



READ THIS FIRST Notice for OS 2.10

Before updating to OS 2.10, please note the considerations listed below. There are Composer, driver, and life cycle changes which may have an impact your inst

Installation Blocked on Hardware

With the OS 2.10 release, Control4 no longer supports certain pieces of hardware. If the following devices are detected in the system, the installation of OS 2.10 will be blocked with a message explaining that the devices will need to be removed before upgrading to OS 2.10.

Non-Supported Devices	SKU
HC-200	C4-HC200-E-B-*, C4-HC200B-E-B-NR
HC-300	C4-HC300-E-B, C4-HC300B-E-B-*, C4-HC300C-E-B-*
HC-500	C4-HC500-E-B, C4-HC500B-E-B
HC-1000	C4-HC1000-E-B, C4-HC1000V2-E-B, C4-HC1000V3-E-B

Installation Blocked on Incompatible Software

With the OS 2.10 release, Control4 no longer supports certain pieces of software.

In the OS 2.7.x release, Control4 switched from the Intercom agent to the Communication agent. This change required dealers to manually replace the old Intercom agent-based touch screen drivers or run the migration wizard.

Due to even more underlying architectural and base system changes to the Intercom code, you must change from the old Intercom agent-based touch screen drivers to the new Communication agent drivers before upgrading to OS 2.10.

If old Intercom agent-based touch screen drivers are found in the system, you will be prompted to remove and replace them (through the OS 2.9.1 migration wizard) before upgrading to OS 2.10.

Incompatible Driver/Agent	Replacement Driver/Agent
Intercom Agent	Communications Agent
In-Wall 7" TS V2	In-Wall 7" TS V2 (Communication Agent)
Portable 7" TS V2	Portable 7" TS V2 (Communication Agent)
InfinityEdge 7" TS	InfinityEdge 7" TS (Communication Agent)
InfinityEdge 5" TS	InfinityEdge 5" TS (Communication Agent)
Control4 Door Station	Control4 Door Station (Communication Agent)

Hardware with Limitations (Terminal Release Hardware)

The devices below can exist in a 2.10 project but will not be updated to OS 2.10.

These items should function normally, but may not always be able to take advantage of new features. In some instances, these devices may have reduced functionality (from previous OS releases). This is true of the 5" and 7" In-Wall Touch Screens (F.K.A. Infinity Edge).

Product	SKU	Notes
7" In-Wall v2	C4-TW7C0-*	These products will not update to OS 2.10, but they will update to a patched terminal release of 2.9.1.539509-res. These devices should function normally with current shipping features. They are not anticipated to receive any future updates.
7" Portable v2	C4-TSMC7-EN-*	
Exterior Door Station	C4-DSC-EN	
Interior Door Station	C4-DSC-EN-INT	
IO Extender V1	C4-IOX-E-B	The IO Extender V1 will not update to OS 2.10, but it will update to a patched terminal release of 2.9.1.539509-res. This device functions normally with the current shipping features and can be updated in the future if the need arises.
5" In-Wall (FKA: Infinity Edge)	C4-TSWMC5-EG-*	These products will not update to OS 2.10, but they will update to a patched terminal release of 2.9.1.539509-res. These devices will function normally as touch screens but will not be supported with Intercom. You will be prompted to acknowledge this before upgrading to OS 2.10 or to stay on OS 2.9.1.
7" In-Wall (FKA: Infinity Edge)	C4-TSWMC7-EG-*	
7" In-Wall RevB (FKA: Infinity Edge)	C4-TSWMC7-EG-*	

Camera Enhancements

OS 2.10 includes enhancements that vastly improve the camera-viewing experience. Some of these changes may, in rare cases, prevent video from the cameras to properly display on touch screens or the on-screen Navigators (due to resolution or aspect ratio configuration issues). If you don't see any video when viewing a camera or see a "Maximum Resolution Exceeded" message when trying to view a camera, please refer to the following two Knowledgebase articles:

See Knowledgebase / Tech Note 2102 for more information at <https://dealer.control4.com/dealer/knowledgebase/article/2102>

See Knowledgebase / Tech Note 2100 for more information at <https://dealer.control4.com/dealer/knowledgebase/article/2100>

Driver Update

There are some fixes that were applied to the DS2 driver which should be installed (by updating the DS2 driver) once OS 2.10 has been installed.