# Control4 OS 3.2.2 Software Update Fully Supports the OvrC Ecosystem

*Control4 OS 3.2.2 enables OvrC control of all connected devices, adds health ratings for Zigbee devices, simplifies access to device logs and streamlines music management.*

CHARLOTTE, NC, June 1, 2021 – Strengthening its commitment to make life simpler for its Partners, [SnapAV's](#) new Control4 OS 3.2.2 software update adds full support for OvrC Pro remote equipment management to all EA and CA series Control4 controllers, among other enhancements.

The update offers Partners the ability to remotely manage and service clients' Control4-connected devices, paving the way for hassle-free service contracts, more immediate troubleshooting, reduced truck rolls and greater system insight.

"This update adds powerful remote access capabilities for all existing Control4 systems with an EA controller installed worldwide, giving our Partners a new upsell tool and simplifying system maintenance and problem solving," said Kenny Kim, VP Product Management, Platform & Services. "With native OvrC integration, Partners gain visibility into the entire network of connected devices, including the C4 Chime Video Doorbell, T4 Touchscreen, IP power conditioners, and more. Through enhanced diagnostic data, system health status and push alerts for device failures, OvrC makes it faster and easier to provide rapid customer service no matter where technicians are."

The OS 3.2.2 update also makes Zigbee Health available in Composer Pro, so now it's easier than ever for Partners to remotely view device health ratings and quickly diagnose and fix any issues. A dashboard provides an overview of the entire system, while

switching to the device-specific view unveils online/offline status, boot counts and any failed communications with other Zigbee devices.

At the same time, SnapAV has made it easier for Partners to access and download logs for different devices without needing to be on the same network.

"With more data transparency and ability to troubleshoot remotely, Control4 and OvrC Partners can add demonstrable value at no cost to their business, providing a meaningful reason to reconnect with clients and explain the benefits of adding OvrC functionality," Kim said.

The OS 3.2.2 software improves system aesthetics as well, allowing Partners to synchronize the backlighting on multiple lighting dimmers, switches or keypads by designating one of them to act as an ambient light sensor for multiple follower devices. Using up to 16 follower devices per source and up to 20 sources per project, multiple lighting devices in the same wall box and in the same room will synchronize button backlighting based on the source device's ambient light sensing.

System security gets a boost as well, with V2 modules and Bus Ethernet Gateway V2 now supporting TLS 1.2, which authenticates and encrypts communication between modules and the Control4 controller. Lastly, Access Agent can now lock down or hide access to the schedule tab or presets edit button within the thermostat UI, essentially child-proofing the climate settings.

SnapAV Partners must be a certified dealer for both Control4 and OvrC to take advantage of the remote management capabilities, and new OvrC prospects can create an account at www.OvrC.com.

**About SnapAV**
Established in 2005 and based in Charlotte, North Carolina, SnapAV is a manufacturer and exclusive source of A/V, security, control, networking and remote management products for professional integrators. An industry leader in the pro-install channel, SnapAV helps integrators build their businesses by providing a wide range of high-quality products, easily accessible through an intuitive website and backed by award-winning service and support. With a vast catalogue of today's most popular brands, SnapAV is the premier choice for professional installers across the globe. With 27 pro stores in the US, SnapAV blends the benefits of ecommerce with the convenience of local stores. Additional information about SnapAV and its products can be found at https://www.snapav.com/shop/en/snapav/ovrc.

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