

New Business Tools & Programs - Q&A

Q) When is 2.6 going to be released?

A) As Jim Arnold mentioned in his introduction to the call, we are very excited about OS 2.6. It includes many great features that will help you grow your business and delight your customers. OS 2.6 is in extensive beta at this time. Many of you are participating in the beta, and we greatly appreciate your help! We are not announcing a date for the release of OS 2.6 today.

Q) What will become of my.control4.com for dealers for managing customers and licenses as a result of the new dashboard?

A) My.control4.com is not affected by the Dealer Dashboard. The Dealer Dashboard complements it.

Q) Can we update our customers remotely?

A) The Dealer Dashboard does not have remote update capabilities at this time.

Q) Who is given this access? I am in Sales and don't see this dashboard menu in my page?

A) By default, dashboard access has been granted to primary account holders. Primary account holders can delegate this access to any other user by assigning the View Dashboard role under the Account Management section.

Q) What if a client wants a 3 or 5 year 4Sight license? Will this be a future option?

A) You can do this today by applying multiple 4Sight licenses to a system—4 licenses will provide 4 years of 4Sight for the customer.

Q) Are there any future thoughts on allowing the technician to generate a controller registration code rather than having to go through the customer portal? Half my customers don't remember their my.control4 account info or even use the e-mail address that is attached to their account. This creates another step for our office or technician. If you already have this and I just don't know it disregard this question.

A) Thank you—this is a good request. We are working on improvements such as this in upcoming software releases. Please stay tuned.

Q) So you can't assign licenses directly from this new dashboard? Do you still need to go to my.control4.com?

A) The Dashboard gives you the ability to purchase and renew licenses online. However, you still need to log in to my.control4.com to assign the licenses to your customers.

Q) Any way to set up an Auto generated email to myself that tells me I have expiring licenses that could be client specific?

A) This is a great request. We will take it into consideration for a future release.

Q) Why not just assign the license when clicking renew? Why have the Add to cart and then putting the license in our accounts, etc?

A) At this point, the Dealer Dashboard supports only buying or renewing licenses. We don't support assigning the licenses to your customers.

Q) Will there be a significant difference if a client has a HC800 as the master but keeps HC-300 or HC200 as the other slave controllers?

A) Not sure if your question is about the user interface, but assuming it is a question about whether an HC-300 or HC-200 used as a secondary Controller in a 2.6 project will have the same user interface as the primary controller, the answer is "Yes." When an HC-300 or HC-200 is used as a secondary controller in an OS 2.6 project, it will inherit all the new user interface elements of OS 2.6.

Q) Can you let us know the sterling £ equivalent discounts?

A) The HC-800 will be £500 and the HC-250 will be £285. You can find all the pricing details at dealer-emea.control4.com/dealer/promotions



Q) Will 2.6 work on an HC-800 director based system with HC-300/HTC zones?

A) HC-500, HC-300 and HC-200 controllers can be used as secondary controllers with OS 2.6 when an HC-800 or HC-250 is the primary controller. HTC and Media Controllers cannot be used in OS 2.6 projects.

Q) What if the customer owns an HC-250 and wants to upgrade to HC-800, do they get the discount?

A) They won't get special pricing on the controller, but they are allowed to receive 10% off any additional Control4 products, including the HC-800, with no minimum spend.

Q) Is there going to be a way for dealers to clean up bad accounts or retired accounts from their dealer of record database? Is the 10% upgrade on additional gear available to customers that have already upgraded or purchased the newer controllers already?

A) This is a great request. We will take it into consideration for a future release. Current customers are still allowed to receive a 10% discount on all Control4 products, with no minimum spend moving forward.

Q) Pandora in 2.6?

A) Stay tuned for more details on OS 2.6. The easiest way to stream Pandora and virtually any music service is through the Wireless Music Bridge.

Q) Are you going to have a discount program for an existing customer that adds an additional home such as a vacation home?

A) Since the upgrade program is set up per customer, it is possible to pass the 10% discount on "additional equipment" to another home, such as a vacation home.

Q) How can I stream from Deezer on an Android phone to the WMB?

A) Currently this can be done over Bluetooth or using a third-party DLNA app on the Android phone.

Q) Is end of life coming any time soon for matrix amps?

A) We currently have no plans to end of life the matrix amplifiers.

Q) Are there any plans to make the 8x8 matrix switch POH? It can be a major problem getting receiver power behind TVs.

A) Control4 has not announced plans to release a POH version of our HDMI Matrix Switch.

Q) Is this 60 day money back available in the UK?

A) Yes. The 60-Day No-Risk Guarantee is available in the UK.

Q) Any plans to do a 4x4 HDMI matrix switch?

A) A 4x4 HDMI matrix switch is available through the Control4 online store. This product (ZLE-LHDMI44P) is supplied by Leaf, one of our partners. A certified driver is available for this switch.

Q) Is the Speakerpoint obsolete with 2.6? If so, are there plans for a replacement single zone amplifier?

A) The speaker point is supported in OS 2.6.

Q) Is this guide a physical book or ebook?

A) The Media Distribution Solutions Guide is available for download as a PDF from the Dealer Portal today! You can find it in both the Resources and What's New sections of the Dealer Portal.



Q) How about Visio tools for designing a system (icons, etc.)?

A) This is a good request. We will add it to our list of possible things to do in the future.

Q) After selling our 1st 8x8 C4 HD Matrix, we've not sold anymore due to the challenge with the very large power plug on the receivers. Are there any plans to reduce or support PoE?

A) We do plan to ship the HDMI Matrix Switches with smaller power adapters by the end of the year.

Q) Where do we get that video?

- A)** 1. Log in to dealer.control4.com.
2. Click on Videos in the Resources section.
3. Select the video called "Control4 Turns Your Home into Entertainment Central!"

Q) Will we no longer need Sonos for streaming services such as Pandora, Spotify, etc. with OS 2.6?

A) You won't want to miss our big pre-show dealer event at CEDIA! We will cover all the details of 2.6 at this event.

Q) When will the lighting demo kit be available in EU?

A) The keypad and dimmer Lighting Demo Kits are currently only available in a Decora form factor. However, we are looking to expand our lighting demos to include EU products in the near future.

Q) When trying to upgrade a customer to a new controller for the benefits of 2.6, it would be nice to know what the benefits of 2.6 are. What will be added to 2.6?

A) You won't want to miss our big pre-show dealer event at CEDIA! We will cover all the details of 2.6 at this event.

Q) Who do we contact if we don't see a customer's name on our dashboard?

A) For issues, concerns and ideas regarding the Dealer Portal and/or the Dealer Dashboard, please contact us at onlineordering@control4.com.

Q) Are there any offers or showroom discounts available to put the new A/V products in our showroom?

A) Not at this time. For a complete list of current offers, log in to the Control4 Dealer Portal at dealer.control4.com and click on Promotions in the Products section, or give your sales manager a call.

Q) Will HC-200's and other End-of-Life controllers still be functional with 2.6 if they are not the "Primary Controller" or are not running the director or Zigbee or Zap?

A) HC-500, HC-300 and HC-200 controllers can be used as secondary controllers in OS 2.6 systems when an HC-800 or HC-250 is the primary controller. HTC and Media Controllers cannot be used in OS 2.6 projects.

Q) For upgrades is shipping free?

A) The upgrade controller is subject to our standard shipping policy.

Q) When do you anticipate doing more training on the advanced lighting agent?

A) We are always looking to add training, but we don't have any additional Advanced Lighting agent training planned at this time. We do have existing training for the Advanced Lighting agent on Control4U. Here is the link: <https://go.bluevolt.com/control4/CourseDetail/203---Advanced-Lighting-Scene-Agent/37473>

Q)What change do I need to make to my account status to see the new Dashboard?

A) If you are a primary account holder you already have access to the Dealer Dashboard by default. If you are not the primary account holder, contact your primary account holder to get the View Dashboard role assigned to your account.

Q) I can see the customer's name on the controller dashboard but not the licensing side of the dashboard.

A) For questions or to report a problem with the Dealer Dashboard, please contact us with all the details at onlineordering@control4.com.

Q) What is the position on moving all customers into OS2.6? Where is the safe line? HC300's? HC250's?

A) We recommend an HC-800 as the primary controller if they have a larger project, but at minimum an HC-250 as the primary controller for smaller projects.

Q) Any future plans to update the security interface look and feel to get it in line with alarm.com offerings?

A) We are always working to improve our UI, but we cannot comment at this time any specifics in regards to our security interface.

Q) We have a subdealer on my account, will they show up on the dashboard?

A) Sub-dealers are not supported on the Dashboard with this release. We are looking at ways to add this information in a future release.

Q) For the online dashboard, do I need to edit every customer to enable "dashboard" to get them to show up?

A) The View Dashboard role is needed on every account for the Dashboard to be accessible.

Q) Are there any changes to my.control4.com and/or customer.comtrol4.com?

A) My.control4.com and customer.control4.com are not affected by the new Dealer Dashboard.

Q) Will 2.6 run on Sony controllers?

A) Please stay tuned for an update on Sony receivers/controllers and OS 2.6 in the near future.

Q) Is the 60 day trial applicable worldwide?

A) Yes. The 60-Day No-Risk Guarantee is available worldwide.

Q) Does the export to Excel function include all customer info such as email and phone number?

A) The Excel file created by the dashboard export will include customer contact information like name, email and phone number. Also, the export will include controller, OS, and licensing information.

Q) Is the 60 days from purchase or install date?

A) The 60-Day No-Risk Guarantee is based on the original purchase date.

Q) Will this webinar be available later for online veiwing? I have had to step away several times and have missed some key elements.

A) Yes. This webinar will be available in Control4 University.

Q) To verify, you won't be able to run 2.6 with an HC1000 as the primary controller?

A) Yes, this is correct. In an installation with an HC-1000, we recommend updating the primary controller to be an HC-800.

Q) Nest smoke detectors in 2.6?

A) With the Nest API now ready for production deployments, we plan to add Nest integration to an upcoming Control4 development, test and release cycle of our automation platform. The next Control4 OS release, version 2.6, was already in an extensive external beta, with hundreds of sites, well before the production release of the Nest APIs. Consequently, we intend to include our Nest integration driver in a release subsequent to 2.6, along with other new functionality.

Q) Any upcoming marketing seminars?

A) We will be introducing a new marketing tool in the upcoming weeks that will help you drive additional traffic and leads. Stay tuned for more information.



Q) Can you clarify the upgrade program. We thought the old controller had to be destroyed.

A) In an effort to simplify the upgrade process, we will no longer require the old controller be destroyed if it is out of warranty. If the controller is in warranty, then we will require the old controller to be sent back to us through the standard RMA process. Please see the FAQ document found at dealer.control4.com/dealer/promotions for more details.

Q) Does the upgrade mean any existing customer gets 10% off any future product purchases? If they have ever upgraded their master controller (ie on the 5000\$ deal)?

A) Yes. Customers will still be allowed to receive a 10% discount on all Control4 products moving forward.

Q) If the customer already is using a new controller as the main controller, yet wants to upgrade the system with new or additional equipment, is there any upgrade discount?

A) We will still allow a 10% discount off all Control4 products to current customers moving forward. There is no longer a minimum spend for this, either, so if a customer is already on a newer controller, feel free to offer any additional products at 10% off MSRP.

Q) If we have a very large project with several HC200 controllers and one main HC300, is there a way to upgrade the main controller and get the new GUI on the HC 200 units at each TV?

A) Yes, this is how OS 2.6 will work. The primary controller needs to be an HC-800 or HC-250. The secondary controllers will then be updated to OS 2.6 with the new GUI.

Q) The dealer portal has often been incredibly slow. Sometimes too slow to use at all.

A) Thanks for the feedback. When you encounter a slow connection with the Dealer Portal, please contact us right away at onlineordering@control4.com.

Q) Can an international dealer order online, as I am new dealer?

A) Yes. Control4 international direct dealers have access to purchase Control4 products online.