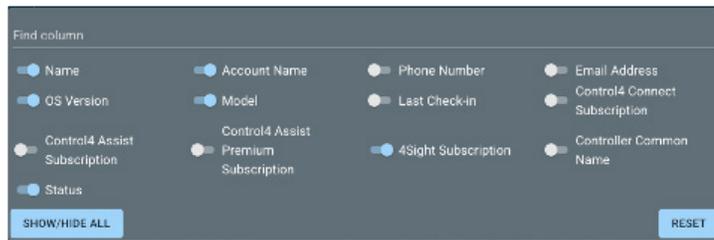# HOW TO USE THE OVRC DASHBOARD TO PRIORITIZE YOUR OS2 CUSTOMER UPDATES

Control4

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:

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.