



# **Managing Dealer Accounts on My.Control4.Com**

# Managing Dealer Accounts on my.control4.com

## About Control4

As the operating system for the connected home, Control4 brings home automation and control to the broad market. Control4 technology is at the heart of an expanding ecosystem of leading consumer electronics products that work together effortlessly. Control4 designs and delivers award-winning control software and hardware for virtually any room, home or building from anywhere at any time. Control4 is an affordable, easy to use, and easy to install solution for digital living. From essential energy management to one-touch entertainment; from whole-home lighting control to comprehensive security systems, Control4 is the platform for managing all the pieces of today's connected life.

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# Contents

|       |  |    |
|-------|--|----|
| 1.    | Introduction .....                             | 5  |
| 1.1   | Scope.....                                     | 5  |
| 1.2   | Keywords and Definitions .....                 | 6  |
| 1.3   | Prerequisites .....                            | 7  |
| 2.    | Dealer Account Types .....                     | 7  |
| 2.1   | Dealer Accounts .....                          | 7  |
| 2.2   | Dealer Sub-Accounts.....                       | 8  |
| 3.    | Log In to My.Control4.Com .....                | 8  |
| 4.    | Account Administration.....                    | 9  |
| 4.1   | Dealer Account Profiles .....                  | 10 |
| 4.1.1 | Account Profile .....                          | 10 |
| 4.1.2 | My Profile .....                               | 10 |
| 4.1.3 | Add a New User .....                           | 11 |
| 4.1.4 | Register the Controller.....                   | 13 |
| 4.1.5 | Sub-Dealers (Dealer Accounts Only).....        | 14 |
| 4.1.6 | Edit Dealers (Valid Dealer Accounts Only)..... | 15 |
| 5.    | Customer Support.....                          | 16 |
| 5.1   | Customer Search .....                          | 17 |
| 5.2   | Create Customer.....                           | 19 |
| 5.3   | Downloads .....                                | 19 |
| 6.    | Licenses.....                                  | 19 |
| 6.1   | Manage Licenses .....                          | 20 |
| 6.1.1 | Find Licenses .....                            | 20 |
| 6.1.2 | Assign Licenses.....                           | 20 |
| 6.1.3 | View License History .....                     | 21 |
| 6.2   | Purchase Licenses .....                        | 21 |
| 6.3   | Composer Pro Licenses .....                    | 24 |
| 6.4   | Order History.....                             | 25 |
| 7.    | Anywhere Access: Web .....                     | 25 |
| 8.    | Log Out.....                                   | 25 |
| 9.    | Questions.....                                 | 25 |
| 10.   | Contact Control4 Technical Support.....        | 26 |

# 1. Introduction

The Control4® Dealer's my.control4.com website ([my.control4.com](http://my.control4.com)) is a valuable resource for Control4 dealers and distributors who want to manage their own or their employees' accounts and software licenses within the Control4 Operating System (OS) 2.0 and later. Each account type (distributor and dealer) performs different functions.

**Note:** *This document does not describe how to use distributor or customer accounts. Check with your Control4 Inside Sales Associate (ISA) to get a dealer or distributor account.*

1. **Dealer Accounts and Sub-Accounts.** Dealers can use their dealer my.control4.com account to
  - Create and manage employee accounts
  - Demonstrate the Control4 capabilities of Anywhere Access: Web
  - Support customers
  - Purchase and administer licenses for customers
  - Manage licenses for employees

**Note:** *Dealer sub-accounts differ slightly.*

- They cannot create or manage other sub-accounts.
  - They can see only their customers' accounts. Dealer accounts can see their customers AND the customers of their dealer sub-accounts.
  - They require ASM/RSM approval before being set up by an ISA.
  - They are created by the dealer using a new menu option that shows up when enabled.
2. **Distributor Accounts.** Distributors should use their distributor my.control4.com account to manage their dealers' accounts.
  3. **Customer Accounts.** As a dealer, encourage your customers to create and manage their own MyControl4 account at [customer.control4.com](http://customer.control4.com). Customers should be able to do this on their own along with registering their controller. You can refer them to *Account Quick Setup for Consumers* at <http://www.control4.com/customers/resources>. The interface for doing this has been improved (available in July 2013); they no longer use my.control4.com but rather MyControl4 at [customer.control4.com](http://customer.control4.com).

**Note:** *If you set up your customer's account for them, make sure you let them know you've done that so they don't try to set up their own account on [customer.control4.com](http://customer.control4.com). You'll need to provide them with the email account and password that were used to create the account. They will use this email address and password to log in to [customer.control4.com](http://customer.control4.com) (MyControl4) and to connect the MyHome app on mobile devices to their Control4 system.*

## 1.1 Scope

This document discusses the Control4 electronic licensing tasks in a dealer's my.control4.com account, plus how to use the my.control4.com website. The document describes the links and contents of the My Account tab (highlighted by default in the upper-right corner of the page when you access my.control4.com).

## Managing Dealer Accounts on my.control4.com

The document includes information about

- What's new in my.control4.com for dealers
- Account Administration
- Customer Support
- Licenses
- Anywhere Access: Web
- Common Questions

### 1.2 Keywords and Definitions

| Keywords                       | Definition  |
|--------------------------------|---|
| <b>ASM</b>                     | Area Sales Manager.   |
| <b>Composer Pro License</b>    | Composer Pro Licenses are assigned only to dealers and users on the dealer account and not to customers. Composer Pro needs to be activated before an installer arrives at the customer's home for installation and setup of a Control4 system.   |
| <b>Customer Account</b>        | A regular customer.control4.com account for the consumer (for example, homeowner). These accounts do not have Control4 licenses. They may, however, have Composer HE licenses for technically advanced customers.   |
| <b>Dealer Account</b>          | An account that a dealer uses to manage users, licenses, permissions, and so on. This is the main account.  |
| <b>Dealer Sub-account</b>      | For the dealer who has more than one (1) showroom and needs several separate accounts with different licenses, users, and permissions. The dealer can create several sub-accounts under the main dealer my.control4.com account that the dealer can use to manage users, licenses, permissions, and so on. The account requires Control4 authorization. |
| <b>Dealer User Account</b>     | Dealers create accounts for their employees who need to support the dealership's customers. User accounts are granted specific rights by the primary dealer account.  |
| <b>ISA</b>                     | Inside Sales Associate.   |
| <b>License</b>                 | Permission to use Control4 software under certain conditions which is licensed rather than sold to the dealer or customer. A one-time fee is charged for the license. Control4 licenses are perpetual unless revoked. Example licenses are Composer Pro and Composer HE.  |
| <b>OS 2.0 Software License</b> | The OS 2.0 license that allows dealers to upgrade their consumer accounts to OS 2.0.  |
| <b>RSM</b>                     | Regional Sales Manager.   |
| <b>Subscription</b>            | The purchase of a service through a pre-payment plan. 4Sight™ is a subscription to services that require a yearly fee. This service expires after the payment period ends unless renewed.   |
| <b>Trial License</b>           | Permission to use Control4 software free of charge for a limited period of time (usually 30 or 60 days). Dealers still must go through the regular purchase   |

## Managing Dealer Accounts on my.control4.com

|  |   |
|--|---|
|  | process described in this document to get the trial licenses. A customer can use only one free trial for each license type. If they want to continue to use the service after the trial period ends, they must purchase a subscription license. |
|--|---|

### 1.3 Prerequisites

Before using dealer [my.control4.com](http://my.control4.com) accounts, the following is required.

- Internet access
- A valid dealer my.control4.com account (see your Control4 ISA for access)
- Only one (1) primary controller is allowed per account for demo purposes

## 2. Dealer Account Types

There are two (2) types of accounts: dealer accounts and dealer sub-accounts.

### 2.1 Dealer Accounts

A Control4 Dealer account can manage dealer sub-accounts, users, subscriptions, and licenses. When using Anywhere Access: Web or performing system maintenance, this account is mandatory. Dealer accounts are created automatically when a dealer signs up with Control4.

A dealer account can view these pages at my.control4.com:

- Account Administration
  - Account Profile
  - My Profile
  - Users
  - Add a New User
  - Controller Registration
  - Sub-dealers
  - Edit Dealer
- Customer Support
  - Customer Search
  - Downloads
- Licenses
  - Manage Licenses
  - Purchase Licenses
  - Composer Pro Licenses
  - Order History
- Anywhere Access: Web

## 2.2 Dealer Sub-Accounts

A dealer sub-account is tied directly to a dealer account. Sub-accounts are useful, for example, if a dealer has several showrooms and each showroom has a different Control4 system. Dealers interested in creating sub-accounts must be authorized to do so. Contact your Control4 ASM if you need to create dealer sub-accounts.

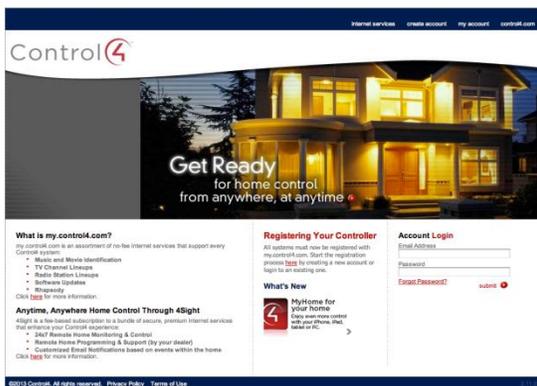
A dealer sub-account user can view these pages at my.control4.com:

- Account Administration
  - Account Profile
  - My Profile
  - Users
  - Controller Registration
- Customer Support
  - Customer Search
  - Subscriptions
  - Downloads
- Licenses
  - Manage Licenses
  - Purchase Licenses
  - Composer Pro Licenses
  - Order History
- Anywhere Access: Web

## 3. Log In to My.Control4.Com

Before you can log in to your dealer account at my.control4.com, check with your Control4 ISA who will set up an account for you.

1. Go to [my.control4.com](http://my.control4.com).
2. At Account Login, type your dealer's email address and password.
3. Click **Submit**.



## Managing Dealer Accounts on my.control4.com

The Account Administration > Account Profile page appears (see Section 4.1, “Dealer Account Profiles”).

### 4. Account Administration

In the Account Administration pages, the dealer can

- View and edit their profile
- Allow Remote Access
- Change their password
- Add, edit or delete users
- Change permissions
- Register a controller

Use Account Administration to do the following:

- **Account Profile**—View the dealer account information: Account Name, Company Name, Primary Contact, Phone, Billing Address, Email Address, and Website URL.
  - Allow automatic controller updates, product info, and Remote Access from this page.
  - Allow delivery of product and promotional information.
  - Allow Remote Access.
- **My Profile**—Update the dealer’s profile (Update My Profile): First Name, Last Name, Email address, Change Password, and Allow or Deny permissions, and other restrictions:
  - Manage a system using Anywhere Access: Web
  - Manage User Profile
  - Manage Controller Registration
  - Manage Account Profile
  - Manage Users
  - Manage Dealers
  - Composer Pro License Admin
  - Electronic License Purchasing
  - Electronic License Managing
  - Remote Support
  - Restrict user access to accounts
- **Users (Users Administration)**—Add a new user, add a new external user, or manage (enable, edit, or remove) existing users.
  - **Add a New User**—Add a new user associated with this account. Dealers can add as many users as they need.
  - **Add External User**—Add an external user with a valid email address (dealer accounts only).
- **Controller Registration**—Register the controller for this account. **Note:** *This option is mandatory to use the account if you have a demo system. Otherwise, it is not required.*
- **Sub-dealers (Dealers Administration)**—Add new dealers or edit existing dealers under this account.

## Managing Dealer Accounts on my.control4.com

**Note:** Sub-dealer account owners can add, edit, or remove users, but they cannot add, edit or remove other dealer sub-accounts.

### 4.1 Dealer Account Profiles

#### 4.1.1 Account Profile

When you log in, Account Administration displays the following **Account Profile** page (the dealer account owner).

The screenshot displays the 'Account Profile' page. The top navigation bar includes 'Control4', 'my account', and 'control4.com'. The left sidebar contains 'account administration', 'customer support', 'licensing', and 'web navigator'. The main content area is titled 'Account Profile' and includes a 'Logged in as' indicator for 'mydealer@control4.com'. The 'Account Information' section contains the following fields: Account Name (RL-2000), Company Name (Control4 Marketing RL), Primary Contact (Rosa Livingston), Phone (801-823-3100), Billing Address (11724 South Election Road, #200, Draper, UT 84020), E-Mail Address (mydealer@control4.com), and Website URL (www.control4.com). Below these fields are two checkboxes: 'Allow automatic updates for controllers connected to this account' (unchecked) and 'Allow periodic product and promotional information via email' (unchecked). The 'Remote Access' section has a checked checkbox and a note: 'Allow my system and my customer's systems to be remotely accessed by technical support personnel. Note: disabling remote access may prevent technical support from effectively supporting your customers.'

1. Under Account Information, review/verify the following as needed:
  - **Account Name**—Account owner.
  - **Company Name**—Dealer's company name.
  - **Primary Contact**—Person to contact regarding this account.
  - **Phone**—Company's phone number.
  - **Billing Address**—Company's address.
  - **E-Mail Address**—Who to send correspondence to.
  - **Website URL**—The URL of this account.
2. (Optional) Check to allow automatic updates for controllers associated with this account.
3. (Optional) Check to receive Control4 updates and information.
4. Check **Remote Access** (default) to allow Control4 Technical Support to access the systems associated with this account.
5. To change some aspects of your account information, go to **My Profile**. To change any information on the Account Profile page, contact Control4 Technical Support.

#### 4.1.2 My Profile

In Account Administration, the Update My Profile page lets you update items in your account.

1. Click **My Profile** to update your profile or your dealer's sub-account information (depending on who is logged in), change the password (optional), or change permissions (optional).
2. Under User Information, review or change the following:
  - **First Name**—Account user's first name.
  - **Last Name**—Account user's last name.
  - **Email**—Account user's email address.

## Managing Dealer Accounts on my.control4.com

3. To change your user password, under Change Password (Optional), type the new password twice in the boxes provided.
4. To change your user permissions, under Permissions select each entry to allow or deny that activity. See “Add a New User” below to view the list of supported permissions. **Note:** *Some user permissions may be denied. The account owner may not allow users to access some of the services.*
5. Select **Restrict user to individual accounts?** if this only applies to certain accounts. A list appears. Select to allow user access to specific accounts.
6. Click **Save**.

### 4.1.3 Add a New User

In Account Administration, the Users Administration page lets you:

- Add a new user
- Add an external user
- Enable a user to edit a user’s permissions for accounts, subscriptions, licenses, and remote support
- Edit a user’s account
- Remove an existing user

The next steps let you assign other users to manage your account (internal or external). This is helpful when other dealers need to update account information and assign access.

To add a new user:

1. Click **Users**. **Note:** *If you’re in the Users page, you can click **Add a New User**. If so, skip to Step 3.*
2. Under Account Users, click **Add a New User**.

The screenshot shows the Control4 web interface. At the top, there are navigation links: internet services, create account, my account, and control4.com. The main header includes the Control4 logo and a navigation menu with options: account administration, account profile, my profile, users, controller registration, and sub-dealers. The 'Users Administration' page is active, displaying a table of account users. The table has columns for type, name, email, and enabled status. Each row includes 'edit' and 'remove' links. A red circle highlights the 'Add a New User' button at the bottom right of the table. The table contains the following data:

| type | name            | email                           | enabled                             |      |        |
|------|-----------------|---------------------------------|-------------------------------------|------|--------|
|      | Ross Livingston | rlivingston-dealer@control4.com | <input checked="" type="checkbox"/> | edit | remove |
|      | JD Cargile      | jcargile-r@control4.com         | <input checked="" type="checkbox"/> | edit | remove |
|      | Dev Nayce       | bnayce-dealer@control4.com      | <input checked="" type="checkbox"/> | edit | remove |
|      | Beverly Nayce   | bnayce@yaho.com                 | <input checked="" type="checkbox"/> | edit | remove |
|      | Dustin McBride  | dmcbride-dealer@control4.com    | <input checked="" type="checkbox"/> | edit | remove |

Total Results: 5

3. Fill out the information in the Add New User page (see the User Information figures below).  
**User Information**—Type the user’s first and last name, and email address.  
**Password**—Type the same password twice.

## Managing Dealer Accounts on my.control4.com

### Permissions:

**Note:** The following items appear as assigned by the account or a sub-account user who has permission.

Select the permissions (Allow or Deny) for the new user:

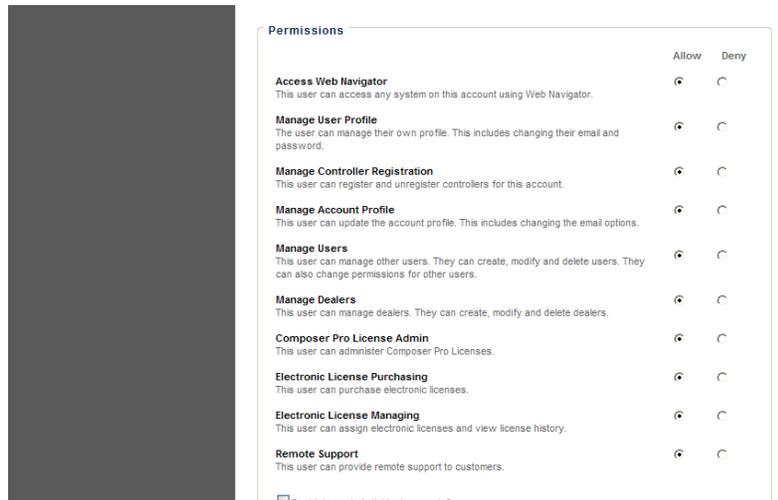
- **Access Web Navigator** (dealer account and dealer sub-account)—This lets the dealer connect to their demo controllers. **Note:** *The account must be set up. Dealers can connect only to the controller registered on the dealer account; they cannot access their customers' Anywhere Access: Web pages.*
- **Manage User Profile** (dealer account and dealer sub-account)—This lets the user change their profile: name, email and password.
- **Manage Controller Registration**—This lets the user register or unregister controllers associated with this account.
- **Manage Account Profile** (dealer account only)—This lets the user update the account profile, including email options.
- **Manage Users** (dealer account and dealer sub-account)—This lets the administrator manage other users: create, delete, modify, and change permissions.
- **Manage Dealers** (dealer account only)—This lets the dealer manage dealer sub-accounts.
- **Composer Pro License Admin** (dealer account and dealer sub-account)—This lets the administrator manage Composer Pro licenses.
- **Electronic License Purchasing**—This lets the user purchase electronic licenses.
- **Electronic License Managing**—This lets the user assign electronic licenses to other users and view the license history.
- **Remote Support** (dealer account only)—This lets the dealer account provide Remote Support to customers.
- **Restrict user to individual accounts**—The dealer can also restrict access to accounts by checking the **Restrict users to individual accounts** box.
- **This user is enabled**—This checkbox gives the user rights to view and manage the services for this account.

### User Information and Password panes:

The screenshot shows the 'Add New User' form in the Control4 web interface. The form is divided into two main sections: 'User Information' and 'Password'. The 'User Information' section contains three input fields: 'First Name \*', 'Last Name \*', and 'Email \*'. The 'Password' section contains two input fields: 'Password \*' and 'Confirm Password \*'. A note indicates that the asterisk (\*) denotes a required field. The form is displayed on a page with a navigation menu on the left and a user profile on the right. The user profile shows the user is logged in as 'brnoyce-dealer@control4.com' and provides a 'Logout' link.

## Managing Dealer Accounts on my.control4.com

### Permissions pane:



|  | Allow                            | Deny                  |
|--|----------------------------------|-----------------------|
| <b>Access Web Navigator</b><br>This user can access any system on this account using Web Navigator.  | <input checked="" type="radio"/> | <input type="radio"/> |
| <b>Manage User Profile</b><br>The user can manage their own profile. This includes changing their email and password.                                | <input checked="" type="radio"/> | <input type="radio"/> |
| <b>Manage Controller Registration</b><br>This user can register and unregister controllers for this account.   | <input checked="" type="radio"/> | <input type="radio"/> |
| <b>Manage Account Profile</b><br>This user can update the account profile. This includes changing the email options.                                 | <input checked="" type="radio"/> | <input type="radio"/> |
| <b>Manage Users</b><br>This user can manage other users. They can create, modify and delete users. They can also change permissions for other users. | <input checked="" type="radio"/> | <input type="radio"/> |
| <b>Manage Dealers</b><br>This user can manage dealers. They can create, modify and delete dealers.   | <input checked="" type="radio"/> | <input type="radio"/> |
| <b>Composer Pro License Admin</b><br>This user can administer Composer Pro Licenses.   | <input checked="" type="radio"/> | <input type="radio"/> |
| <b>Electronic License Purchasing</b><br>This user can purchase electronic licenses.  | <input checked="" type="radio"/> | <input type="radio"/> |
| <b>Electronic License Managing</b><br>This user can assign electronic licenses and view license history.   | <input checked="" type="radio"/> | <input type="radio"/> |
| <b>Remote Support</b><br>This user can provide remote support to customers.  | <input checked="" type="radio"/> | <input type="radio"/> |

4. Click **Save**.

#### To add an external user:

An external user can be anyone who works with or for a dealer who needs access to the dealer's account.

1. In Account Administration, click **Users**.
2. Under External Users, click **Add External User**.
3. Under External Users, type a valid **e-mail address** in the E-mail box. **Note:** *This user must have a valid account. The external user will be added to the users list.*

### 4.1.4 Register the Controller

Registering the controller is mandatory if the account is going to be used for demo purposes. Controller registration applies to this dealer account.

**Note:** *If you create an account for your customer and register their controller, make sure you let them know you've done that to avoid confusion. You'll need to give them their MyControl4 account name, email and password also.*

#### To register a controller:

1. In Account Administration click **Controller Registration**.
2. Click **Register Controller**. The 10-digit key appears. Keep this login page open.
3. Start Composer Pro, and click **Tools > Account Services** from the menu bar.
4. Copy and paste the 10-digit code into the 10-digit registration box (see the next figure).
5. Click **Register**. Observe the Current Status to confirm that your controller has checked in and is connected.

## Managing Dealer Accounts on my.control4.com

account profile my profile **controller registration** sub-dealers

### Controller Registration Confirmation

Please enter this registration code in Composer under Tools, Account Services or in Navigator's Remote Access configuration found under Info.

**900C2D90D7**

Controller Registration  
Many features of your Control4 system are enabled through services provided by my.control4.com. Follow these simple steps to register and enable these features.

1. Register controller on my.control4.com
2. Enter the 10-digit registration code:
3. Press:

**Note:** If the controller is registered (Unregister Existing Controller), you can unregister the controller to remove its registration code.

### 4.1.5 Sub-Dealers (Dealer Accounts Only)

In Account Administration, the Dealers Administration page lets you

- Create, view, edit, or remove dealers associated with the account (sub-dealers)
- View inactive dealers

To add a new dealer to the account:

1. Click **Sub-Dealers**.
2. Under Active Dealers, click **Create a New Dealer**.

Control4

internet services create account my account control4.com

account administration account profile my profile users controller registration **sub-dealers** customer support licenses web navigator

Logged in as bnoyce-dealer@control4.com Logout

### Dealers Administration

Below is a list of all dealers under this account. Depending on your privileges you may create additional dealers as well as manage existing dealers using the links below.

You have 2 sub-dealers (Maximum: 10)

**Active Dealers**

Dealer Name  Account Name  Owner Email

| dealer name             | account name     | owner email                   |      |        |
|-------------------------|------------------|-------------------------------|------|--------|
| Control Marketing RL 51 | RL 2008 Sub1     | rlmington-sub1@control4.com   | edit | remove |
| Sam Carmichael Sub      | scarmichael-sub1 | scarmichael-sub1@control4.com | edit | remove |

Total Results: 2

3. Fill out the required information in the Add New Dealer page.

## Managing Dealer Accounts on my.control4.com

Control4

internet services create account my account control4.com

account administration  
customer support  
licenses  
web navigator

account profile my profile users controller registration sub-dealers

Add New Dealer

Logged in as  
bnoyce-  
dealer@control4.com  
Logout

\* Indicates required field

Dealer Information

Company Name \*

Phone Number \*

Address \*

City \*

State/Province \*

Zip/Postal Code \*

Country \*  
Select a country

Website \*

Company E-mail \*

- **Dealer Information**
  - **Company Name**—Dealer’s company name.
  - **Phone Number**—Dealer’s company phone number.
  - **Address**—Dealer’s company address.
  - **City**—Dealer’s city.
  - **State/Province**—Dealer’s state.
  - **Zip/Postal Code**—Dealer’s postal code.
  - **Country**—Dealer’s country.
  - **Website**—Dealer’s website.
  - **Company E-mail**—Dealer’s company email address.
- **Account Information**
  - **Account Name**—Name of the account.
  - **First Name**—First name of the account owner.
  - **Last Name**—Last name of the account owner.
  - **E-mail Address**—Account owner’s email address.
  - **Confirm E-mail**—Retype the account owner’s email address.
  - **This Dealer is active**—Select to activate this account. Deselect to deactivate it.
  - **Allow Support**—Select to allow Technical Support to access the account.
  - **Allow Free Trials**—Select to allow the new dealer access to free trials.
  - **Appear as Dealer of Record**—Select to view this dealer as the Dealer of Record.
  - **Allow Credit Card Processing**—Check to let the dealer process credit cards.

4. Click **Save**.

### 4.1.6 Edit Dealers (Valid Dealer Accounts Only)

In Account Administration, the Edit Dealer page lets you:

- Change dealer information
- Edit a dealer
- Remove a dealer
- Create a new dealer (see Section 4.1.5, “Sub-Dealers (Dealer Accounts Only)”)
- View the list of inactive dealers

## Managing Dealer Accounts on my.control4.com

**Note:** In Sub-Dealers, click **Edit** next to a current dealer account to view the Edit Dealer page.

To edit a dealer's account:

1. Click **Sub-Dealers**.
2. In Dealers Administration under Active Dealers, choose a dealer and click **Edit**.

Control 4

internet services create account my account control4.com

account administration  
customer support  
licenses  
web navigator

account profile my profile users controller registration sub-dealers

Dealers Administration

Logged in as  
brnoyce-dealer@control4.com  
Logout

Below is a list of all dealers under this account. Depending on your privileges you may create additional dealers as well as manage existing dealers using the links below.

You have 2 sub-dealers (Maximum: 10)

Active Dealers

Dealer Name  Account Name  Owner Email

Filter Clear

| dealer name             | account name     | owner email                   |             |
|-------------------------|------------------|-------------------------------|-------------|
| Control Marketing RL S1 | RL-2009-Sub-1    | rlkington-sub1@control4.com   | edit remove |
| Sam Carmichael Sub      | scarmichael-sub1 | scarmichael-sub1@control4.com | edit remove |

Total Results: 2

Create a New Dealer

3. In Edit Dealer under Dealer Information or Account Information, edit the boxes and checkboxes as needed.
4. Click **Save**.

To remove a dealer's account:

1. Click **Sub-Dealers**.
2. In Dealers Administration under Active Dealers, choose a dealer and click **Remove**.
3. Click **OK** to remove.

## 5. Customer Support

On the Customer Support pages, the dealer can search for my.control4.com customer account information. The Account Customers page appears first.

Control 4

internet services create account my account control4.com

account administration  
customer support  
licenses  
web navigator

customer search downloads

Account Customers

Logged in as  
brnoyce-dealer@control4.com  
Logout

This page allows you to search for the users that have registered my.Control4.com accounts with you specified as their dealer. The Allow Support column will be 'Yes' if the user have given you access to remotely connect to their controller through Composter.

Customers

Last Name  First Name

Account Name  Email

Controller ID  Include Sub-Dealer Consumers

Allow Support?  Yes  No  Both

Search

## Managing Dealer Accounts on my.control4.com

- **Customer Search**—Search for valid dealer sub-accounts and customer account information by Last Name, Account Name, Controller ID, First Name, or E-mail address. The results display the service level, support, whether the account is online, and service connection information at the bottom of the page. If Remote Access has been granted, it's indicated here also. Check **Include Sub-Dealer Consumers** to expand the results.
- **Create Customer**—Create a consumer account by filling out all steps in the Create Consumer Account page including the Terms of Use. Customers can then access their MyControl4 accounts at customer.control4.com. Make sure you let them know you've created an account for them.
- **Downloads**—These are the available Composer and MyHome downloads by release, for example, Composer HE with PDFs or without PDFs (online help and PDFs are available also in the application and on the Control4 website).

### 5.1 Customer Search

1. In Customer Support, click **Customer Search**.
2. Under Account Customers, type the customer's Last Name, First Name, Email address, Account Name, Controller ID, OS version, Include Sub-Dealer Consumers, and then click **Search** to obtain the search results. **Note:** *You only need to fill in one box to get the results.* View detailed information under the Account Name.
3. (Optional) Click **Search** to view who's "online" (this is the customer's VPN status).

| Account Name       | Service Level | OS Version   | Allows Support | Online | Remote Status | Request Service Connection |
|--------------------|---------------|--------------|----------------|--------|---------------|----------------------------|
| ASSA_ABLOY_C4_70FF | Registered    | 2.1.1.135702 | Yes            | ✓      | ✓             | →                          |
| rivingston-show    | Registered    |              | Yes            | ✓      | ✓             | →                          |

Total Results: 2

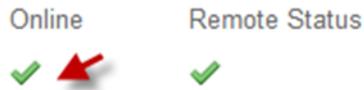
Online ✓      Remote Status ✓

"Remote Status" represents the controller's 'raproxyd' service communication status with the Access Anywhere infrastructure.

Online ✓      Remote Status ✓

The "Online" green check mark means the controller is reachable through Web Navigator and Composer Pro Remote Director.

## Managing Dealer Accounts on my.control4.com



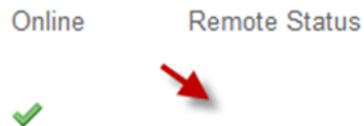
The "Remote Status" green check mark means the controller is registered and can receive Access Anywhere connection requests.



The "Remote Status" red X means the controller is not registered and/or cannot receive the Access Anywhere connection requests.



If "Remote Status" appears blank, this means the controller is on VPN and is reachable through Composer Pro Remote Director Connection and Web Navigator (4Sight required). The controller's 'raproxyd' service is not communicating with the Access Anywhere infrastructure.



If "Remote Status" and "Online" are blank, this means the controller is not on the VPN, the 'raproxyd' services are not communicating with the Access Anywhere infrastructure, and a Composer Pro Remote Director connection request cannot be sent. A service request will be logged if a Composer Pro Remote Director connection is attempted, and the controller will establish a VPN connection upon Check In (automatically every 24 hours or forced via the Navigator UI).



When the results appear, click the arrow under Account Name and to the left of the account name to expand the customer's information.

## Managing Dealer Accounts on my.control4.com

**Tip:** You can check **Yes**, **No**, or **Both** at Allow Support? This lets the customer receive Control4 Technical Support.

### 5.2 Create Customer

In Customer Support, click **Create Customer** to add a new customer account. Either you or your customer can fill out the Create Consumer Account page. Your customer may be more comfortable having you fill out the page, but if they want to fill it out, they must go to customer.control4.com and click **Create New Account** at the login screen. The Control4 *System User Guide* explains how consumers can set up their own account and register their controller.

**Note:** Control4 automatically generates an account for each new dealer, so you won't need to add an account here. Check with your ASM for details.

To create a new consumer account:

1. In Step 1, fill out all of the required information about the consumer.
2. In Step 2, type the date of system purchase, the Dealer of Record, the software version, and whether the consumer wants remote support from you.
3. In Step 3, fill out all of the necessary account information for the consumer, including their password. They will need to read and agree to the Terms of Use in the step also. Check the optional boxes below the Terms of Use as appropriate for your customer. Click **Account Help** for more information about this page.
4. Click **Create Account**. The consumer now can access their own account at customer.control4.com. **Note:** Customers who create and view their own account will see a page with a different format; however, it contains the same information.

### 5.3 Downloads

In Customer Support, select **Downloads** to download various software versions for you or your customers, for example, Composer Media Edition (ME).

**Note:** Composer ME does not require a license to install and use.

Composer ME, Composer HE software releases, or Control4 MyHome – PC/Mac (for desktop computers or tablets) downloads are available on this page.

## 6. Licenses

On the Licenses pages, the dealer can view and manage (locate, assign, purchase, view details of) software licenses and a history of the license orders. The Manage Licenses page appears first (see Section 6.1, "Manage Licenses").

- **Find Licenses**—Use this pane under Manage Licenses to look up licensing information by Consumer Account, Consumer's First Name, License Type, Order ID, PO Reference, Consumer's Email address, Consumer's Last Name, License Key, and Order Notes. Click **Filter** to view.
- **Assign Licenses**—Use this pane under Manage Licenses to view the License History (Order Notes, License Key, Order ID) for this dealer account. In Software Licenses, view the license type, number of licenses available, and assign an available license to valid dealer sub-

## Managing Dealer Accounts on my.control4.com

accounts or consumer accounts. In License Management, you can purchase licenses (click **Purchase Licenses**). This takes you to the Purchase New Licenses page.

- **Purchase Licenses**—Purchase new licenses in this page. From the drop-down list, select the License Type: 4Sight Services (365 days), 4Sight Services (90 days), Composer HE (no expiration), Software License (2.0) (no expiration), Intercom (no expiration), or Intercom (30 days). Select the License Count. Add notes if desired. Click **Add Licenses**. In Selected Licenses, view the license types you've purchased, the number, the cost, the tax, and the total. Click **Update Quantities** if you've updated your information under Licenses. Click **Checkout** when you're ready to check out.
- **Checkout**—Review the licenses you want to purchase. In Billing Information, add the billing details. In Payment Information, add your method of payment. Click **Complete Purchase**. To view your order history click **My Account > Licenses > Order History**.

**Note:** *Credit card information is not kept by the system. This applies to the U.S. and Canada only.*

- **Order History**—View the license order by ID, date, price, and count. Print this page for your records.

## 6.1 Manage Licenses

The Manage Licenses page lets you:

- Search for licenses
- Assign specific licenses
- View license history

### 6.1.1 Find Licenses

To locate existing licenses, use the Find License pane to search by:

- **Consumer Account**—Type the account name.
- **Consumer First Name**—Type the consumer's first name.
- **License Type**—From the drop-down menu, select the license type.
- **Order ID**—Type the order number.
- **PO Reference**—Type the PO number.
- **Consumer Email**—Type the consumer's email address.
- **Consumer Last Name**—Type the consumer's last name.
- **License Key**—Type the license key.
- **Order Notes**—Type any notes that describe the account.
- **License Status**—Use the **up** or **down** arrows to select licenses to search for by type.

You only need to add information to one box in the Find Licenses pane and click **Filter** to get the desired results.

### 6.1.2 Assign Licenses

1. After purchasing the licenses (see "Purchase Licenses"), click on **Manage Licenses**, or go to **Licenses > Manage Licenses**.
2. Under Assign Licenses, click **Assign** to the right of the type of license you want to assign.

## Managing Dealer Accounts on my.control4.com

| license type                    | licenses available                                |
|---------------------------------|---|
| 4Sight Services (365 days)      | 1 <a href="#">assign</a> <a href="#">allocate</a> |
| 4Sight Services Trial (90 days) | 0   |

3. In the Assign Software License pane, click **Assign** to the right of the account (which must already exist and be associated with the dealer account) to which you want to assign the license. The following screen shows the list of accounts with one of these licenses.
4. If the list is long, type the First Name, Last Name, or E-mail address in the Customer Filter boxes, and click **Filter** to locate who to assign the license to.
5. (Optional) Click **Clear** to clear the information from the Customer Filter boxes.

| Name            | Email                         | Account Name       | Assign                 |
|-----------------|-------------------------------|--------------------|------------------------|
| Dan Mahalan     | assa-abby-c4.79@gmail.com     | ASSA_ABLOY_C4_79FF | <a href="#">assign</a> |
| Rosa Livingston | rlivingston-show@control4.com | rlivingston-show   | <a href="#">assign</a> |

Total Results: 2

### 6.1.3 View License History

1. Scroll to the bottom of the Manage Licenses page and click **View License Assignment History** to view the history by
  - Date
  - Email
  - Details
2. The License History page opens for viewing. (Optional) Click **Export** to export the CVS information into a spreadsheet application, for example, Microsoft Excel.
3. Click **Close** to close the License History window.

## 6.2 Purchase Licenses

1. In Licenses click **Purchase Licenses** from the dealer account to create and manage new licenses and subscriptions.

## Managing Dealer Accounts on my.control4.com

Control4

internet services create account my account control4.com

account administration  
customer support  
licenses  
web navigator

manage licenses purchase licenses composer pro licenses order history

Purchase Licenses

Please fill out the information below to purchase new software licenses.

Please note that all purchases are final! \* Indicates required field.

Licenses:

License Type \* 4Sight Services (365 days) v

License Count \* 1

Notes

Add Licenses

Selected Licenses:

| license type                    | price   | count | sub-total | tax    | total   |
|---------------------------------|---------|-------|-----------|--------|---------|
| 4Sight Services Trial (90 days) | \$0.00  | 15    | \$0.00    | \$0.00 | \$0.00  |
| 4Sight Services (365 days)      | \$49.50 | 1     | \$49.50   | \$3.39 | \$52.89 |

Logged in as  
brvoyce-  
dealer@control4.com  
Logout

- Under Licenses, select the license type, type the number of licenses, and add helpful notes:
  - License Type**—Use the drop-down list to select a license type (the available selections may vary).
    - 4Sight Services Trial (90 days)**—Assign for 90 days.
    - 4Sight Services (365 days)**—Assign for one year.
    - Composer HE (no expiration)**—Assign a permanent license.
    - Intercom (30 days)**—Assign for 30 days.
    - Intercom (no expiration)**—Assign a permanent license.
    - MyHome Site** (License for newer releases)—Assign a permanent license for all devices attached to the system.
    - iPad Navigator** (License for previous releases)—Assign a permanent license for one device.
    - Software upgrade (2.0.0) (no expiration)**—Assign a permanent license.
  - License Count**—Type the number of licenses in this group (there is no limit to these types of licenses).
  - Notes** (Optional)—Provide some information for tracking purposes.
- To add a license, click **Add Licenses**.
- Under Selected Licenses > License Type, review what you've ordered, the price, how many, sub-total, tax, and total.

Please fill out the information below to purchase new software licenses.

Please note that all purchases are final! \* Indicates required field.

Licenses:

License Type \* 4Sight Services (365 days) v

License Count \* 1

Notes

Add Licenses

Selected Licenses:

| license type                             | price    | count | sub-total | tax    | total    |
|--|----------|-------|-----------|--------|----------|
| 4Sight Services Trial (90 days)          | \$0.00   | 15    | \$0.00    | \$0.00 | \$0.00   |
| 4Sight Services (365 days)               | \$49.50  | 1     | \$49.50   | \$3.39 | \$52.89  |
| iPad (no expiration)                     | \$99.00  | 2     | \$198.00  | \$0.00 | \$198.00 |
| Software License (2.0.0) (no expiration) | \$199.50 | 5     | \$997.50  | \$0.00 | \$997.50 |

Sub-Total \$1,245.00

Tax \$3.39

Total \$1,248.39

Update Quantities Checkout

## Managing Dealer Accounts on my.control4.com

- When you're ready, click **Update Quantities** (to view a subtotal), and then click **Checkout**. The Checkout page appears.

**Note:** Trial licenses show \$0.00, however, they still need to be added as licenses even though no charges are applied to them.

Control4

Internet services create account my account control4.com

account administration manage licenses purchase licenses composer pro licenses order history

customer support

licenses

web navigator

Logged in as  
bnoyce-  
dealer@control4.com  
Logout

**Checkout**

Please fill out the information below. \* Indicates required field.

**Selected Licenses:**

| license type                             | price    | count | sub-total | tax    | total      |
|--|----------|-------|-----------|--------|------------|
| 4Sight Services Trial (90 days)          | \$0.00   | 15    | \$0.00    | \$0.00 | \$0.00     |
| 4Sight Services (365 days)               | \$49.50  | 1     | \$49.50   | \$3.39 | \$52.89    |
| Intercom Trial (30 days)                 | \$0.00   | 1     | \$0.00    | \$0.00 | \$0.00     |
| iPad (no expiration)                     | \$99.00  | 2     | \$198.00  | \$0.00 | \$198.00   |
| Software License (2.0.0) (no expiration) | \$199.50 | 5     | \$997.50  | \$0.00 | \$997.50   |
|  |          |       | Sub-Total |        | \$1,245.00 |
|  |          |       | Tax       |        | \$3.39     |
|  |          |       | Total     |        | \$1,248.39 |

- Selected Licenses—Review the licenses you've selected and the totals.
- Type the required information in each pane (Billing Information, Payment Information, and Order Information).

**Note:** For your security, billing information is not retained after the purchase.

- Billing Information**—Type the required information in all of the boxes, and then select the country.
  - Payment Information**—From the drop-down menu, select your credit card and enter your credit card number, security code, and expiration date. A receipt will be emailed to the e-mail address associated with your account.
  - Order Information**—Type the PO number in the PO Reference box. Add any important notes about the order in the Order Notes box.
- Click **Complete Purchase**—The order number and details are displayed. Control4 recommends that you print out the receipt. **Note:** All license sales are final.

| license type                             | price    | count | sub-total | tax    | total      |
|--|----------|-------|-----------|--------|------------|
| 4Sight Services (365 days)               | \$49.50  | 1     | \$49.50   | \$3.39 | \$52.89    |
| Intercom (30 days)                       | \$0.00   | 1     | \$0.00    | \$0.00 | \$0.00     |
| iPad Navigator (no expiration)           | \$99.00  | 2     | \$198.00  | \$0.00 | \$198.00   |
| Software Upgrade (2.0.0) (no expiration) | \$199.50 | 5     | \$997.50  | \$0.00 | \$997.50   |
|  |          |       | Sub-Total |        | \$1,245.00 |
|  |          |       | Tax       |        | \$3.39     |
|  |          |       | Total     |        | \$1,248.39 |

**Billing Information:**

First Name \*

Last Name \*

Phone Number \*

Address \*

City \*

State/Province \*

Country \*

Zip/Postal Code \*

**Payment Information:**

Card Type \*

Card Number \*

Security Code \*

Expiration Date \*

**Order Information:**

PO Reference

Order Notes

All sales of licenses are final. Please review your selected licenses above before processing. [Complete Purchase](#)

## 6.3 Composer Pro Licenses

Use **Composer Pro Licenses** to grant these types of licenses to dealers and their employees.

To assign licenses to dealers or installers:

1. In Licenses, click **Composer Pro Licenses**.
2. In the Composer Pro Licenses page, view the number of licenses available, distributed, or active.
3. Under Dealers, type the account name, Dealer name, or Owner's Email address, and then click **Filter** to search for an account or view the small list of accounts in the Dealer pane. Click **Update All Dealers** to update the license information.
4. Under Users, check the **Enable** checkbox next to the account name, and enter up to five (5) licenses (five is the max) in the max box.

**Note:** Users must have a valid account in the system to enable licenses. Employees can use Composer Pro on up to five (5) different computers. If more licenses are needed, check with your Control4 ISA.

The screenshot shows the Control4 web interface. At the top, there are links for 'internet services', 'create account', 'my account', and 'control4.com'. The main header includes 'Control4' and a navigation menu with 'manage licenses', 'purchase licenses', 'composer pro licenses', and 'order history'. On the right, it says 'Logged in as brnoyce-dealer@control4.com' with a 'Logout' button. The main content area is titled 'Composer Pro Licenses' and contains a 'License Usage' box with the following data:

- Licenses Available: 0
- Licenses Distributed: 120
- Licenses Active: 2

Below this is a 'Dealers' section with search filters for 'Account Name', 'Dealer Name', and 'Owner Email'. There are 'Filter' and 'Clear' buttons. A table lists two dealers:

| account          | dealer                    | email                         | max available | distributed | active |
|------------------|---------------------------|-------------------------------|---------------|-------------|--------|
| RL_2009-Sub1     | Control4 Marketing RL, S1 | rlkingston-sub1@control4.com  | 50            | 45          | 5      |
| scarmichael-sub1 | Sam Carmichael Sub        | scarmichael-sub1@control4.com | 50            | 50          | 0      |

At the bottom of the table, it says 'Total Results: 2' and there is an 'Update All Dealers' button.

5. Click **Update All Users** to update the list if you've changed anything.
6. Under Composer Pro Licenses, view the users who have licenses.
7. (Optional) To deactivate a license, under Composer Pro Licenses, click **deactivate** at the computer to deactivate. **Note:** This is on a computer with Composer Pro, for example, when an employee has left the dealership.

The screenshot shows the 'Composer Pro Licenses' user interface for user 'matt sand'. It displays a table of licenses with the following columns: 'common name', 'activation date', 'last auth. date', 'version', and 'active'. Each row has a 'deactivate' button next to it.

| common name                                | activation date | last auth. date | version     | active   |
|--|-----------------|-----------------|-------------|--|
| Composer_msand_34@control4.com_MSAND-PC    | 1/4/2010        | 1/4/2010        | 2.0.0.60571 | <input checked="" type="checkbox"/> deactivate |
| Composer_msand_34@control4.com_AMDUGGAN708 | 1/15/2010       | 1/15/2010       | 2.0.0.61892 | <input checked="" type="checkbox"/> deactivate |
| Composer_msand_34@control4.com_ME-PC       | 1/30/2010       | 1/30/2010       | 2.0.0.60571 | <input checked="" type="checkbox"/> deactivate |

## Managing Dealer Accounts on my.control4.com

- (Optional) To reactivate the license, the user opens Composer, logs in, and enters his or her email address and password. They can then use Composer Pro again.

### 6.4 Order History

Search for orders and view their history.

- In Licenses, click **Order History** to view the status of your orders by Ordered After, Order ID, Order Notes, PO Reference, Ordered Before, Sales Order ID, or License Notes.
- Click **Filter** to get the results.
- Click **Clear** to clear out the search.

Control4

internet services create account my account control4.com

account administration  
customer support  
licenses  
web navigator

manage licenses purchase licenses composer pro licenses order history

Order History

Logged in as  
benjaye-  
dealer@control4.com  
Logout

Search:

Ordered After  Ordered Before

Order ID  Sales Order ID

Order Notes  License Notes

PO Reference

Filter Clear

Licenses:

| order id | sales order id | order date           | price total | license count |
|----------|----------------|----------------------|-------------|---------------|
| 10106    | 10106          | 6/24/2010 3:18:03 PM | \$1.07      | 1             |

### 7. Anywhere Access: Web

Anywhere Access: Web lets dealers connect to demo controllers.

**Note:** The account must be set up first at my.control4.com. Dealers can connect only to the controller on their dealer account; they cannot connect to their customers' controllers using Anywhere Access: Web.

### 8. Log Out

Click the **Logout** button to log out of my.control4.com.

### 9. Questions

Here are some common questions related to OS 2.0 or later for dealer accounts.

- How will the Pay for Upgrade policy be implemented?** Systems that have been installed on a prior version of Control4's system software can update to OS 2.0. A project-based upgrade license will be required to perform this upgrade. The license is per project, and is the same price regardless of the number of devices in the project. Upgrade licenses can be purchased electronically and allocated/managed using the dealer's my.control4.com account.
- How will Anywhere Access: Web work?** This Navigator for dealers connects to controllers for demonstration purposes. **Note:** The dealer account must be set up first. Dealers can connect only

## Managing Dealer Accounts on my.control4.com

*to the controller registered on the dealer account. These dealers cannot access the customer's Anywhere Access: Web.*

3. **How many sub-accounts can I create?** Dealer sub-accounts must be approved by a Control4 Area Sales Manager (ASM) or a Regional Sales Manager (RSM) to enable the use of any sub-accounts.
4. **Is my billing information kept at Control4?** Only the last four (4) digits of your credit card are retained for future reference.
5. **How many Composer Pro Licenses can I get?** By default, dealers are allowed 50 Composer Pro Licenses. If you need more, contact your ASM.
6. **How many controllers can I register for each dealer sub-account?** Only one (1) primary controller can be assigned per account.
7. **How many Intercom licenses do I need to purchase per system?** Only one (1) license needs to be purchased per Control4 system regardless of the number of 5" or 7" In-Wall Touch Screens (with Intercom) the consumer has installed.

## 10. Contact Control4 Technical Support

If you encounter any issues regarding licensing, please contact Control4 Technical Support for assistance.

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

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

For additional information about the capabilities of licensing dealers and consumers for OS 2.5.1 and later, refer to the product training on the dealer portal at <http://dealer.control4.com/dealer/training>.