

Customer Advice Note CAN 196

Galaxy Remote App Update On Notification Service

Date: August 2025

Introduction

Customer Advice Note no. **196** serves to inform you of important changes regarding the Galaxy **GX Remote App's** notification service. It is essential for all users to update the notification settings on their Galaxy Flex and Galaxy Dimension systems. We will be discontinuing the push notification feature on our older Galaxy GX Remote app, systems retaining outdated IP addresses after **31st Dec 2025** will encounter communication errors.

Note: The GX Remote APP will continue to work as normal, with no push notification.

As an alternative service, customers can use MAXPRO® Cloud and its iOS and Android App for push notifications from Galaxy Systems.

The MAXPRO® Cloud app is a user-friendly platform designed to give you not only push notifications from Galaxy Systems but remote access / control over your security systems from anywhere. With its intuitive interface, users can also monitor live video feeds, receive real-time alerts, manage system settings, and review recorded footage directly from their smartphones or tablets. This flexibility helps enhance convenience, efficiency, and peace of mind for both business and residential users.

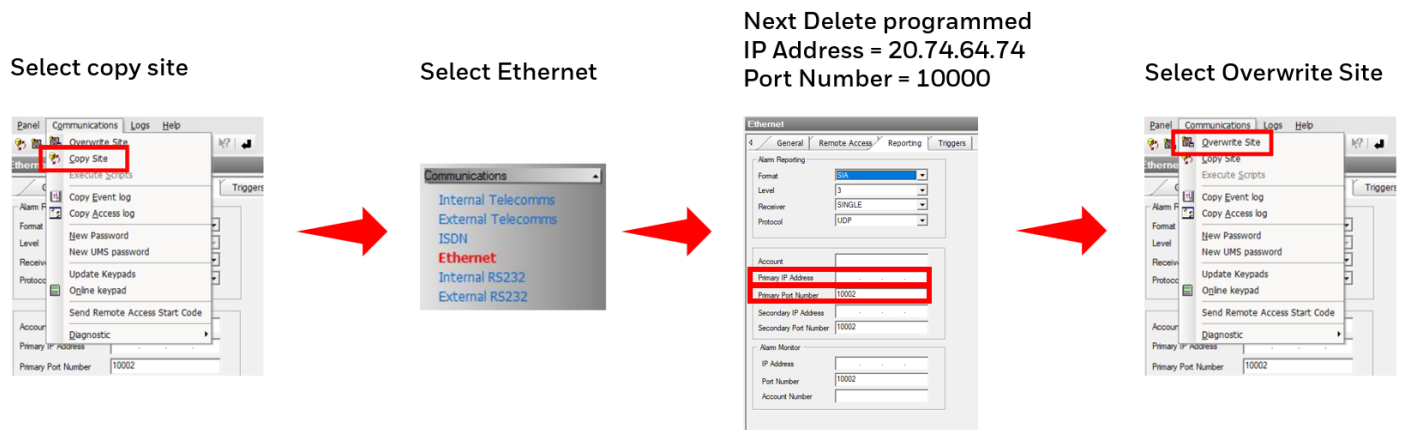
Access the MAXPRO® Cloud portal at <https://mymaxprocloud.eu/MPC/Signin>

Below, you'll find detailed instructions to help you transition smoothly away from GX Remote App messaging/notifications by deleting its signaling IP Address.

DELETE IP / PORT GALAXY DIMENSION

Remote Servicing Suite (RSS) connection done remotely over IP.

Once connected to a Galaxy Dimension via Remote Servicing Suite (RSS).



DELETE IP / PORT GALAXY DIMENSION

Remote Servicing Suite (RSS) connection done remotely over IP.

Once connected to a Galaxy Dimension panel click on the virtual keypad



Via the virtual keypad enter into Engineer Mode then go to menu option

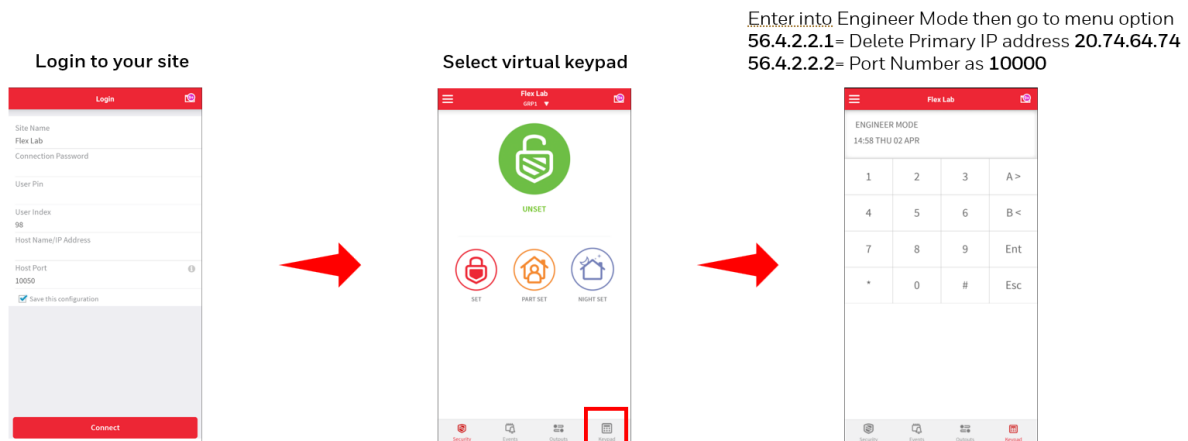
56.4.2.2.1= Delete Primary IP address 20.74.64.74

56.4.2.2.2= Port Number as 10000

Note : Steps are the same for local RS232/Ethernet connection.

DELETE IP ADDRESS GALAXY DIMENSION

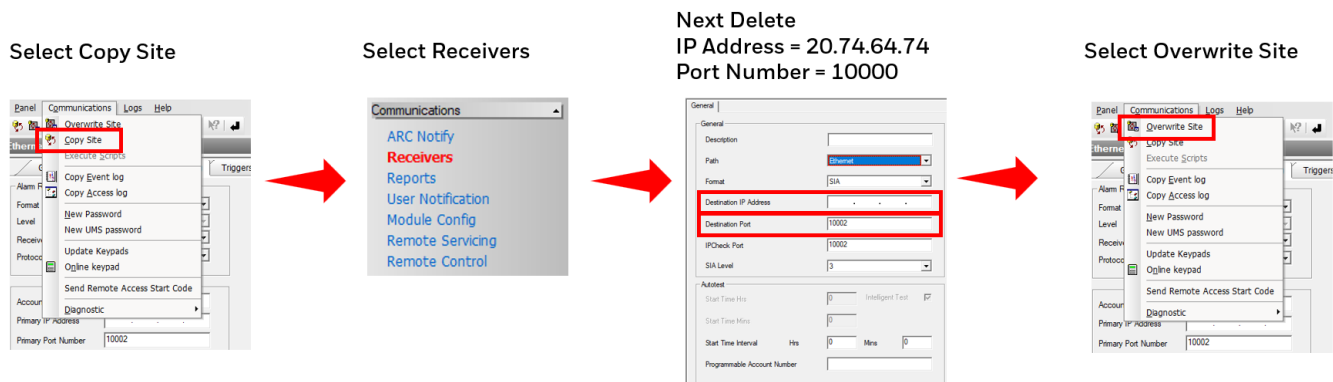
Change IP address via GX Remote App done remotely via a mobile connection.



DELETE IP / PORT GALAXY FLEX

Remote Servicing Suite (RSS) connection done remotely over IP.

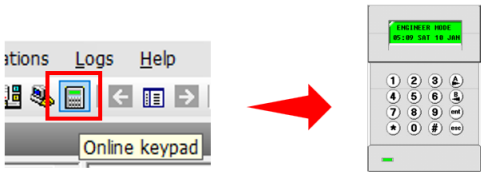
Once connected to a Galaxy Flex via remote Servicing Suite (RSS).



Note : Steps are the same for local USB/Ethernet connection.

DELETE IP / PORT GALAXY FLEX

Remote Servicing Suite (RSS) connection done remotely over IP.
Once connected to a Galaxy Flex panel click on the virtual keypad



Via the virtual keypad enter into Engineer Mode then go to menu option **56.1.1.1.4.1**= Primary IP address.

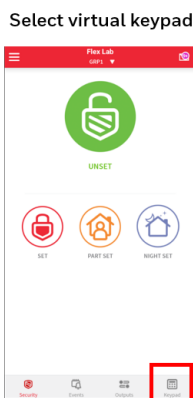
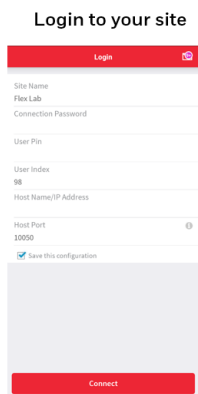
56.1.1.1.4.1 = Delete Primary IP address **20.74.64.74**

56.1.1.1.4.2= Port Number as **10000**

Note : Steps are the same for local
USB/Ethernet connection.

DELETE IP / PORT GALAXY FLEX

Change IP address via GX Remote App done remotely via a mobile connection



56.1.1.1.4.1 = Delete Primary IP address **20.74.64.74**
56.1.1.1.4.2= Port Number as **10000**



Availability

Please note that the notification service will be unavailable starting 1st Jan 2026

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Areas Affected

Hardware	n
Reporting	n
Standards and Legislation	n
Part Numbers Affected	n

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	y
Programming	n

Please note:

All CAN documents can also be viewed via link "<https://buildings.honeywell.com/gb/en/brands/our-brands/security/resources/security-notices>"