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Product Announcement:

Control4® OS 2.1 Software Release

Control4 Confidential: Suitable for Dealers & Distributors

Control4 is pleased to announce that [OS 2.1](#) is available for immediate download. This release improves the quality of the operating system. OS 2.1 includes enhancements to most areas of the system and user interface, brings back important features and capabilities, and provides significant new diagnostic and support features to make it easier for you to support customers without doing a truck roll.

Quality Improvements:

- Navigator UI
- Performance
- Zones
- Thermostat
- Update Manager & More...

Key Features:

- *Pool control* and *custom buttons* are back!
- New *Internet Radio* capability.
- New *Detective Suite* diagnostic and support features built in
- *4Store Agent* makes it easier to upload apps at the project level
- Improvements to the Update Manager and the return of USB install
- Now supporting almost *20 languages*

Join us for WebEx training on Control4® OS 2.1!
Thursday, June 9th at 1 p.m. MDT
Click [here](#) to register.

Why Go to OS 2.1?

If your customers are already on OS 2.0.x, you'll have better diagnostic tools, more features your customers want, and more system stability.

If your customers are still on 1.x systems, OS 2.1 offers you more sales and revenue opportunities. Upgrade your customers and add on controller sales, new touch screens with Intercom functionality, MyHome licenses, locks and an expanding list of killer control apps and third-party products.

Hearing is Believing!

Some glowing feedback from our Beta testing community...

"I've been running 2.1 for over two months now in multiple systems. ...[I] feel 2.1 is going to be the best firmware build we've had since I started with C4 in 2007. 2.1 is not just 2.0.6 with bug fixes, it's a complete re-build of the firmware, and it sure feels like it." - *Mike*

"So far been very impressed C4! The Detective Suite is AWESOME! Great functionality and look forward to using it a lot in the future. [O]verall the Navigator enhancements, speed improvements, and page flips are much better." - *Eric*

"Thus far, 2.1 has exceeded my expectations of 2.0 software and is now performing as close to 1.7.4 as any system to date. The speed and stability are now to a point that I can leave a client's home and feel confident that they will have a great C4 experience. " - *Chad*

"The 2.1 interface has passed the "wife" test in my home since the day it was loaded, and the updates to the iPhone/iPad app took a pretty good app and turned it into a guaranteed add on to any system. I am extremely pleased with the 2.1 update, it looks like its going to be the next "reference" software." - *Chris*

Availability

Control4 OS 2.1 is available for download immediately. To access the download site, visit the Control4® Dealer Portal, click on Products and then Software or [click here](#).

The OS 2.x Software License (C4-OS2-Upgrade-E) is available to order immediately. For more information about managing customer and Dealer licenses on my.control4.com, please visit <http://www.control4.com/dealer/products/software/> and download the relevant PDFs.

System Requirements

OS 2.1 is a complete system software release. The OS 2.1 update process will require that all currently supported devices in the Control4® system be updated. Please see the Control4 Operating System (OS) Release Version 2.1 Release Notes for specific information **before** scheduling customer installations.

For additional information about the changes in OS 2.1, please read the OS 2.1 Release Notes, which are available in the OS 2.1 software download package, in the Product Resources section on the Control4 Dealer Portal and in the Control4 Online Knowledgebase.

Important Reminder!

System configuration is KEY to your success with OS 2.1 – you need to have the right controllers and the right system design for optimum performance. Read the [installation guides](#) and the Read Me First document, use the [System Size Usage Modeling - Performance Calculator](#) to evaluate the overall system and take advantage of [System Design Review Service](#) and training to make sure you're set to succeed!

FAQ

Do all systems need a software license to upgrade to OS 2.1?

Yes. All existing systems need an OS 2.x software license to upgrade. OS 2.1 requires the same OS 2.x software license as the OS 2.0 release. Customers being upgraded from OS 2.0 to OS 2.1 do not need a new license. All customers upgrading from prior versions do need an OS 2.x Software License. Exceptions:

- Control4® systems registered on my.control4.com using a Dealer account do not need an OS 2.x software license. These systems will upgrade to OS 2.1 without a license.
- Control4® Controllers (HC-200, HC-300, HC-500, or HC-1000) that were purchased during the free upgrade window and are functioning as the Primary Controller will upgrade to OS 2.1 without requiring a license.

How do I purchase and apply OS 2.x software licenses?

The OS 2.x software licenses can be electronically purchased using a credit card by authorized Dealer account holders on

my.control4.com. They can also be purchased using the standard purchase order process through Control4 and Control4@ Distributors.

Do new systems purchased by customers need an OS 2.x Software License?

No. All new Controllers have the ability and license to run OS 2.1. The OS 2.x Software License is only required to upgrade existing 1.x systems to OS 2.1.

Are there any Control4 hardware products not supported by OS 2.1?

The following Touch Screen products will **NOT** be updated to OS 2.1: Mini Touch Screen, 10.5" Wireless Touch Screen v1, and 10.5" In-wall Touch Screen. These devices will continue to run the legacy Navigator and can work within the system in compatibility mode. The Release Notes have an in-depth list of the product support matrix for OS 2.1. Please see sections 3.1, 3.3 and 4.1 for additional information.

Will there be any special training about OS 2.1?

Yes. Join us for a WebEx on June 9th at 1pm MDT. Click [here](#) to register.

Are there any new marketing materials for OS 2.1?

Yes, there is a new data sheet and a web landing page available. Photos in the image library are also being upgraded to reflect user interface changes. All related marketing materials and documentation can be found on the Control4 Dealer Portal in the Product Resources section. Check out the new [OS 2.1 web page](#) on the Dealer website for more information!

Contact:

Eldon Greenwood

Product Line Manager

egreenwood@control4.com

TEL: USA +1 801.523.3100

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Control4 | 11734 S. Election Road | Salt Lake City | UT | 84020