



## FREQUENTLY ASKED QUESTIONS ABOUT 4SIGHT

### CUSTOMERS AND 4SIGHT

**Q: CAN I VIEW THE VIDEOS THAT MY CUSTOMERS WILL BE SEEING IN THE APP?**

**A:** Yes, here are the short videos that your customers will have the option to watch so they can learn about 4Sight:

- [4Sight Overview](#)
- [Remote Access](#)
- [Voice Control](#)
- [Intercom Anywhere](#)
- [When >> Then](#)

**Q: UNDER WHAT CIRCUMSTANCES WILL A CUSTOMER BE PRESENTED WITH AN OPPORTUNITY TO PURCHASE 4SIGHT THROUGH THE MOBILE APP?**

**A:** Only customers that live in the US and Canada will be given the opportunity to purchase and renew their 4Sight plan through the mobile app. Customers who live outside of the US and Canada currently do not have this option.

**Q: WHAT SHOULD I DO IF I DON'T WANT MY CUSTOMERS TO BE GIVEN THE OPPORTUNITY TO PURCHASE 4SIGHT THROUGH THE APP?**

**A:** Consider using the [sales resources](#) provided above to market 4Sight to your customers directly.

**Q: WHAT ARE THE DIFFERENT WAYS THAT CUSTOMERS CAN PURCHASE 4SIGHT?**

**A:** Customers can purchase 4Sight:

- From you their dealer who will use [my.control4.com](http://my.control4.com)
- By logging into their Control4 Customer Account ([customer.control4.com](http://customer.control4.com))
- Through the Control4 mobile app (US and Canada) – go to Settings/4Sight

**Q: WHY DOES CONTROL4 OFFER 4SIGHT DIRECTLY TO CUSTOMERS?**

**A:** Control4 started offering 4Sight directly to customers at the request of dealers and customers. Selling 4Sight and renewing plans annually is time consuming, and we want to help by taking off some of the load and removing the burden with direct communication to customers. Customers who have the ability to view and manage their 4Sight plan have a longer retention rate, lower churn, and typically sign up for automatic renewal which means they don't lose any of their 4Sight features at time of expiration.

**Q: DO I MAKE A PROFIT WHEN A CUSTOMER PURCHASES 4SIGHT FROM CONTROL4?**

**A:** Yes. The MSRP for 4Sight is \$120 USD. When you purchase 4Sight from Control4, you purchase an annual license on behalf of your customer for \$90. When your customer purchases 4Sight from their Control4 mobile app or through the Control4 Customer Account for \$120 MSRP, we credit your account \$30 product credit (and every year they continue to renew their 4Sight plan) for future product purchases. Credits are issued to your account the month following the purchase or renewal transaction.

**Q: IN WHAT REGIONS WILL CUSTOMERS BE ABLE TO PURCHASE 4SIGHT THROUGH THE MOBILE APP?**

**A:** Currently customers in the US and Canada will be able to purchase 4Sight or setup automatic renewals in the Control4 app. In all other regions customers can view the videos but must purchase 4Sight through their dealer who will use [my.control4.com](http://my.control4.com) to purchase and assign licenses.

## SELLING AND MANAGING 4SIGHT

### Q: HOW DO I SELL 4SIGHT DIRECTLY TO MY CUSTOMERS?

**A:** We suggest that you sell 4Sight to all new customers since features like Remote Access and Notifications truly enhance their overall Control4 experience. You'll want to be sure to tell them about its other amazing capabilities such as Intercom Anywhere, When >> Then, and enabling voice control. To help, we've put together [sales resources](#) that can help you communicate 4Sight benefits to your customers. When customers are ready to subscribe, you can guide them to purchase 4Sight via the Control4 mobile app or you can purchase and assign a 4Sight license through your <http://my.control4.com/> account.

### Q: HOW MUCH PROFIT DO I MAKE WHEN A CUSTOMER PURCHASES 4SIGHT?

**A:** If customer purchases through:

	Dealer who uses my.control4.com	Customer purchases through their Control4 account	Customer purchases through the Control4 App
Dealer profit from 1st year subscription	25% dealer profit	\$30 USD dealer profit	\$30 USD dealer profit
Dealer profit from subsequent renewals	25% dealer profit	\$30 USD dealer profit	\$30 USD dealer profit

### Q: HOW CAN I FIND OUT WHICH OF MY CUSTOMERS SUBSCRIBED TO 4SIGHT?

**A:** Check the [Subscriptions Dashboard](#) on the dealer portal to see which of your customers have 4Sight, which do not, which will expire soon, etc.

### Q: CAN I SELL A CUSTOMER MORE THAN 1 YEAR OF 4SIGHT?

**A:** Yes, if you are purchasing 4Sight on behalf of your customer, 4Sight licenses are “stackable”, enabling you to sell customers several years of licenses at a time (e.g. you can sell a customer 5 years of 4Sight and load all 5 years on at one time.).

**Q: DOES CONTROL4 NOTIFY ME WHEN A CUSTOMER'S 4SIGHT SUBSCRIPTION IS GOING TO EXPIRE?**

**A:** Yes. We email you when a customer's subscription is about to expire:

- 90 days before a customer's 4Sight subscription expires, we email the dealer to let them know.
- 60 days before a customer's 4Sight subscription expires, we email the dealer again.
- 30 days send the dealer one final email, and an email is also sent to the customer.

**Q: WHAT SHOULD YOU DO IF YOU ARE NOT RECEIVING 4SIGHT EXPIRATION NOTIFICATIONS?**

**A:** The email used for expiration notices is documented in Salesforce. Please contact your sales support associate to make sure the email address on record is correct.