

HOW TO UPDATE YOUR OS2 CUSTOMERS TO OS3 OR X4*



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. This document provides matrix of every possible update path to OS3 and X4, based on a customer's current OS and the controllers in their system. Each path includes any update requirements, including the addition or removal of controllers, and the update journey.

Customers on OS version and Controllers		Integrators will 1st	Then 2nd	And 3rd	Then Finally	Optional Update to X4
2.6.X 2.7.X 2.8.X	HC1000	Update to 2.9.1	Add an HC800	Delete all other HC Controllers	Update to OS 2.10.6, then OS 3.1.3, and OS 3.3.0	<ul style="list-style-type: none"> Delete the HC800 from the system (if necessary) and update to 3.4.3 Add CORE Controllers to the project Upgrade to Connect Update to X4
	HC500		Add an EA1, EA3 or EA5	Delete all HC Controllers from the system	Update to OS 2.10.6, then OS 3.1.3, and OS 3.3.1	
	HC300					
	HC200					
2.6.X 2.7.X 2.8.X 2.9.1	HC800	Update to OS 2.10.6, 3.1.3, 3.3.0	—	—	—	<ul style="list-style-type: none"> Add CORE Controllers to the project Delete the HC800 and update to 3.4.3 Upgrade to Connect Update to X4
2.9.1	HC1000	Add an HC800	Delete all other HC Controllers	Update to OS 2.10.6, then OS 3.1.3, and OS 3.3.0	—	<ul style="list-style-type: none"> Delete the HC800 from the system (if necessary) and update to 3.4.3 Add CORE Controllers to the project Upgrade to Connect Update to X4
	HC500		Add an EA1, EA3 or EA5 Controller	Delete all HC200, HC250, HC300, HC500 and HC1000 from the system	Update to OS 2.10.6, then OS 3.1.3, and OS 3.3.1	
	HC300					
	HC200					
2.9.1 2.10.X	EA5 EA3 EA1	Update to 2.10.6	Update to OS 3.1.3, then OS 3.3.1, and OS 3.4.3	—	—	<ul style="list-style-type: none"> Add CORE Controllers to the project Upgrade to Connect Update to X4
2.10.X	CA1	Update to 2.10.6	Update to OS 3.1.3, then OS 3.3.1, and OS 3.4.3	—	—	<ul style="list-style-type: none"> Add CORE Controllers to the project Upgrade to Connect Update to X4

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

*Where available.