

FAQS FOR CONTROL4'S NEWEST EXPERIENCE, X4

What is the latest Control4 experience and how will it improve my system?

The latest Control4 experience is called X4. It is a more modern, intuitive way to control your system. It features a new interface with faster navigation, customizable widgets, and simple automations called Routines. X4 makes your system easier to use, more personal, and ready to grow with you.

Why did Control4 develop X4?

X4 was developed in direct response to customer feedback. It's part of our ongoing commitment to improve the Control4 experience with a more modern, intuitive interface that gives you greater control and personalization. We're always evolving to meet your needs and deliver smart living that works.

Do I have to upgrade to the latest Control4 experience?

Upgrading isn't required, but the latest Control4 experience, X4, offers a more modern, personalized, and intuitive way to control your system. Staying on older software means missing out on the newest features and enhancements designed to make smart living even easier.

How do I upgrade to the latest Control4 experience, X4?

To upgrade to X4, you'll need to subscribe to Connect – the software service that powers the latest Control4 experience. Connect keeps your system secure, up to date, and evolving with the latest features and enhancements.

Here's how to upgrade based on your current setup:

- **If you already have Connect:** Simply contact your Control4 professional to schedule your X4 upgrade.
- **If you currently have 4Sight:** Connect replaces 4Sight and unlocks access to X4. You'll receive a one-time discount when you upgrade. Your integrator can guide you through the process.*
- **If you don't have 4Sight or Connect:** Your Control4 professional can check if your system meets the minimum requirements. If eligible, they'll help you subscribe to Connect through the Control4 app and complete your upgrade.

Some systems may need a software or hardware update first. Your Integrator will be able to determine what's needed.

Will I lose any features or settings during the upgrade?

No. Your features and settings will be preserved during the upgrade. Your Control4 professional will handle the software update and perform a few checks afterward to make sure everything is working smoothly.

Where can I find support after upgrading to X4?

You'll find how-to guides in the app to help you get started with X4. You also can reach out to your Control4 Integrator for additional support.

How can I contact my Control4 Integrator?

You can find your Integrator's contact information in the Support section of the Control4 mobile app. Or, call the number they provided when your system was installed.

Can I revert to my previous system if I don't like X4?

X4 is designed to enhance your experience with a more modern, intuitive interface, while keeping all your existing features and settings intact. Once you've upgraded to Connect and X4, going back to OS3 isn't an option, but most users find the new experience easier to use and more powerful from day one.

**One-time discount on first year of service. If you do not cancel, the service will auto-renew at the standard price.*