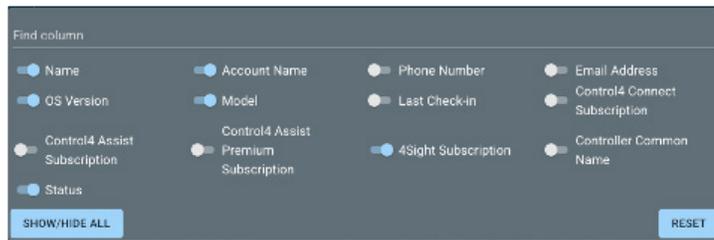


HOW TO USE THE OVRC DASHBOARD TO PRIORITIZE YOUR OS2 CUSTOMER UPDATES

We will retire remote access and cloud services for Control4 systems running OS2 on November 1, 2026. OS2 customer 4Sight subscriptions will begin to expire on October 31, 2025. The purpose of this document is to provide a framework for updating those systems in advance of the deadline. The following content demonstrates how to organize customers into groups based on update requirements, so you can make tailored system recommendations. You can use the Control4 Accounts Dashboard in OvrC to filter and sort your customers based on their OS version, the model of their primary controller, and their 4Sight subscription status.



GET STARTED

1. Visit the Reports page in the [Control4 Account Dashboard](#) in OvrC.
2. In the top right corner, click “customize” and select the following filters: **Name, Account Name, OS Version, Model, 4Sight Subscription, Status**
3. Click the **Status** column header to sort the results by **Subscribed, Pending, and Expired**.
4. Click **OS Version** column header to sort again so that all **OS 2.X.X** systems are listed at the top.

CUSTOMER PRIORITY

The highest upgrade priority should be given to customers that will be directly impacted: those currently subscribed to 4Sight and especially those whose subscription will expire within the next three months. This information can be determined by looking at the expiration dates in the 4Sight Subscription column on the [Control4 Account Dashboard](#).

The recommended upgrade priority is as follows:

| Name | Account Name | OS Version | Model | 4Sight Subscription | Status |
|---------------------|----------------------|-------------------|---------|-------------------------|------------|
| Ayame Ito | Itō No Bessō | 2.10.6.561784-res | EA-5 | 03/19/2025 - 03/18/2026 | Subscribed |
| Saba Badawi | Kukh Albadawii | 2.9.1 | EA-3 | 08/01/2024 - 07/31/2025 | Subscribed |
| Johann Fischer | Fischer Reihenhäus | 2.8.2 | CA-1 | 06/12/2024 - 06/13/2025 | Subscribed |
| Liam McQueen | McQueen Manor | 2.10.1 | HC-800 | 11/02/2024 - 11/01/2025 | Subscribed |
| Ciara Maeve | Dún na Maeve | 2.10.6.561784-res | HC-250 | 04/01/2025 - 03/31/2026 | Subscribed |
| Chen Liu | Liú Dújiā Wū | 2.10.6.561784-res | HC-1000 | 01/12/2025 - 01/11/2026 | Subscribed |
| Lachlan Stewart | Stewart Bastle House | 2.7 | HC-500 | 10/12/2024 - 10/13/2025 | Subscribed |
| Asher Cohen | Cohen Heimish | 2.6.1 | EA-1 | 03/12/2020 - 03/11/2021 | Expired ✳ |
| Javier Escalante | Escalante Estates | 2.9.2 | CA-1 | --- | Expired |
| Jean-Pierre Dubois | Dubois Chalet | 2.6.0 | HC-800 | 05/04/2018 - 05/03/2019 | Expired ✳ |
| Camila Ferreira | Prédio Ferreira | 2.8.0 | HC-300 | 07/11/2015 - 07/10/2016 | Expired ✳ |
| Alastair Carmichael | Carmichael Cottage | 2.5.3 | HC-200 | --- | Expired |

| Customer Priority | Expiration | Impact | Controllers |
|-------------------------|-----------------|-------------------------------------|-------------------------------|
| Highest | Within 3 months | Direct; subscribed to 4Sight | Supported in OS3; easy update |
| High | 3 to 6 months | Direct; subscribed to 4Sight | Not supported in OS3 |
| Medium | 6 to 9 months | None; no active 4Sight license | Supported in OS3; easy update |
| Low | 9 to 12 months | None; no active 4Sight license | Not supported in OS3 |
| High Upsell Opportunity | Expired 4Sight | Previous subscriber likely to renew | Depends on customer |

USE THE CONTROL4 ACCOUNT DASHBOARD TO GET STARTED TODAY

Visit the [Control4 Account Dashboard](#) today to begin planning your rollout strategy.