

Customer Advice Note CAN 197

MAXPRO® Cloud App Onboarding Push Notification

Date: August 2025

Introduction

Customer Advice Note no. **197** provides information on how to register and onboard with MAXPRO® Cloud services for the Galaxy system to receive push notifications from the MAXPRO® Cloud Android or iOS app.

This document outlines the onboarding process for the MAXPRO® Cloud App, detailing the necessary steps for dealer account registration, user setup, and standard practices to support a successful transition. By following these instructions, new users will obtain access to the platform's features and resources, enabling them to manage their accounts and integrate their systems.

Unlike the GX Remote app, which relied on a managed network setup, the MPC app connects directly to Maxpro Cloud services using a secure, encrypted channel.

Procedure to Sign Up for the New Cloud App

1. New Dealer Account Registration via the MAXPRO® Cloud Portal

- Access the MAXPRO® Cloud portal at <https://mymaxprocloud.eu/MPC/Signin>.
- Click "Sign up" at the bottom of the window and complete the Dealer Information form using a valid email address and defining your own password (at least an uppercase character, a number, and '@' must be included).
- You will receive a confirmation email that your request is processed.

- Inform your local Honeywell sales contact person or local distributor representing Honeywell Security in your region about your registration.
- We strongly recommend participating in one of our onboarding webinars presented by our Customer Success Managers (available in English, Dutch, and French). For webinar registration and details, please contact your local Honeywell sales contact person or our Customer Success / Tech teams at MAXPROCloudEU@honeywell.com.

2. Dealer Account Registration & Approval (Direct Account Creation)

You will receive an email with a “Customer Creation & Credit Application Form” which you will need to fill in and return to Honeywell by replying to this email. If you do not send back the completed form, you will be reminded three times. After the third reminder without a response, the request will be cancelled.

Procedure to configure Galaxy panel to MAXPRO® Cloud Portal

1. IP/Ethernet Module Configuration

- Go to 56.4.01 = Module Configuration
- Option 1 = IP Address: Enter the IP address for the Ethernet module. This must be a unique, static IP address obtained from your ISP or site network administrator.
- Option 2 = Site Name: Enter a name to identify the site.
- Option 3 = Gateway IP: Enter the IP address of the router.
- Option 4 = Network Mask: Enter the subnet mask.

Note – For complete MAXPRO Cloud compatibility, the latest Ethernet Module v4.14 is recommended. Versions 4.10 and 4.11 are also supported, though with a somewhat reduced feature set.

2. Time and Date

- Ensure the Time and Date (Menu option = 41 TIME + DATE) on the panel are correct.

3. ISOM Configuration

- All ISOM configuration is under menu 56.4.12 = ISOM. Leave all settings as default except for the items below.
- Check 56.4.12.2.1 = URL ADDRESS should be <https://isom.galaxy.mymaxprocloud.com/isom>
- DNS IP addresses need to be entered in menu 56.4.12.4 = DNS. If this information is not known, your IT department should be able to provide it.
- If a proxy server is required for internet access, this can be entered in menu 56.4.12.3 = PROXY SERVER.
- In menu 56.4.12.1 = CONNECTION, set this to Enable.

4. Events and Alarms

- Events and alarms must be shared with MAXPRO Cloud for the services to operate. This is achieved as follows:
 - 56.4.02.6.2 = ACCOUNT NO – set to 0000.

- 56.4.02.6.1 = TRIGGERS – All triggers except for 14 and 17 should be Enabled. This is set by default. Menu Access and Max tag events are not supported by MAXPRO Cloud currently.

5. Omit Signal

- In menu option 51.87 = Omit Signal, set to option 2 = All Events. When this option is selected, all events and all omit signals are sent to MPC.

Procedure to Create Rules for Push Notifications in Max Pro cloud app

To ensure you receive push notifications in the new cloud app, please follow these steps to create rules for sending notifications to users:

1. Log In to MAXPRO Cloud

- Open the Maxpro cloud on the browser and log in with your credentials.

2. Navigate to the rules

- Go to the rules menu within the app.

3. Create a New Rule

- Select the option to create a new notification rule.

4. Define the Rule Criteria

- Specify the criteria for the notification, such as the type of event (e.g., alarm, access control) and the conditions under which the notification should be sent.

5. Assign Users

- Select the users who should receive the notification. Ensure that the users are properly added and configured in the app.

6. Save the Rule

- Save the notification rule to activate it.

Subscription:

For Galaxy system via Ethernet/IP module connected with MAXPRO® Cloud Portal, monthly subscription of 2 Euros per panel will be charged.

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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>"