Control4

Control4® MyHome® Setup Guide for Homeowners

Introducing Control4 MyHome

Control4® MyHome® apps allow you to interact and manage with your Control4 system from popular mobile devices or on a PC or Mac®.

This guide is for Control4 customers using OS 2.5.3 or earlier and MyHome apps.

⚠️ IMPORTANT! Control4 OS 2.5.3 or earlier uses the MyHome app. OS 2.6.0 or later uses the Control4 app. You will need to use the right app. A system message will direct you to the right app, or check with your dealer for details.

This guide describes:
- Supported devices and system requirements
- MyHome licensing
- Downloading and connecting a MyHome app
- Troubleshooting tips

Supported Devices and System Requirements

MyHome (supported on OS 2.5.3 or earlier)	
iOS 5 or later	Control4 OS 1.7.x to 2.5.3
Android 2.2 or later	Control4 OS 2.1 to 2.5.3
PC Windows 7 or later; Mac OSX	Control4 OS 2.1 to 2.5.3

MyHome Licensing

Beginning in April 2013, a MyHome site license is included with new controller purchases. If you purchased your controller prior to April 2013, please contact your dealer about licensing.

Control4 Account

Prior to setting up the MyHome app, you need a MyControl4 account with an accompanying email address and password. If you do not know the email address for your Control4 account, please contact your dealer. If you have forgotten your password, please visit customer.control4.com and follow the steps to reset your password. If you've never created a Control4 account or registered a controller, see "Creating an Account and Registering the Controller" in the *Control4 System User Guide* at http://www.control4.com/owners/resources.

Download the App

The following apps are available in their respective app accounts: iTunes (iOS), Google Play (Android), or MyControl4 account (PC, Mac) for current and past Control4 releases.

1. Launch your mobile device and visit the appropriate app store for your device. Search for Control4 MyHome. On a PC/Mac download the app from your account at customer.control4.com.
2. Where provided, follow the online instructions to download the app(s).

Set Up the MyHome App the First Time

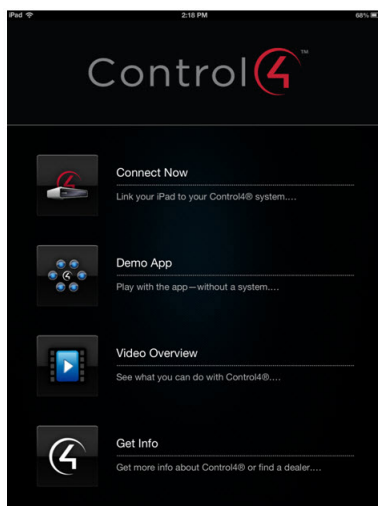To connect to the system for the first time, follow the steps below (see the figures on the next page).

1. Launch the MyHome app.
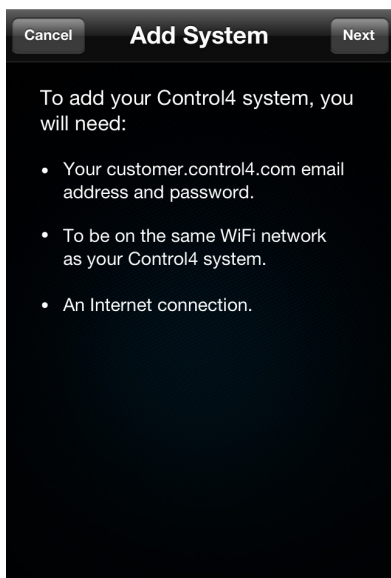
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2 At the Welcome screen, tap Connect Now.

✎ Note: *The screens in this setup may vary slightly by device type.*

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

4 In the Add System dialog, give your system a friendly name (such as **Nelson Home**) or use the default. Use the same email address and password you use to log in to your MyControl4 account.

✎ Note: *If you forget your password, you can tap* Forgot Password *on the screen, and then follow the steps to reset your password. If you've forgotten your email address, contact your dealer.*
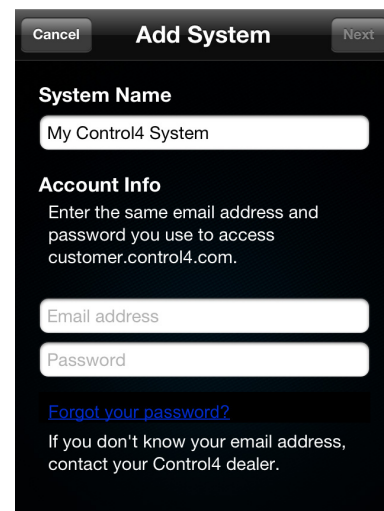
5 Tap Next.

The app will find, connect to, and configure itself with your Control4 system. You're finished!

If the MyHome app returns a message that it can't find the system on the network, see "Troubleshooting" at the end of this guide.

Update from a Previous MyHome App

If you've previously set up your MyHome app and you've updated to the new MyHome app 2.4.0 or later, your previous configuration will be preserved.

To update your MyHome app for the PC or Mac, use the Adobe Air-compatible application that corresponds with your Control4 operating system version. Download the update at **customer.control4.com**.

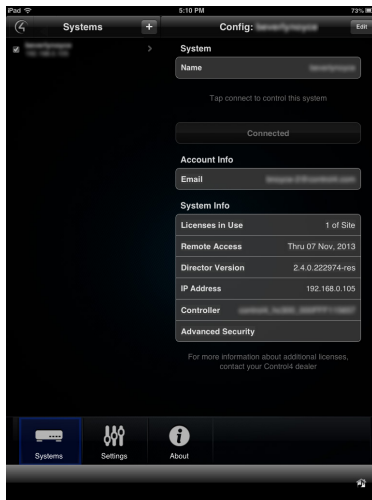The first time you launch the new app, you'll see a 'What's new in this version' screen.

1 When you are ready, tap **Start Controlling**. You're finished.
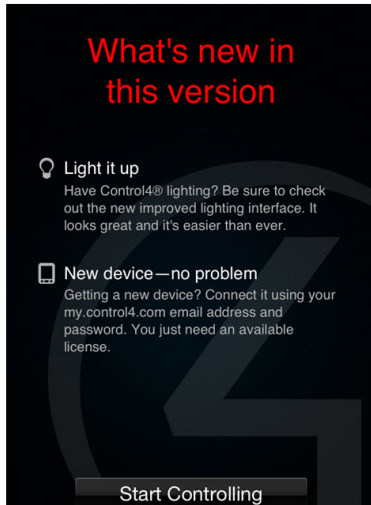

Device Configuration - Systems

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

1 The list shows the Control4 systems you can access (left side on a tablet).

- If you have more than one system, select the system 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 (your dealer has changed your system password).

2 Tap **Edit** (a pencil icon displays on an Android) to update your settings.

a Tap **Synchronize Settings** to update your settings with your controller.

b Tap **Delete** to remove a system from the list (bottom of the page); on Androids, pick **Remove** from the Action bar.

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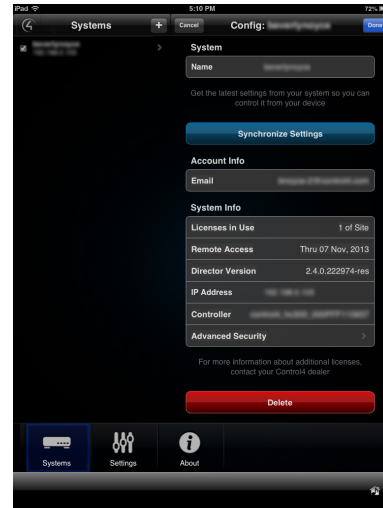
Troubleshooting

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

- Select **Retry** to attempt to find your system again. In some cases, it may take a little more time for the app to discover your system.
- If the MyHome app still can't find the system, try the **Troubleshoot** option which will walk you through a wizard.
  - The first step is to confirm whether you are in the same location and on the same WiFi network as your controller. If confirmed, it's likely that your network is configured so that the app can't discover your system. In this case, tap **Yes**. You will need to enter the IP address of your system (you can get this address from your dealer).
  - If you are NOT in the same location as your system (for instance, you have a system installed in a second home and you are not at that home), respond **No**. This will save the configuration. To complete the setup, simply choose this system when you are in the same location as your Control4 system.
- If you've upgraded your system from a release prior to OS 2.3.0, the MyHome app will ask for your MyControl4 account credentials the first

time you try to access it.

- If you lose or sell your smartphone, you can log into your **MyControl4** website at customer. control4.com and disable the old device in the My Devices section.

4Sight with Anywhere Access

If you have a 4Sight subscription (sold separately) and a MyHome app, you can take advantage of 4Sight with Anywhere Access, a feature of 4Sight.

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

> **Notes:**
> *(1) To use Anywhere Access for the web on PCs and Macs, log in at customer.control4.com (OS 2.5.0 or later) and click* My House*.*
> *(2) Performance is dependent on your network connection speed.*

Settings

- **Security/Password**—Forces a pincode to be entered to access the app.
- **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.
- **Room Off Confirmation** (On/Off)—Tap **On** to display a 'Room Off' confirmation message whenever you tap **Room Off**.
- **Cellular Network Warning**—Shows a warning when connected to a 3G/4G network (4Sight required).
- **Enable Logging**—Allows the app to collect information helpful for your dealer to troubleshoot the app.
- **Email log to support**—Lets your dealer send app logs to Control4 Technical Support to troubleshoot issues you are having.
- **View log**—See the information collected for troubleshooting with your dealer.

- **Advanced**—Some mobile carriers frequently change IP addresses which can cause issues with Anywhere Access (4Sight required). If this is the case, tap **ON**.
- **Default Room**—A system setting where the app opens when returning to the app. Can be the last room (default) or a specific room in the system.
- **Advanced Security**—A dealer has changed the Control4 system password.

About

This screen shows the MyHome version, a link to provide feedback, Terms of Use, Privacy Policy, End User License Agreement, and Open Source information.
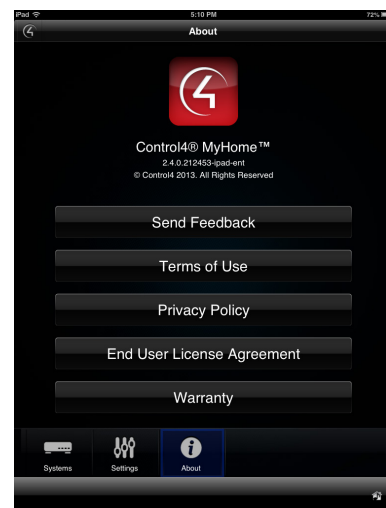
Support

For questions about setting up your devices to work with a Control4 system, talk to your Control4 dealer.

More Information

For more information about the Control4 system, see the *Control4 Quick Start Guide* or *Control4 System User Guide* on the Control4 website at http://www. control4.com/owners/resources.

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