



# Control4 Operating System 2.10.1 Release Notes

# Control4 Operating System Release Notes

## About Control4®

Control4, a leading provider of the operating system for the smart home, delivers intelligent control of consumer electronics products, appliances and networking systems through an easy-to-use and intuitive software interface. Founded in 2003, the company delivers affordable automation and control of lighting, music, video, HVAC, security, and energy management systems to the broad market through more than 1,600 custom integrators, retail outlets, and distributors in over 65 countries. Control4 is the platform of choice for major consumer electronics companies, hotels, businesses and utilities that require an intelligent, open and affordable control solution. For more information, visit [www.control4.com](http://www.control4.com).

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Control4 Operating System (OS) Software Release 2.10.1 Release Notes

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# 1 Introduction

This Control4® Operating System 2.10.1 (OS 2.10.1) release is a maintenance release and is intended for new installations as well as an update for existing installations. Most of the changes that went into this release were defect fixes, adding support for CA-1, and adding 5 GHz support for the T3 touch screen.

# 2 CA-1 Automation Controller

The CA-1 Automation Controller is designed to deliver automation to a broader market of homeowners looking for smart home experiences built around smart lighting, HVAC, IP cameras, door locks, shades and more. The CA-1 is also a great tool for large projects. With a high-performance ZigBee radio, compact design, and PoE, it's the perfect tool to expand ZigBee networks in larger Control4 installations. You will want to keep the CA-1 on every truck!



*A new controller built on Control4's proven platform to deliver automation to a broader market of homeowners interested in smart lighting, comfort, convenience, and peace of mind.*

## 2.1 Key Features

- Powerful, cost-effective 1 GHz Cortex A9 processor
- Runs the same industry-leading Control4 OS and uses the same installation tools, award-winning tech support, and driver database as our other controllers
- Clean, compact, and discreet design for installation anywhere
- External ZigBee and WiFi antennas ensure a solid, reliable network
- Power over Ethernet (PoE) enables single-cable installation

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- Serial (RS-232) port with RJ45 connector makes custom serial cables a breeze
- Convenient, built-in wall-mounting options

## 2.2 Primary Use Cases

Here are some guidelines to consider when planning and specifying a project:

- CA-1 may be specified as a primary controller:
  - In budget-conscious projects that include devices controlled over ZigBee, serial, IP, or Z-Wave;
  - For projects that will include A/V, will benefit from OSD, or will have IR-controlled devices, you should specify an appropriate EA controller as the primary controller.
- CA-1 may be specified as a secondary controller:
  - When the primary controller will be an EA3 or an EA5;
  - To extend the ZigBee mesh or to add an additional ZigBee mesh to support large projects;
  - To add a Z-Wave network to the project;
  - To control an additional device over serial (RS232).

## 2.3 Specifications

<i>Model Number</i>	C4-CA1
<i>Network</i>	Ethernet—10/100BaseT (required for setup), PoE supported
<i>Wireless</i>	Wireless N (2.4 GHz, 802.11n/g/b) WPA/WPA2 External reverse SMA connector and included antenna
<i>ZigBee Pro</i>	802.15.4 built in External reverse SMA connector and included antenna
<i>USB</i>	2 x USB 2.0 ports, 500mA (for external storage)
<i>Serial</i>	1 RJ45 port for RS-232
<i>Z-Wave</i>	Integrated Z-Wave socket for Control4 Z-Wave Module (sold separately)
<i>Power</i>	5VDC 3A power supply included AC power supply accepts 100-240V ~ 50-60 Hz (0.5A)
<i>PoE</i>	802.3af (<13 W)
<i>Dimensions</i>	5.5" x 5.5" x 1.25" (14 cm x 14 cm x 3.2 cm)

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### 2.4 Important Notes and Limitations

- Requires OS 2.10.1 or later
- When CA-1 is the primary controller, there can be no secondary controllers in the project.
- The CA-1 was designed for projects without AV. For those projects, choose an EA controller.

### 2.5 For More Information

- Installation Guide, Data Sheet, and FAQ: <http://ctrl4.co/ca1>
- Control4 Controllers landing page: [https://dealer.control4.com/dealer/products/0\\_controllers](https://dealer.control4.com/dealer/products/0_controllers)

## 3 T3 5 GHz WiFi Support

The T3 touch screen shipped out with 2.4 GHz WiFi support. With OS 2.10.1, we now support 5 GHz wireless on most T3 devices. We state “most devices” because the 5 GHz support is only on the “Rev 2” T3 hardware. There was a small set of Rev 1 hardware at the beginning of the production of T3s that will not support this setting. If the 5 GHz doesn’t show up on your T3 then it is most likely a Rev 1. Another thing to note is the 5 GHz supports channels 36-48.

## 4 Changes to Control4 App for iOS

The 2.10.2 Control4 App on iPhone and iPad includes several stability and bug fixes (documented below). We also made improvements for Apple Watch, including support for watchOS 4. Finally, the release also includes improvements to support iPhone X. The latest iOS app can be downloaded from the App Store.

## 5 Known Issues

### 5.1 ZigBee Channel Transmission

When performing ZigBee channel selection, it should be noted that selecting channel 25 will reduce ZigBee transmit power of the controller to meet FCC regulatory requirements. When selecting channel 25, it is recommended that routing nodes are located within closer proximity to the ZigBee Access Point than would otherwise be necessary to ensure reliable communication.

### 5.2 ZigBee “Unknown”

The ZigBee Routing Tree displayed in Composer may show a node as "Unknown" due to several issues.

- The route information changes frequently and Composer uses information that may be stale leading to referential inconsistencies.
- The routing may be incomplete at the time of rendering.
- A device may be asleep or the batteries are dead and the route information is not completely known.

### 5.3 Programming Changes

In OS 2.10.1, we made a change in the AV Switch proxy that addresses a longstanding bug on two events that are incorrectly triggered when an input is changed—Volume Changed and Loudness Changed events. If you have programming in place for Input Changed, Loudness State changed, and Mute State Changed events for AV Switch proxy-based devices (AV switches and matrix amps) and update to OS 2.10.1, this programming will be broken and will need to be redone.

## 6 Defect Fixes

### 6.1 Blind Defect Fixes

- 34509—Dual Relay Blind won't save Delay Up option
- 35190—Dual Blind Relay driver, Delay up always reverts back to the default 5 seconds.
- 36023—Relay Blind driver updates the My Drivers list
- 35361—The event for Has Opened is triggering every time the Rollease Acmeda roller blinds move to any level other than fully open or closed.
- 34530—Drape driver button does not close on touchscreen when open.
- 35659—Control Icons Missing / Grayed Out For Somfy URTSI II When Group Driver Present on iOS app

### 6.2 Thermostat Defect Fixes

- 33970—Remote wired sensor not showing on UI
- 35014—When you ID a C4THERM into a project, battery life will be rapidly depleted if the Thermostat is unable to communicate with the ZigBee mesh

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- 35355—Wakeup Agent: Volume isn't set correctly the first time a wakeup is executed
- 36348—C4-Therm (Thermostat) - Upgrading from 2.10.0 to 2.10.1 caused hold perm to a preset
- 1388—Thermostat (AA) C4-Therm - No Way to Calibrate the external temperature sensor.
- 33831—Toggling between F and C and back to F causes app to crash, occasionally
- 34252—Control4 App for iOS 11 - Selecting the Temperature Sensor option in thermostat causes the app to crash.
- 35670—My Thermostat isn't showing the presets
- 36266—iOS App lost preset after update
- 35605—iOS App crashes when extras is selected in the Coolmaster

### 6.3 Intercom Defect Fixes

- 12088—Play Door Chime cannot be unchecked on T3 and V2 touchscreens.
- 31509—Pixelated image appears when calling a ds2 from a v2
- 33445—Cannot get audio from DS2 to T3 touchscreens on scale rack
- 33998—Combridge and Freeswitch disabled after reboot.
- 34722—Executing Announcement from DS2 Causes DS2 to reboot.
- 34772—Video pixelated on 2.10 when making calls from touchscreen to touchscreen
- 34853—DS2 camera image preview not displaying on T3 touch panels
- 34992—Combridge enabled in sysman status is not running, no PID.
- 35296—Composer Pro does not retain settings for 'Use Communication Server'
- 35332—Freeswitch and Combridge are disabled after running the migration wizard
- 35607—Combridge SEGV repeatedly after updating to 2.10.1
- 35905—Combridge stopping and starting repeatedly.
- 35906—DS1 (DSC-EN) No Audio with Alternate Camera Selected
- 35961—Put in a property on the SIP servers tab that shows the Freeswitch registration status to web services.
- 36231—Answering a call to a group with 10 or more touchscreens fails to send audio from T3 to DS1
- 36351—Intercom Communication Agent: 'Not Ready' ERROR = Too many open files
- 36393—Combridge enabled in sysman status is not running on primary EA5 and primary HC250
- 36568—Combridge is restarting repeatedly on my HC-250
- 34066—Composer Express allows adding an incompatible doorstation driver to 2.10 projects
- 36310—When a DS2 button is pressed after an announcement plays, audio is not being restored in rooms
- 36095—T3 to Remote Mobile: No Video/Audio

### 6.4 Backend Defect Fixes

- 30331—Director Crashed after updating OS due to receiving a malformed ZigBee message buffer
- 33211—Update may not time out correctly if director is restarted during the update
- 33704—Update doesn't fail when no packages can be retrieved

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- 34212—Inspector needs to give final 'PASSED' or 'FAILED' indication
- 35199—The netusbsserver process does not protect against some folder creation
- 35290—Inspector test\_free\_space() always returns warning false positive
- 35292—Inspector failed HC250 rooftfs check
- 35844—EA-3: Upgrade from 2.10.0 to 2.10.1 destroys file-system on attached USB disk
- 36054—USB: Upgrading from 2.10.0 Production to 2.10.1 parses the USB name different
- 35937—Backup Agent only backs up a rolling 2 weeks, not 9 weeks
- 36282—Backup Agent: Fails to back up due to File not found on wallpapers
- 36158—T3: Update Manager Error 'Failed to come back online while updating'

### 6.5 Z-Wave and ZigBee Defect Fixes

- 33923—Z-Wave: Error during identification 'a device that does not match'
- 35507—User is unable to add a Z-Wave device via the Add button in Available Devices.
- 30071—Unable to configure the Aeotech Siren Gen5 and other security based Z-Wave devices on busy RF network
- 31760—Secure device joining and configuration is failing on secure devices
- 34187—Sometimes when attempting to remove z-wave device from mesh, it will immediately return "No device was removed."
- 35467—Adding Z-Wave devices can sometimes result in inability to add subsequent devices

### 6.6 Lighting Defect Fixes

- 34601—Crash when selecting "Delay" or "Ramp Rate" in Advanced Lighting Agent. (Exception: System.ArgumentOutOfRangeException)
- 35417—Identification Tab is missing after adding the Leviton DZPA1 driver to Composer Express.
- 8613—Wired keypads, custom backlight causes a lot of bus traffic.
- 33444—Wired keypad fallback settings not following when director is offline
- 33498—Panelized Relay Module not reporting wattage information to the bound light proxy
- 34101—Relay module outputs connected to 0-10v transformers are disengaging on their own
- 34230—Panel Dimmer not detecting mosfet fault after power cycle
- 34580—Advanced lighting will not perform Second action
- 34787—Advanced Lighting Scene: Composer crash with Fatal error-changing light levels
- 34850—After 9-4-9 tap driver sends out dimming configuration, but module is performing power factor detection and does not process mibs
- 34867—Panelized Lighting: Apply to: doesn't carry over the Misc. Settings Options (i.e. Enable Auto Off)
- 34981—Scene syncing on any change within the agent, which causes the page to refresh and jump you to the top of the list of lights
- 35007—When editing a field on a lighting scene with multiple loads the window will jump to the top
- 35054—Panelized Lighting: When toggling DHCP with the manual button configuration, the DHCP parameter of the c4.ip.cfg MIB can get out of sync

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- 35499—Custom ambient light profiles with settings below 25 no longer work on firmware 4.1.21
- 35985—Can't change dimmer module from Static to DHCP using the driver in composer
- 33856—Lighting scene edit/creation screens have strings that aren't localized.
- 33926—Lighting Scene Edit Long Wait Time
- 34453—When scroll down on lighting loses state of those lights that go off screen
- 34893—iOS: The 'High' level icon for a fan speed controller is misaligned when first entering lighting
- 35649—Lighting scenes don't update the Active 'Pill' icon to indicate that it is active when the scene is enabled/disabled from another navigator

### 6.7 Audio or Listen Defect Fixes

- 36310—When a DS2 button is pressed after an announcement plays, audio is not being restored in rooms
- 34466—Triad AMS 24x24 driver: Driver is not shown in the driver auto-update list in Manage Drivers and a user can't manually update the driver with Manage Drivers.
- 34846—AMS v4 24x24 driver: When input is changed, Volume changed and loudness changed events are triggered.
- 31994—ShairBridge/Airplay Not Showing or won't play until shaird is restarted
- 33632—When changing the audio quality while "Disable HDMI Audio" is checked, it will cause the audio to speed up or slow down.
- 34140—Digital audio fails to stream on projects with only an HC250 controller
- 34275—Announcement agent kills Audio streamer
- 34312—Programming audio off a Wakeup requires an inserted delay
- 34367—4zone matrix amp - C4-8AMP1-B Ctrl Ctrl matrix not showing digital paths.
- 34468—Spotify Connect doesn't broadcast if director is loaded without a network connection.
- 34558—Announcement takes over 3 seconds to hear audio when documentation states 2 seconds.
- 34565—After loading project, the Announcement Agent is unable to play audio announcement in Composer
- 34688—Skipping songs multiple times causes the audio in the song to not play
- 34704—Listen > Zones visible in project with no rooms with audio endpoint
- 34739—Announcement agent can crash if the underlying media file is not found.
- 34841—TuneIn: Pressing the Pause button in TuneIn causes an error in audio3server
- 34873—control4\_agent\_announcements crashing director since upgraded to 2.10.0
- 34973—EA5 - Unable to adjust volume output controls
- 34998—Triad 24x24 and 8x8 Audio Matrix Switch Report Supported OS version 2.6.0 and above
- 35116—Audio Announcements: Deleting an announcement doesn't clean up programming tied to the announcement
- 35162—After adding audio media & canceling scanning, add and scan buttons are unselectable.

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- 35657—Since Napster is now an MSP driver and the old Napster is going away, the 'Napster Channels' and 'Napster My Playlists' need to be removed from the room driver's 'select media' programming.
- 35694—AMSV4: 8 & 24: Using the reset settings button blanks out the firmware version.
- 35695—AMSV4: 8 & 24: Using the reset settings button causes the static ip address text boxes to fill red.
- 35737—AMSV4: 8 & 24: When unpairing a 2.1 zone, the driver sends the wrong command to disconnect the sub output from the input source.
- 35749—AMSV4: 8 & 24: When pairing a 2.1 zone with a zone that's already bound to an input, the driver sends the wrong command to disconnect the input source.
- 35785—AMSV4: 8 & 24: 2.1 zone pairing to an output that's already paired doesn't remove the old pair binding.
- 35203—SiriusXM is randomly stopping after 10-30 minutes.
- 35469—Old Napster: Stub driver needs to be added to replace the current rhapsody.c4z driver built with composer/OS.
- 35539—Napster (updated driver v76): Legacy driver isn't getting updated correctly
- 35718—Select Device Popup in Drivers is not working
- 35991—SiriusXM driver is not listed under Media Service drivers by default.
- 35992—Napster driver is not listed under Media Service drivers by default, only the Discontinued Napster driver is listed.
- 36276—Add c4\_amp204.c4i to My Drivers list
- 35864—After update from 2.10.0 some USB drives with media won't play anymore
- 35898—Triad One: Data Light Remains on after executing an Announcement
- 36050—Audio media scan fails with exception caught
- 36051—iHeartRadio: Audiostreamer is reporting increasingly more connections while an iHeartRadio station is playing, audio started stuttering when audiostreamer maxed out a CPU.
- 36290—Triad One: Audio Skipping 'gst\_rtp\_gst\_depays\_process:416: DISCONT, clear adapter'
- 33959—SiriusXM UI in the Control4 iOS app on an iPad freezes with spinning wheel
- 34540—Napster v2: Lists will reload at the bottom of a list
- 35219—Napster iOS: Tabs populate sub menu items from previous tab selected
- 35358—Control4 for iOS: Roku mini drivers: After selecting the mini driver, the Roku control UI on Control4 for iOS isn't shown and is closed instead.
- 35428—iOS: MSP: Refresh Screen is not retaining initial screen data.
- 35640—MyHome iOS (Phone): Cannot access MyMusic with a blank Album Title (app frozen/spinning)
- 35646—iOS: MSP: Data is not being passed to next call
- 35727—Spotify Connect iOS: After selecting Spotify icon from now playing window, pressing the back arrow populates the Presets page again
- 35872—Control4 for iOS: Pressing the Sonos crossfade button on the now playing page will take the user to the favorites list.
- 36289—Volume display position is not in the middle

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- 36375—iPhone MSP: Napster, SiriusXM, iHeartRadio (Listen); and Channels (watch) are showing the Media Bar when in the experience and shouldn't
- 36376—iPhone MSP: Napster, SiriusXM, iHeartRadio (Listen); and Stations (Watch) aren't showing the Dancing playing icon in the place of the volume icon in the top right.
- 36377—iPhone MSP: Napster, SiriusXM, iHeartRadio (Listen); and Channels (watch) aren't updating the breadcrumb area in the top bar with the name of the section of the app that you are in.
- 36378—iPad MSP: The search button is totally missing on all MSP interfaces. Should be on the top bar area as an icon
- 34283—Announcement Agent - Remove Agent and Re-add is caching the information.

### 6.8 Alexa Fixes

- 35881—Voice Scene Driver Automatically Populates a 'Rename' and 'New Name' in the voice scene driver
- 35882—Voice Scene Driver Composer Randomly Crashes when Toggling between Fields

### 6.9 Composer (Pro and Express) Defect Fixes

- 34066—Composer Express allows adding an incompatible doorstation driver to 2.10 projects
- 34431—Broker errors: "GetProject error: Error: Emptying queue" after having recently loaded a project / or changing locale.
- 34469—Unable to change time zone immediately after identifying the primary controller
- 35244—Composer Pro: 'Certified Only' driver search filter only includes devices with the manufacturer Control4, rather than all drivers created by Control4.
- 35865—Composer Express: Searching the local and online drivers for certified drivers doesn't also include non-avgen drivers created by Control4.
- 35688—ComposerPRO: Virtual Composer Flagging all Projects as Corrupted.
- 35756—System Design -> Advanced Properties pane in 2.10.1 is grey instead of white
- 35951—Broker route /api/v1/logs needs to validate query parameters
- 35913—After project clear on EA director, if I ID it in by SDDP, when going to change timezone it errors "You must identify the primary controller before editing the time zone."
- 35984—Composer driver search - If you edit an existing driver it creates a duplicate entry in the search
- 35988—Composer Pro - default list order has changed, Controllers are no longer listed as the first driver type in My Drivers.
- 35994—Composer Pro - Media Service drivers are not in alphabetical order / cannot be sorted manually "Cannot drag protocol device"
- 36044—ComposerPRO: 2.10.1 System Manager only showing 'using' rather the 'using DHCP'
- 36165—Composer Express: Drivers that do not have the 'certified' tag in the driver xml have the certified checkmark visible when browsing driver search.
- 27983—Composer Pro - Unable to load my desk project into 2.10.0 Virtual Director
- 36027—Local Driver Icon - change to grey background
- 34015—Issue trying to edit driver c4i because editing codes and macros doesn't seem to work

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- 34733—Driver auto update: Automatic driver updates should occur between 12am - 4am.
- 34735—Driver auto update: Automatic driver update scheduled tasks should have a 0 day offset if possible.
- 35375—EA Controllers: When testing a WIFI configuration via system manager, it will usually fail
- 36152—Leaf drivers, not C4LU drivers show under my drivers

### 6.10 Remote Defect Fixes

- 36417—SR-260: Remote Charging, Battery Life has degraded in 2.10.1
- 26454—SR260 battery level wrong when it comes off the dock.
- 35343—after updating to 2.10 remotes show wrong battery life as well as lock up on the ! screen.

### 6.11 When/Then Defect Fixes

- 36556—Cannot access When >> Then.

### 6.12 Mobile or UI Defect Fixes

- 34884—No ability to program an EA controller to go to screensaver of "none" in 2.10
- 33792—Weather Data is partially in German and partially in English when locale is set to German
- 33959—SiriusXM UI in the Control4 iOS app on an iPad freezes with spinning wheel
- 34069—iOS app crashing upon launch
- 34252—Control4 App for iOS 11 - Selecting the Temperature Sensor option in thermostat causes the app to crash.
- 34458—When Using HTML driver and Username and password, and a refresh navigator you have to log back into the webpage
- 35058—OS 4.0 on the iWatch will not sync with the app
- 35079—iOS: Full screen camera crash on iOS 9.3.x
- 35949—Control4 for Android: Device icons don't show on the UI when it is the first time connecting to a new project or the first time connecting to a second project.
- 35989—T3 not showing all rooms or all available devices after update
- 36318—IOS app - Rotating phone puts a black box around the app.
- 36321—T3 TS's - No icons but settings showing on COP
- 36356—IOS App - In landscape view search and category bars take up too much space
- 35379—HC-800 OSD has green bar and is shifted after update to 2.10.0
- 35453—No OSD Navigator on any EA controllers after update
- 36602—T3: Project is not fully loaded, missing floors, rooms, listen menu options, and intercom

### 6.13 Security Defect Fixes

- 36397—Locks are asking for an Admin code when one is not configured.
- 33992—Z2C and Z2IO: We need to document that the user is able to connect both temp bindings to the C4 Thermostat.

## 7 Life Cycle and Maintenance Changes

There are no life cycle changes between OS 2.10.0 and 2.10.1. If you are upgrading from something lower than OS 2.10.0 to 2.10.1 then you will need to be aware of the life cycle changes that happened in OS 2.10.0. These can be found in the [OS 2.10.0 Release Notes](#).

## 8 Updated or New Firmware

Device	Firmware version
Panelized Lighting Dimmer	03.25.64_2.6.2.486476-fw
Panelized Lighting Relay	03.25.64_2.6.2.486476-fw
Panelized Lighting 0-10V	03.25.64_2.6.2.486476-fw
Wired Keypad	4.1.8.249f659
Gen3 APD, KD, and FPD	4.2.84.168d0d4
Gen3 Switch, Speed Fan, and 0-10V Dimmer	4.2.84.168d0d4
Gen3 and Gen3i Keypad	4.1.22.f547c4d
Gen3i Dimmer	1.0.253.69623a8
Gen3i Dual Channel Dimmer	1.0.146.5dc1e01
Wireless Dimmer and Switch EM357 Puck	4.1.5.bb8b470
System Remote Control SR-260	2.1.103.d3e9ff5
C4-THERM Thermostat	4.2.7.ab9c982

## 9 Upgrading to OS 2.10.1

There were some major changes in OS 2.10.0 that still apply to OS 2.10.1. They will require careful consideration if you are not already on OS 2.10.0 or higher. These can be found in the [OS 2.10.0 Release Notes](#).

### 9.1 Update Recommendations for Existing Systems

**IMPORTANT!** (1) The OS 2.10.1 release utilizes ZigBee Pro for ZigBee RF communications. Controllers and ZigBee firmware devices upgraded to OS 2.1 or later cannot be downgraded to Release 1.7.4 or prior versions.

(2) A few legacy products are not supported in OS 2.10.1. Other products are supported, but may have limited functionality or may not provide access to new capabilities. For a current list of products and lifecycles, see <http://dealer.control4.com/dealer/support/product-lifecycle>.

(3) OS 2.10.1 is a complete system software release. All supported Control4 devices will receive new software or firmware. The update process will affect all devices in the Control4 system.

### 9.1.1 ZigBee Pro

Control4 has been utilizing ZigBee Pro for ZigBee RF communications since the release of OS 1.8 in August 2009. With the introduction of OS 2.6.0, you no longer have the ability to upgrade Embernet-based devices, and this will continue to be the case in subsequent releases. If you have Embernet-based ZigBee devices in inventory or taken from another system, they must be installed on an OS 2.5.x system and have their firmware updated to ZigBee Pro prior to being installed on an OS 2.10.1 system.

## 9.2 Quick Reference to the OS 2.10.1 and Later Upgrade Process

### 9.2.1 Pre-work Prior to Arrival at the Customer's Location

1. Ensure that Composer Pro for OS 2.10.1 and later has been installed and activated on the installer's laptop or PC. Internet connectivity is required for activation for first-time installations.
2. **Internet connectivity is required on the premises for upgrading from OS 2.2.x to OS 2.10.1 and later.** After the Primary Controller has been updated to OS 2.10.1, the USB Install for OS 2.10.1 can be used to update the remainder of the devices on the system. Ensure that Internet connectivity is available or plan for temporary Internet connectivity during the time the upgrade is performed. You can then upgrade the system to OS 2.10.1.
3. **If a software license is needed, use your dealer account** on my.control4.com to assign the license to the customer's account.
4. **If updating from Release 1.7.4, 1.8.2, or a prior version**, you must first upgrade them to 2.2.x before they will be allowed to upgrade to OS 2.10.1

### 9.2.2 Upon Arrival at the Customer's Location

1. Connect to the Control4 system using the appropriate version of Composer Pro for the system that is currently running.
  - a. Ensure that all IP and ZigBee devices have been identified and are online.
  - b. Ensure that all system programming is working as it should prior to beginning the update.
  - c. Make a backup of the Control4 system in Composer Pro prior to beginning the update. This backup should be named so that you can find it later if needed.
2. (Optional) Make sure that the customer's media collection is backed up. Whether the media is stored on a Control4 controller hard drive, a USB drive, or a network-attached storage device, it is subject to loss if the storage device fails. Control4 does not provide backup solutions for data storage, but recommends that you ensure that customers use a backup solution.
3. Connect to the Control4 system using Composer Pro 2.10.1 (or later) to initiate the upgrade to OS 2.10.1 or later, and then use Update Manager to begin the update process.
4. After the update, reboot the PC running Composer Pro to ensure that the Samba mounts to the controllers are current.
5. Back up the project. After completing the update, make a backup file of the Composer Pro project. Give it a name that distinguishes it from the pre-upgrade backup. If you ever need to restore this system, having a current backup will save a lot of time and effort.

## 9.3 Residential Software Product Releases

Control4 software releases (last several years)		
<b>Release 2.5.x</b>		
Thursday, June 6, 2013	2.5.0.235326-res	Initial Release—Next generation of lighting products, new line of Panelized Lighting products, and Wireless Music Bridge.
Thursday, August 8, 2013	2.5.1.242407-res	Maintenance Release—Configurable Decora Wired Keypad, Bus Ethernet Gateway, 48V Bus Power Supply; bug fixes.
Thursday, September 19, 2013	2.5.2.247182-res	Maintenance Release—Audio Matrix Switch, 8x8 HDMI Matrix Switch, 100 Series Power Amplifiers, bug fixes.
Wednesday, February 26, 2014	2.5.3.429171-res	Maintenance Release—Camera proxy, integrity detection & repair tool, WMA support, bug fixes.
<b>Release 2.6.x</b>		
Wednesday, September 10, 2014	2.6.0.455411-res	Initial Release— MSP and Pool UI, parity features, composer express, composer search/filter tools, dry input contact, new 48v power supply life cycle changes, bug fixes.
<b>Release 2.7.x</b>		
Tuesday, March 24, 2015	2.7.0.505218-res	Initial Release – Touch Screens, Thermostat v2 (C4-THERM) and Thermostat UI, SR-260, Composer Tools, Mobile Changes
Tuesday, May 5, 2015	2.7.1.506055-res	Maintenance Release – Defect fixes and new manufacturing image for T3 in-wall touch screens.
Thursday, June 25, 2015	2.7.2.507543-res	Maintenance Release – Defect fixes and T3 7” Tabletop.
<b>Release 2.8.x</b>		
Wednesday, October 14, 2015	2.8.0.512161-res	Initial Release – Security, My Music, Movies, Channels, Cloud Backup, T3 Wallpaper & Screensaver, and defect fixes.
Tuesday, January 26, 2016	2.8.1.514313-res	Maintenance Release – Defect fixes and T3 10” Tabletop, EA controllers, Apple Watch app, DS2 Door Station
Tuesday, April 5, 2016.	2.8.2.515794-res	Maintenance Release – Defect fixes, Card Access rebrand, and Chinese engraving
<b>Release 2.9.x</b>		
Wednesday, September 14, 2016	2.9.0.525559-res	Initial Release – Hospitality, MDU, Z-Wave, Shades UI, Custom buttons

## Control4 Operating System Release Notes

Control4 software releases (last several years)		
Wednesday, February 1, 2017	2.9.1.532460-res	Maintenance Release – Gen3i Dual Load, IOX V2, Alexa update, defect fixes
<b>Release 2.10.x</b>		
Wednesday, September 6, 2017	2.10.0.540110-res	Initial Release - Triad One, Triad AMS, Triad 8 Zone, T3 Announcements, Spotify, Spotify Connect, SiriusXM, iHeartRadio, Z2IO, Z2C, When >> Then, SMW
Thursday, October 26, 2017	2.10.0.542164-res	Maintenance Release (superseded 2.10.0.450110-res) – Defect fixes
Wednesday, November 20, 2017	2.10.0.542686-res	Maintenance Release (superseded 2.10.0.452164-res) – Defect fixes
Monday, February 5, 2018	2.10.1.544795-res	Maintenance Release – CA-1, T3 5 GHz support, defect fixes

## 10 Technical Support Contact Information

If you encounter any issues during or following the update, or if you have any questions, please contact Control4 Technical Support for assistance.

**Phone:** 1-888-400-4072

**Email:** [support@control4.com](mailto:support@control4.com)

For more information about the new features and capabilities of OS 2.10.0 or later, visit <http://dealer.control4.com/dealer/training>.

## 11 Legal Notice

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## Control4 Operating System Release Notes

In addition, it is the Dealers responsibility to get the customer's permission before accessing the customer's system and making any changes or installing any updates.

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