode:** When the system is in Night Mode.

- **Notify On Disarming:** When system is disarmed.
- **Notify On Unsuccessful Arming:** When system arming is incomplete or system arming/night mode activation is unsuccessful.
- **Notify On Emergency Alarm:** Intrusion, Water, Fire, Carbon-monoxide, Panic, Medical, Temperature
- **Notify On General Alarm:** Signal Line, Device Unauthorized Access, Output Line
- **Notify On Device Bypass:** Device Deactivation/Activation
- **Notify On Device Tamper:** Lid Open/Close, Moved
- **Notify On Battery Malfunction:** Battery Low, Disconnection
- **Notify On General Malfunction:** Connection, Tamper, Detector Malfunction

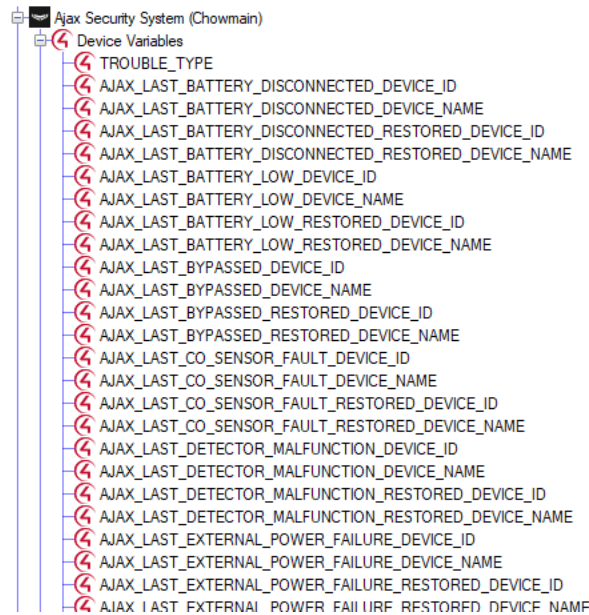
Driver Actions

- **Display Diagnostics** - Use to run basic troubleshooting. Diagnostics assistance will be provided in the LUA Output window.
- **Display Extended Diagnostics** - Runs Advanced / Extended Diagnostics that take longer periods to run. You should generally only run this if Display Diagnostics and Related Diagnostics doesn't help. (or advised by Chowmain)
- **Display Hub Devices** - Displays the Devices associated to the Hub. Useful to quickly find device information.
- **Display Related Diagnostics** - Runs and Displays Basic Troubleshooting for all installed Ajax Drivers and Devices. Diagnostics assistance will be provided in the LUA Output window.
- **Re-initialise Driver** - Reads the system data and reconfigures the driver. Please note, this may remove existing bindings and other pre-existing configuration on Control4.
- **Re-sync Hub Details** - Get latest details from the Hub ID specified.
- **Setup Supported Zones** - Action used to setup supported devices (Always Active) as zones.
- **Submit Diagnostics** - Use to send diagnostic information to Chowmain. A reference number will be provided in the LUA Output window.

Commands

- **Permanent Deactivation** - Permanent Deactivation/Activation of a device.
- **One-time Deactivation** - One-time Deactivation/Activation of a device.

Variables



AJAX_LAST_BATTERY_DISCONNECTED_DEVICE_ID - Battery Disconnected Event Device ID

AJAX_LAST_BATTERY_DISCONNECTED_DEVICE_NAME - Battery Disconnected Event Device Name

AJAX_LAST_BATTERY_DISCONNECTED_RESTORED_DEVICE_ID - Battery Connected Event Device ID

AJAX_LAST_BATTERY_DISCONNECTED_RESTORED_DEVICE_NAME - Battery Connected Event Device Name

AJAX_LAST_BATTERY_LOW_DEVICE_ID - Battery Low Event Device ID

AJAX_LAST_BATTERY_LOW_DEVICE_NAME - Battery Low Event Device Name

AJAX_LAST_BATTERY_LOW_RESTORED_DEVICE_ID - Battery Charged Event Device ID

AJAX_LAST_BATTERY_LOW_RESTORED_DEVICE_NAME - Battery Charged Event Device Name

AJAX_LAST_BYPASSED_DEVICE_ID - Bypassed Device ID

AJAX_LAST_BYPASSED_DEVICE_NAME - Bypassed Device Name

AJAX_LAST_BYPASSED_RESTORED_DEVICE_ID - UnBypassed Device ID

AJAX_LAST_BYPASSED_RESTORED_DEVICE_NAME - UnBypassed Device Name

AJAX_LAST_CO_SENSOR_FAULT_DEVICE_ID - CO Sensor Fault Device ID

AJAX_LAST_CO_SENSOR_FAULT_DEVICE_NAME - CO Sensor Fault Device Name

AJAX_LAST_CO_SENSOR_FAULT_RESTORED_DEVICE_ID - CO Sensor OK Device ID

AJAX_LAST_CO_SENSOR_FAULT_RESTORED_DEVICE_NAME - CO Sensor OK Device Name

AJAX_LAST_DETECTOR_MALFUNCTION_DEVICE_ID - Detector Malfunction Device ID

AJAX_LAST_DETECTOR_MALFUNCTION_DEVICE_NAME - Detector Malfunction Device Name

AJAX_LAST_DETECTOR_MALFUNCTION_RESTORED_DEVICE_ID - Detector OK Device ID

AJAX_LAST_DETECTOR_MALFUNCTION_RESTORED_DEVICE_NAME - Detector OK Device Name

AJAX_LAST_EXTERNAL_POWER_FAILURE_DEVICE_ID - External Power Failure Device ID

AJAX_LAST_EXTERNAL_POWER_FAILURE_DEVICE_NAME - External Power Failure Device Name

AJAX_LAST_EXTERNAL_POWER_FAILURE_RESTORED_DEVICE_ID - External Power Restored Device ID

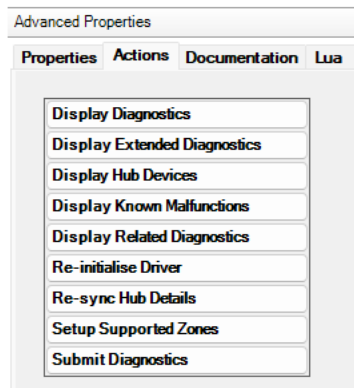
AJAX_LAST_EXTERNAL_POWER_FAILURE_RESTORED_DEVICE_NAME - External Power Restored Device Name

AJAX_LAST_HARDWARE_FAULT_DEVICE_ID - Hardware Fault Device ID
AJAX_LAST_HARDWARE_FAULT_DEVICE_NAME - Hardware Fault Device Name
AJAX_LAST_HARDWARE_FAULT_RESTORED_DEVICE_ID - Hardware Fault Restored Device ID
AJAX_LAST_HARDWARE_FAULT_RESTORED_DEVICE_NAME - Hardware Fault Restored Device Name
AJAX_LAST_LOCKED_DEVICE_ID - Locked Device ID
AJAX_LAST_LOCKED_DEVICE_NAME - Locked Device Name
AJAX_LAST_LOCKED_RESTORED_DEVICE_ID - Unlocked Device ID
AJAX_LAST_LOCKED_RESTORED_DEVICE_NAME - Unlocked Device Name
AJAX_LAST_LOW_TEMPERATURE_DEVICE_ID - Low Temperature Detected Device ID
AJAX_LAST_LOW_TEMPERATURE_DEVICE_NAME - Low Temperature Detected Device Name
AJAX_LAST_LOW_TEMPERATURE_RESTORED_DEVICE_ID - Temperature OK Device ID
AJAX_LAST_LOW_TEMPERATURE_RESTORED_DEVICE_NAME - Temperature OK Device Name
AJAX_LAST_OUTPUT_LINE_SABOTAGE_DEVICE_ID - Output Line Sabotage detected Device ID
AJAX_LAST_OUTPUT_LINE_SABOTAGE_DEVICE_NAME - Output Line Sabotage detected Device Name
AJAX_LAST_OUTPUT_LINE_SABOTAGE_RESTORED_DEVICE_ID - Output Line Restored Device ID
AJAX_LAST_OUTPUT_LINE_SABOTAGE_RESTORED_DEVICE_NAME - Output Line Restored Device Name
AJAX_LAST_POWER_FAILURE_DEVICE_ID - Power Failure Device ID
AJAX_LAST_POWER_FAILURE_DEVICE_NAME - Power Failure Device Name
AJAX_LAST_POWER_FAILURE_RESTORED_DEVICE_ID - Power Failure Restored Device ID
AJAX_LAST_POWER_FAILURE_RESTORED_DEVICE_NAME - Power Failure Restored Device Name
AJAX_LAST_SIGNAL_LINE_FAILURE_DEVICE_ID - Signal Line Failure Device ID
AJAX_LAST_SIGNAL_LINE_FAILURE_DEVICE_NAME - Signal Line Failure Device Name
AJAX_LAST_SIGNAL_LINE_FAILURE_RESTORED_DEVICE_ID - Signal restored Device ID
AJAX_LAST_SIGNAL_LINE_FAILURE_RESTORED_DEVICE_NAME - Signal restored Device Name
AJAX_LAST_SMOKE_DETECTOR_FAULT_DEVICE_ID - Smoke Detector Fault Device ID
AJAX_LAST_SMOKE_DETECTOR_FAULT_DEVICE_NAME - Smoke Detector Fault Device Name
AJAX_LAST_SMOKE_DETECTOR_FAULT_RESTORED_DEVICE_ID - Smoke Detector OK Device ID
AJAX_LAST_SMOKE_DETECTOR_FAULT_RESTORED_DEVICE_NAME - Smoke Detector OK Device Name
AJAX_LAST_TAMPER_DEVICE_ID - Device ID Tamper
AJAX_LAST_TAMPER_DEVICE_NAME - Device Name Tamper
AJAX_LAST_TAMPER_RESTORED_DEVICE_ID - Device ID Tamper Restore
AJAX_LAST_TAMPER_RESTORED_DEVICE_NAME - Device Name Tamper Restore
AJAX_LAST_UNAUTHORIZED_ACCESS_DEVICE_ID - Unauthorized access attempt on Device ID
AJAX_LAST_UNAUTHORIZED_ACCESS_DEVICE_NAME - Unauthorized access attempt on Device Name

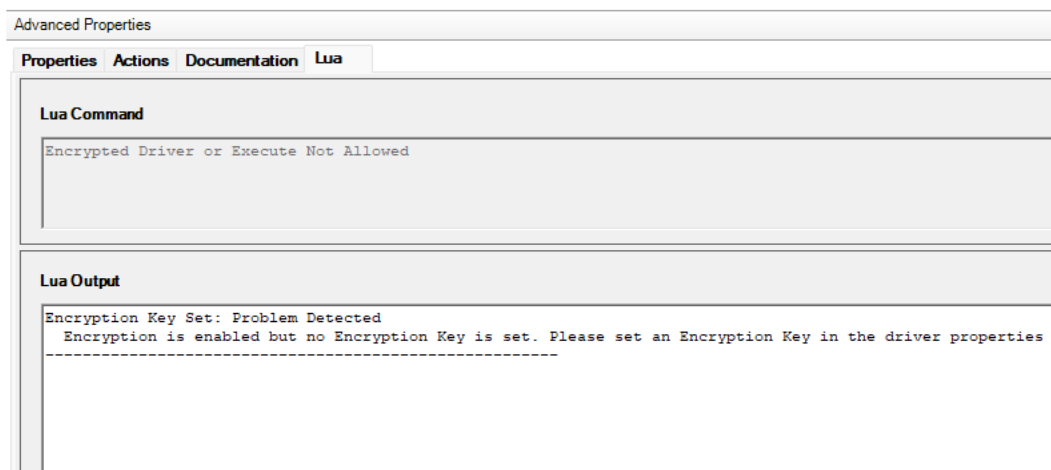
Troubleshooting

If you are experiencing issues with the driver, follow these basic steps for troubleshooting.

1. In the driver actions, Select "Display Diagnostics"



2. Navigate to the Lua window. This should show common issues if any are found



3. If you are able to replicate the issue, turn on Print >> Debug



4. Navigate to the Lua window, replicate the issue, save the contents of the Lua window.

5. Contact Chowmain for technical support. [Link Here](#)

FAQ

What forms of communication does this driver use?

- This driver uses cloud communication when issuing commands (Arm/Disarm/Functions) and the CMS link locally (SIA DC-09 protocol) to receive feedback events.
- An invitation to Chowmain in the Installers/Companies Hub settings is required to authorise the driver to communicate with the Hub. Please refer to the "Ajax Settings" section in the driver installation guides for more info.

What hardware will this driver work on?

This driver is compatible with all versions of the Ajax Hub. For a detailed compatibility of devices, you can find more info [here](#)

Can the driver trigger Ajax Relay devices?

- Due to rate limits, this feature has not been implemented in the driver. If circumstances do change in the future, we may re-visit this.

Known Limitations?

- It is not possible for the direct CMS link to connect to multiple monitoring services concurrently. If you wish to use this driver and also have monitoring with a 3rd Party Security Company, you can utilise the Cloud Signaling method for security monitoring. More info [here](#). This driver can only use the direct connection.
- By default, device alarms are only received by the driver when the system is in the ARMED state. If you wish to utilise this for automation, please refer to the "Setting Devices up as Zones" section in the Installation Guide for more info
- There are no exit/entry delay events received, so the Control4 UI will not show these.

Why are device intrusion alarms not changing the driver to an Alarm State?

- Because the driver has the optional ability to integrate with device alarms (these won't change the state of the Group in the driver to Alarm everytime there's a trigger). To ensure alarms are shown accurately, configure the intrusion alarm confirmation settings within Ajax. More info [here](#)

I want to try this driver out before buying it?

- All Chowmain drivers for Control4 come with a 90 day trial.

Licensing

Marketplace

To Purchase drivers

Chowmain Drivers are only available to authorized dealers. Integrators can sign up to a Chowmain account via the [Chowmain Website](#). Authorization of dealers can take up to 48 hours; however, you can trial the drivers without an account.

1. Navigate to the login page of Chowmain website: [Chowmain - Login](#)
2. Sign in using credentials provided after sign up request approval
3. Ensure you are logged into the website using website's header: registration and sign up buttons are replaced with cart icon and user icon



4. Navigate to the drivers page: [Chowmain - Drivers](#)
5. Alternatively, you can use the global search input in the header to find the driver



6. Search for and locate the driver you are interested. Click *Add To Cart*



7. Once you have added all drivers to your cart, navigate to the shopping cart: [Chowmain - Cart](#)
8. Click *Checkout & Pay*. Follow the directions



9. Purchase confirmation will be sent to your email, all orders can be viewed in the [Chowmain - Orders](#)
10. Once the payment is processed, the driver will be available in your account: [Chowmain - My Drivers](#)

Create Chowmain Project and obtain Project Code

Note:

- Showroom Projects contain all drivers of its Control System
- Paid licenses cannot be assigned to Showroom Projects
- Only 1 Project is required per home
- If the Project has already been created, do not create a second one
- If controller already has a Project code created by another installer, please contact the original installer for access. If the original installer is unavailable, contact [Chowmain - Support](#)

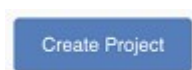
- If the controller has been replaced and the license needs to be transferred to a new controller you can do so yourself via the website

1. Ensure you are signed into the [Chowmain Website](#)

2. Navigate to [Dashboard => Projects](#)



3. Click *Create Project*:



4. Complete the details for the Project (*Project Name, Customer Name, Control System*)

5. Upon completion, take note of the **Project Code**. This is required to link the Control System to the newly created project

To Assign purchased drivers to Project

NOTE: Driver must already be purchased and a Project Code must be created as per above 'Create Chowmain Project and obtain Project Code' section

1. Navigate to [Chowmain Software - Projects](#). Click the *Project Name* you wish to assign the driver to

Project Name	Project Code	Licensed	Showroom	Platform ↑
100	XXXXXX	0	✓	
101	XXXXXX	0	✗	

Rows per page: 15 1-2 of 2 < >

2. Click the *Add License(s)*:



3. Select Drivers you wish to assign to the project, and click *Add Selected Drivers*:

Add Drivers to Project

Project #XXXXXX:
Project Name Example

☒

1 available

☒

1 available

☐

1 available

☐

1 available

☐

1 available

Add Selected Drivers

4. Alternatively you can add in drivers via the [Chowmain - Drivers](#)

5. The driver will be added to the project with the license status *Licensed*

	Driver Name	Version	License	Health	Autoupdate	Logging Approved	Log Level
☐ ▾			licensed	-	false	-	-
☐ ▾			licensed	-	false	-	-

Control4

To Download and install Chowmain drivers:

NOTE: Licensed Chowmain drivers come with a complimentary 90-day trial period. To license the driver, installation of the Chowmain Project Agent is required. The Project Agent is also required for automatic driver updates. Throughout the 90-day trial period, Chowmain Drivers operate without any limitations. After this period, the driver will be disabled unless properly licensed.

All Chowmain Licensed drivers require a minimum of OS 3.1.3 to operate correctly unless specified.

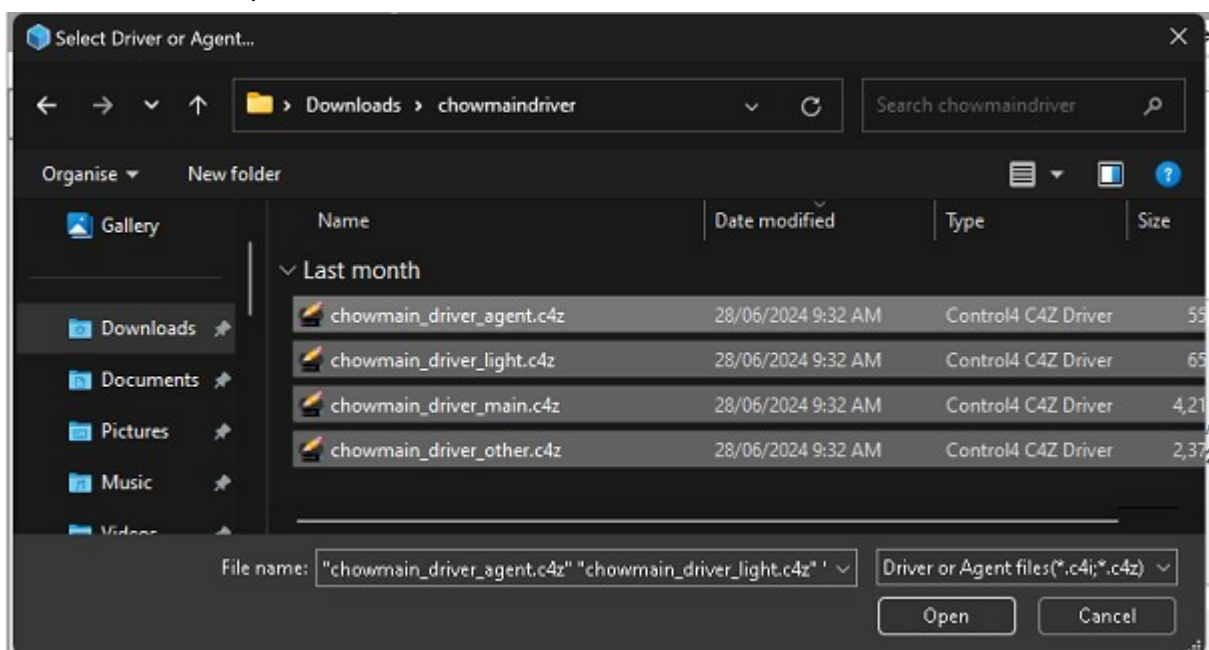
1. Visit: <https://chowmain.software>
2. Search and locate your driver, and click into the details by clicking the picture or heading.
3. Select Download. And extract the contents of the downloaded Zip file to a temporary directory



4. **Please note: For many drivers, it is no longer recommended to copy the contents of most modern drivers directly to your Control4/drivers directory.** The recommended method of updating drivers or installing drivers is in Composer Pro, navigate to the Driver=>Add Or Update Driver Or Agent menu item.



5. Locate the temporary directory containing your C4Z files. You can select and install/update all drivers simultaneously by selecting one and using Ctrl+A. Alternatively, click the top driver+shift+click the bottom. Click the open button. You will be alerted when drivers are installed



6. Install drivers as per normal. Please note, some drivers may be agents, and you must use the Agents tab in Control4 to install the driver. Composer Express does not support Agents, and Composer pro is recommended for all installers.

Install Chowmain Agent

Installation of the Chowmain Agent is required to licence drivers

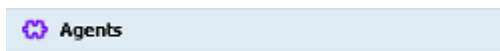
1. Download Chowmain Project Agent From the [Chowmain Project Agent Page](#)
2. Open Project In Composer Pro. Composer Express does not Support Agents and cannot be used
3. Navigate to the *Driver=>Add Or Update Driver Or Agent* menu item



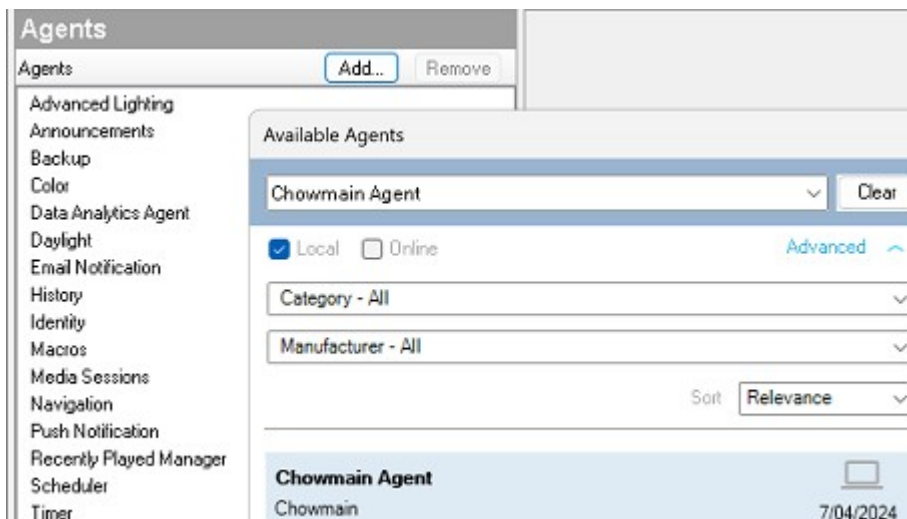
4. Add the *agent_chowmain.c4z* file



5. Navigate to the Agents View in Composer Pro



6. If *Chowmain Agent* is not already added to project, select the *Add* button in Agents and add the *Chowmain Agent* to Project

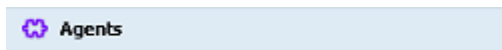


7. *Chowmain Agent* should be listed in the project.



Link Project Code to Control4 Project

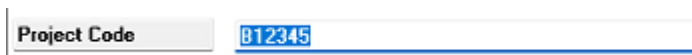
1. Ensure *Chowmain Agent* is installed on primary Control4 Controller. If not, follow the previous information
2. Navigate to the Agents View in Composer Pro



3. Select *Chowmain Agent* in the project



4. Enter the Project Code into the Project Code Property. You would have previously set this up on the *Chowmain* website as outlined in the Website portion of this document. If you have not set up a project you can do so via the [Chowmainsoft - Projects](#) webpage.



5. The status property will provide feedback on driver licencing status



6. **Please note:** If project code has been used previously on another controller you can revoke the licence for use again.

LICENCING FAQ

What are the Requirements for Chowmain licencing?

- Driver trials do not require Agent to be installed.
- To activate licenced drivers, *Chowmain Project Agent* must be installed.
- Composer Pro 3.1.3 or later is required to install and configure *Chowmain Project Agent*
- Internet is required during the licence registration process.
- If Internet is lost then the licence will persist the last state.
- If the *Chowmain Project Agent* is removed then licencing will be invalidated. Do not remove the *Chowmain Project Agent* once installed.

How do I know if the deployed driver is using Chowmain Licencing?

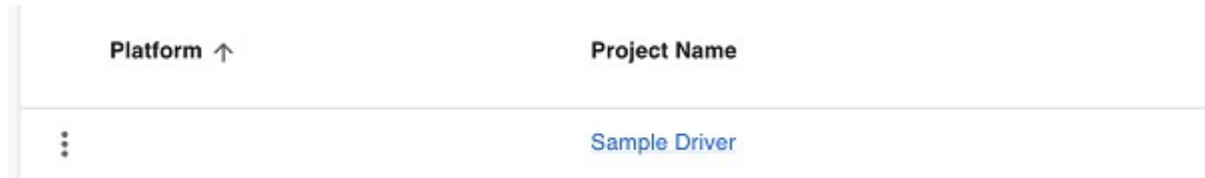
- There are multiple ways:

1. Chowmain licensed drivers have CM: in their cloud status property

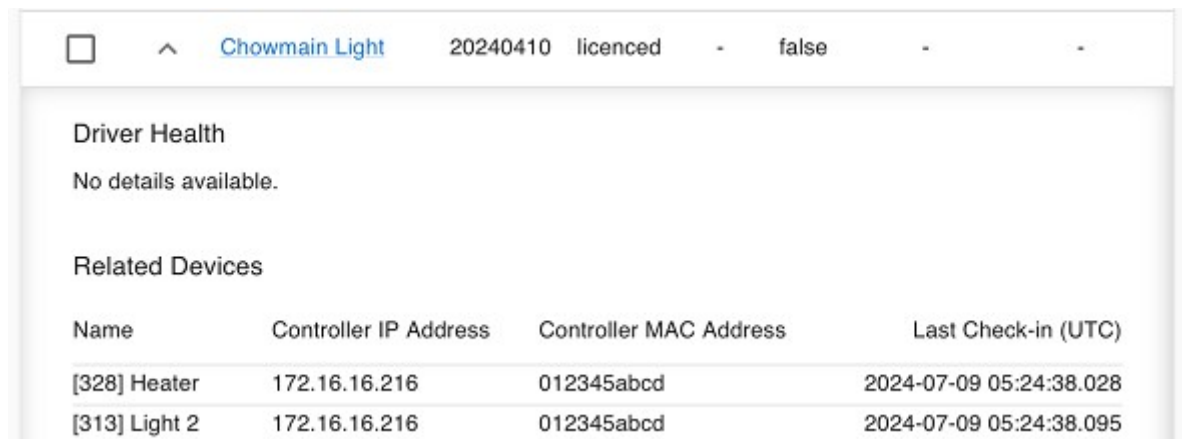


2. If the *Project Code* has been correctly entered in Chowmain Project Agent and the project is registered, you can find the list of Chowmain-licensed drivers deployed on your controller using the Chowmain website.

1. Navigate to [Chowmainsoft Website - Projects](#)
2. Select your Project Code



3. Known Chowmain Drivers will be listed, and if you select the driver, it will list which drivers in the project are known to be CM Licenced. Please note, this list may not update immediately



How does the trial period work?

All Chowmain drivers are free to use for 90 days. When the trial expires the driver will cease to function until you purchase a licence and apply it to the project.

What benefits does Chowmain Project Agent provide?

Chowmain Project Agent provides a number of benefits for projects

- Required for activation of driver licences. Enables the linking of Control4 Projects to Chowmain Project Codes.
- Required for Auto Updates of Chowmain Licenced drivers
- Provides local access to all Diagnostics for all known licenced Chowmain drivers on Control4 system in 1-click
- Bulk Enable and Disable of Automatic Updates of drivers
- Display local licencing information for all known driver
- Update All Drivers in 1 click to latest versions available for that driver

Where do I buy a Licence from?

- Chowmain Control4 Drivers are only available to Control4 installers. Installers can sign up to a Chowmain account using: <https://chowmain.software/signup>. If you are a home owner you should contact your automation installer for support, purchase and installation of drivers
- This driver is developed by Chowmainsoft and can be purchased from the [Chowmain Software Website](#).
- All licences are site licences. This means the one licence can be used to unlock as many instances of the same driver in the same project.

Can I upgrade old versions of drivers from other marketplaces to Chowmain?

- This process is mostly automated.
 1. Install Chowmain Project Agent, and assign a Project Agent as required
 2. Ensure all drivers are up to date, and replace obsolete drivers with updated builds.
 3. Wait 10 mins.

Developer Information



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Information stated in this document is current as of January 2026 and may change. For latest information please visit <https://www.chowmainsoft.com>

Support

Ticket / Live Chat Support

We provide ticket based support and live chat support for those who can't contact us via phone. Click the button below to visit our online helpdesk.

Support Centre	Hours of Operation	URL
Australia / New Zealand / United Kingdom	Monday - Friday - See website for hours of operation	https://chowmain.software/for-integrators/ technical-support

Phone Support

Region	Hours of Operation	Phone Number
Australia	Monday - Friday - See website for hours of operation	[+61 3 9028 6999](tel:+61 3 9028 6999)
United Kingdom	Monday - Friday - See website for hours of operation	[+44 29 2000 5551](tel:+44 29 2000 5551)
United States	Monday - Friday - See website for hours of operation	[+1 206 944 5444](tel:+1 206 944 5444)

Driver Documentation

All of our drivers come with detailed instructions on how to install and configure the driver for use in different projects. Please refer to the documentation included with the driver you downloaded, or [contact us](#) if you are unable to locate the documentation for your driver.

Change Log

Version 20260314 - 14-MAR-2026

- Retry getting Hub details when driver loads for previously set up drivers

Version 20251210 - 10-DEC-2025

- Handle Unsuccessful Arming - display device malfunctions on UI and send Push Notification if setup
- Fix Night Mode Off Function for Hubs with a Single Group

Version 20251105 - 05-NOV-2025

- Pull in MultiTransmitterWireInput Device Types

Version 20251024 - 24-OCT-2025

- Improve Debug Logging
- Add new device types to pull in

Version 20250709 - 09-JUL-2025

- Fix Display Hub Devices Action Lua Error

Version 20250530 - 30-MAY-2025

- Fix parsing of Zone Names with special characters

Version 20250529 - 29-MAY-2025

- Add option to let installers choose whether the driver will acknowledge only confirmed alarms

Version 20250501 - 01-MAY-2025

- Fix User Code Validation when not using additional Group PIN Codes

Version 20250103 - 03-JAN-2025

- Add ability to use separate user codes per group enabled

Version 20241111 - 11-NOV-2024

- Initial release