

Intercom Anywhere FAQ



Q: What is new in the Control4® Intercom Anywhere app?

A: The Control4 Intercom Anywhere app expands the Control4 Intercom system's functionality to make smartphones an integral part of the intercom experience. When the doorbell rings, you will know who is there from your smartphone. Family members can make intercom calls from their smartphones to touch screens at home, and vice versa.

Q: What is the minimum Control4 OS version required?

A: Control4 OS 2.10.3 or newer.

Q: Why is 4Sight required to use Intercom Anywhere?

A: A 4Sight subscription cloud-enables your Control4 home—securely connecting you to your home while you are away and expanding what you can do with your Control4 Smart Home. It enables powerful capabilities, including voice control with Amazon Alexa, remote connectivity using smartphones and tablets, When >> Then personalization, Intercom Anywhere, and more.

Q: What are the prerequisites for using the Intercom Anywhere app with my Control4 system?

A: Intercom must be working on your Control4 system (the Communication agent must be installed and configured) and you must have at least two devices that support intercom; a DS2 or DS2 Mini Door Station, a T3-series Touch Screen, or a smartphone with the Intercom Anywhere app installed.

Q: Does the Intercom Anywhere app work require a 4Sight subscription?

A: Yes. You must have a 4Sight subscription for the Intercom Anywhere app to work with your Control4 Intercom system.

Q: Where can I find the Intercom documentation that describes the new Intercom Anywhere functionality?

A: Customer documentation, including the Intercom User Guide and Intercom Anywhere App Quick Reference can be found at <http://ctrl4.co/intercom-help>. Dealer documentation—including OS 2.10.3 Release Notes—can be found at <http://ctrl4.co/intercom-setup>.

Q: Does the Intercom Anywhere app work anywhere in the world?

A: The Intercom Anywhere app relies on transmission of Voice over IP (VOIP) protocols and access to Amazon Web Services. Some local governments and ISPs block VOIP protocols, specifically the SIP signaling port on which the Intercom Anywhere App is dependent. Control4 recommends dealers confirm that local ISPs and/or local governments do not block SIP traffic prior to providing the Intercom Anywhere app to customers. Due to potential limitations in some countries, Control4 Technical Support will only be provided in the regions listed below. Outside of these regions, Intercom Anywhere may work, but the dealer is required to confirm that SIP is not blocked by the ISP or local government and provide local support.

- United States
- Canada
- South Africa
- Great Britain
- Australia
- New Zealand
- Israel
- India
- European Union

NOTE: Due to restrictions from the Chinese Ministry of Industry and Information Technology (MIIT), Intercom Anywhere is not supported in China.



Q: Will I get a notification on my smartphone when someone rings my doorbell if the app is in the background?

A: Yes, regardless of the state of the Intercom Anywhere app, the smartphone will receive a push notification informing the user that someone is at their door. They can then view the person at the door and choose to talk with them if desired.

Q: Can I make an audio only call if I don't want the other person to see live video from my smartphone?

A: Yes, when using the Intercom Anywhere app, you can answer a call with audio only by choosing the audio-only icon (microphone). If you later choose to enable video in the same call, you can simply select the camera icon enabling live video to be sent from your smartphone and allowing the other person to see you on their touch screen or smartphone.

Q: When I am away from home, can I use the Intercom Anywhere app to call a Control4 touch screen in my house?

A: Yes, you can call an individual touch screen in your home or you can call all intercom devices in your home at the same time allowing you to talk with the first person to answer the intercom call.

Q: How much bandwidth do I need for Intercom Anywhere to work well on remote smartphones?

A: The Control4 Intercom requires a minimum of 500 kbps of upload and download bandwidth to send and receive audio and video. If upload and download bandwidth is between 100 kbps and 500 kbps, video may not be displayed but two-way audio will continue to work.

Q: Can I unlock my front door or turn on the lights from the Intercom Anywhere app when someone is at my front door?

A: Yes, by having your installer configure custom buttons for the DS2 or DS2 Mini, you are able to unlock your front door, turn on lights, or execute any desired custom programming from the Intercom Anywhere app during an active intercom call.

Q: Can I use the DS2's Alternate Camera for the video source used in the Intercom Anywhere app?

A: No, the DS2 primary camera video stream is used as the video source on the Intercom Anywhere app

Q: Can smartphones running the Intercom Anywhere app be added to custom Intercom Groups?

A: Through Composer Pro, smartphones running the Intercom Anywhere app can be added to a custom Intercom Group in the Communication agent. You cannot add a smartphone to an Intercom Group when creating or editing the groups on a Control4 touch screen.

Q: Can I make a mobile-to-mobile call using the Intercom Anywhere app?

A: Yes, mobile-to-mobile calling is supported for smartphones that have the Intercom Anywhere app installed and logged into a homeowner's Control4 system with a unique user login. See the Intercom User Guide for additional details.

Q: The "ALL" Intercom group now shows a megaphone icon. Why the change?

A: Calling the All group from a Control4 touch screen broadcasts an audio message to all touch screens in the home. Starting with OS 2.10.3, the icon for the All Intercom group is now a megaphone indicating a broadcast message. The All Intercom group works differently when calling from the Intercom Anywhere app from a smartphone, so the icon on the phone is different.



Q: Can I broadcast from my smartphone to all Control4 touch screens in my home (eg. “Dinner is ready”)?

A: No, there is no “broadcast” capability between the Intercom Anywhere app and Control4 touch screens. When using the All Intercom group from the Intercom Anywhere app, all touch screens in the home (that are not in Do Not Disturb or Monitor mode) will ring until someone answers.

Q: Can I still receive an audio Intercom call when I have a slow network connection?

A: Yes. The Intercom Anywhere app constantly monitors network speeds and conditions and stops displaying video when the average network speed drops below 100 kbps for over 5 seconds. Video resumes when network performance improves.

Q: What devices does the Intercom Anywhere app support?

A: The Intercom Anywhere app is supported on iOS (version 10 and newer) and Android (version 5.1 and newer) smartphones.