Control4 App
Setup Guide

Control4 apps communicate with Control4 controllers over WiFi on the Local Area Network (LAN). In addition, when Control4's 4Sight Service is enabled, Control4 apps connect to controllers running OS 2.6.0 or later over 3G, 4G, or remote WiFi networks using 4Sight with Anywhere Access.

Supported license

- C4-MyHome-Site Control4 MyHome Site License

Supported devices and requirements

The Control4 apps (listed below) are available for your customers in their respective app stores: Apple App Store, Google Play, and from your customer's Control4 account.

Control4 app (supported on Control4 OS 2.6.0 or later)	
- Control4 for iPhone - Control4 for iPad - Control4 for Android - Control4 for PC-Mac	
Platform/Control4 OS	
iOS 7 or later	Control4 OS 2.6.0 or later
Android 4 or later	Control4 OS 2.6.0 or later
PC Windows 7 or later; Mac OSX	Control4 OS 2.6.0 or later

Note: Rooted Android devices are not supported.

IMPORTANT! Two apps by Control4 are available in the app stores: 'Control4' for OS 2.6.0 and later and 'MyHome' for OS 2.5.3 and earlier. This document describes how to install 'Control4' apps.

Description

This guide is for dealers and installers who add and activate the license for Control4 apps in a dealer's account (my.control4.com) for their customers.

A license for the Control4 apps is required to connect to a Control4 system and allow the Control4 app to communicate with a controller.

This guide will show you how to

- Download the Control4 app to a mobile device or to a PC, Mac, or tablet
- Set up the Control4 app the first time
- Configure and troubleshoot the Control4 app
- Use 4Sight with Anywhere Access

Download the app

1 On your customer's mobile device, have them visit the appropriate app store for the device. In the store, have them search for and download Control4 for iPhone or Control4 for iPad (iOS in Apple App Store) or Control4 for Android (Google Play) and follow the download instructions.

2 On a PC or Mac, have your customers download the Control4 for PC-Mac app from their Control4 account at customer.control4.com; follow the instructions.
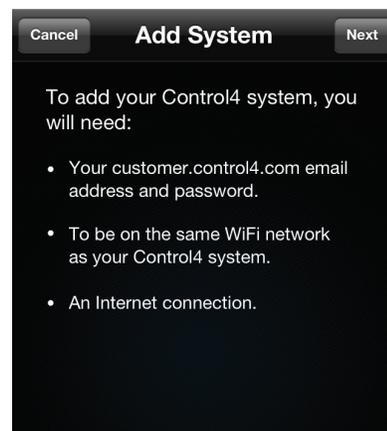
Set up the app

To connect to the system for the first time, you or your customer must follow the steps below:

1 Launch the Control4 app.

2 At the Welcome screen, tap **Connect Now**.

> **Note:** The screens in this setup may vary slightly for each device type.


3 Review the instructions in the Add System screen, and then tap **Next**.

Control4

4 In Add System, give the customer's system a friendly name (such as Nelson Home) or use the default. Use the same email address and password that your customer uses to log in to customer.control4.com.

> ✎ **Note:** If your customer forgets their password, they can tap **Forgot Password** on the screen, and then follow the steps to reset their password. If they've forgotten their email address, they must contact you, their dealer.
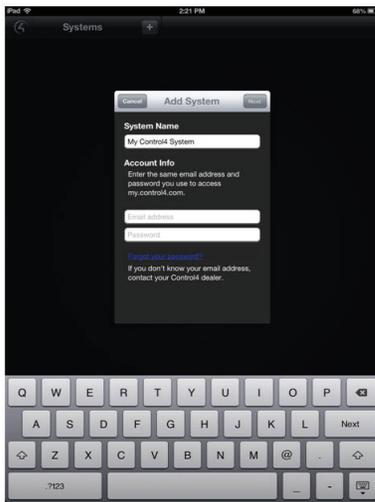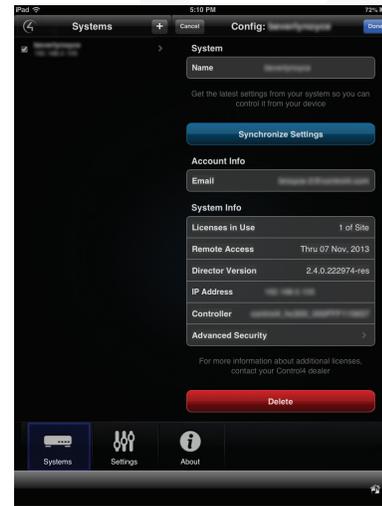

5 Tap **Next**.

The app will find, connect to, and configure itself to the Control4 system. If the Control4 app returns a message that it can't find the system on the network, see "Troubleshooting" in this guide.

Adding or accessing multiple systems

When you're on the home page, tap **Settings** > **Systems**.

1 The list shows all the systems your customer has access to (left side on a tablet).

- If you have more than one system, pick the system you want to connect to, and then tap **Connect**.

- To add a new system, tap **+**.

The System Details (or Config screen) also lists account information, Licenses in Use, Remote Access (see "4Sight with Anywhere Access" below), Director Version, IP Address, Controller Name, and Advanced Security.
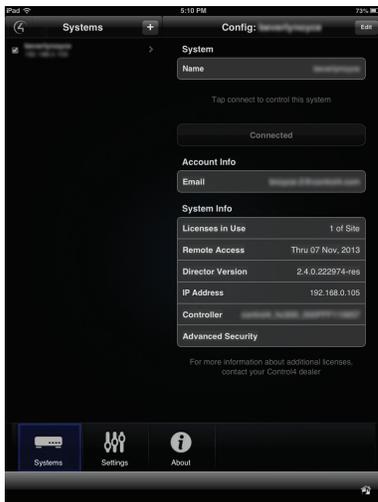
2 Tap **Edit** (a pencil icon displays on an Android) to update your settings.

3 Tap **Done** when you're finished.

Troubleshooting

If the Control4 app can't locate the system, these tips will help get you connected successfully.

- Make sure you have the correct app; otherwise, you won't be able to connect to the system. Please note that you may be prompted to download a different app for your system. The apps are programmed to help you make sure you only connect to the right version of the system.

- Select **Retry** to attempt to find the system again. In some cases, it may just take a little more time to discover the system.

- If the Control4 app still can't find the system, try the **Troubleshoot** option which will walk you through the wizard.

  - Confirm that you are in the same location and on the same WiFi network as the controller. If that's correct, it's likely that the network is configured so that the app can't discover the system. In this case, tap **Yes**. You will need to enter the IP address of the system.

  - If you are NOT in the same location as the system (for instance, the system is installed in a second home and you are not there), tap No. This will save the configuration. To complete the setup, choose this system when you are in the same location as the customer's system.

- If your customer loses or sells their smartphone, they can log into their Control4 account at customer.control4.com and disable the device themselves (through the My Devices page).

If your customer experiences other problems, follow these steps.

1 Confirm that the controller has a license added to the customer's Control4 account. If not, contact your Control4 ISA.

2 You should have a WiFi wireless access point (WAP) or router connected to and configured to operate on the same IP network or LAN as the controller. Confirm that the device is communicating on the same network as the controller.

Control4®

4Sight with Anywhere Access

If your customer has a 4Sight subscription (sold separately) and a Control4 app, they can take advantage of 4Sight with Anywhere Access from their mobile device or the web.

4Sight is a Control4 service that provides remote access to your customer's system so they can connect to and manage their system from virtually anywhere in the world. 4Sight also provides just-in-time alerts and browser access from a PC or Mac.

> **Notes:**
> (1) The Control4 for PC-Mac app does not support Anywhere Access. To access the system remotely from a PC or Mac, visit customer.control4.com and select **Connect Now** in My House or use the Control4 app on a mobile device.
> (2) 4Sight with Anywhere Access performance is dependent on your customer's Internet connection speed.

Preferences

Tap **Preferences** to display and change the settings.

General

- Room Off Confirmation (On/Off)—Turn on to display a 'Room Off' confirmation message whenever you tap **Room Off**.
- Device Name—Displays the owner's name for the device.
- Security Passcode (iOS)—Forces a pincode to be entered to use the app.
- Cellular Data Warning—Shows a warning when connected to a 3G or 4G network (4Sight required).
- Dedicated Mode (On/Off)—Keeps apps up and running on the screen.
- Screen Saver—When in Dedicated mode, the screen saver comes up. Select to have the screen saver come on after x minutes.
- Preview—Shows what the screen saver will look like.

Advanced

- Frequent IP Address Change (On/Off)—If your mobile company changes IP addresses frequently, you may want to turn this setting on to resolve connection issues. Otherwise, turn it off.

App Support

- Enable Logging—Allows the app to collect helpful information for troubleshooting with dealers and Control4 Technical Support.
- Email log to support—Sends app logs to Control4 Technical Support to troubleshoot issues.
- View log—View the information collected for troubleshooting or Control4 Technical Support.

About

The About screen includes the version of the app and links to Send Feedback to Control4, Terms of Use, Privacy Policy, End User License Agreement, and Open Source information.
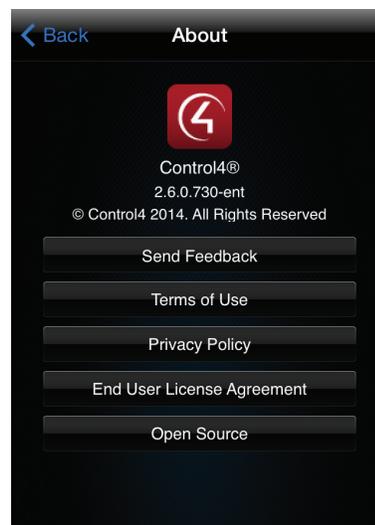
More help

For the latest version of this guide and to view additional materials, open the URL below or scan the QR code. Your device must be able to view PDFs.

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