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## Galaxy Remote Control Application

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*(GX RemoteControl App.)*

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### User Manual

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**Version: 2.1**

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## **Introduction**

Galaxy Remote Control App. allows the user to control the Galaxy Dimension and the Flex Series intrusion detection panels remotely. This guide explains how to connect to intrusion detection panels etc and perform various functions remotely.

## **Scope**

This guide provides information on the features and the functionalities of Galaxy Remote Control App.

## **Intended Audience**

This guide is intended for the users of Galaxy Remote Control App. with Galaxy Dimension and Flex Series panels.

## **What's new in this version?**

Version 2.1 comes with a new user interface and it includes the features of the previous version.

### **Notes:**

- I. If you are accessing the Dimension/Flex series panels through your routers external IP address, then configure the router port forwarding for port 10001 to the panels Ethernet IP address. Refer Router manual for instructions on how to configure the port forwarding.
- II. The GX Remote Control application can also connect to a Dimension/Flex series panels using Domain name instead of IP address. If your ISP (Internet Service Provider) assigns an external dynamic IP address to your configured router and while connecting if your routers external IP address changes then use DDNS to prevent issues. To see if your router supports DDNS, refer to Router manual for instructions on how to configure.

## **Languages Supported**

The following languages are supported in this App.

- English
- French
- Dutch
- Spanish
- Swedish
- Russian
- Italian
- Polish
- Czech

Language settings can be changed using the smart device's own settings function.

**Note:** In the App, the default language is set to English and translation is not available.

## Prerequisites to Download the App

Before you download the Galaxy Mobile app, ensure that you enable the Panel Remote Access and add the Ethernet Module. The Ethernet module part numbers are:

- A083 For Flex 3
- E080-04 For Dimension and Flex 1

## Operating Systems Supported

Galaxy Mobile app can be installed on Tablets and Smartphone's which are operating on the following platforms.

Operating System	Supported OS	Minimum required Version
Android	Android Smartphone and Tablets	4.0
IOS	Apple iPhone & iPad devices	7.1 or Higher

## Upgrading the Firmware


This app supports both old firmware and new firmware of the panel. If you are using the previous version of Galaxy Remote Control app. then Panel Firmware upgrade is required to support or access the new functionality in version 2.1. New features will be available automatically when you download this App. Contact your dealer to get the support.

The following table details the list of panels that supports the new features in GX RemotControl App.

Panels Support New Features	New Features available in App. Version
<b>Flex 1</b> Flex 100 New version 1.17 Flex 50 New version 1.17 Flex 20 New version 1.17	2.1
<b>Flex 3</b> Flex 100 New version 3.17 Flex 50 New version 3.17 Flex 20 New version 3.17	2.1
<b>Dimension series</b> Galaxy Dimension 520 New version 6.92 Galaxy Dimension 264 New version 6.92 Galaxy Dimension 96 New version 6.92 Galaxy Dimension 48 New version 6.92	2.1


## Setting Up

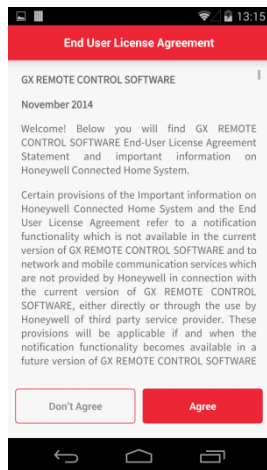
The Galaxy Remote Control App can be downloaded from your respective device app store.

After you download and install the app,  icon is displayed on your smart device or tablet.

## Logging On

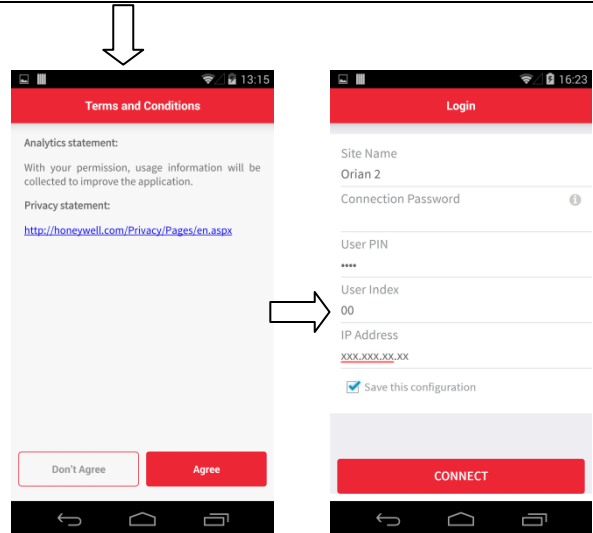
### How to Logon

1. Tap  on your smart device or tablet. The **End User License Agreement** screen appears.



**Note:** If you don't agree with the End User License Agreement then the user will not be able to use this app.

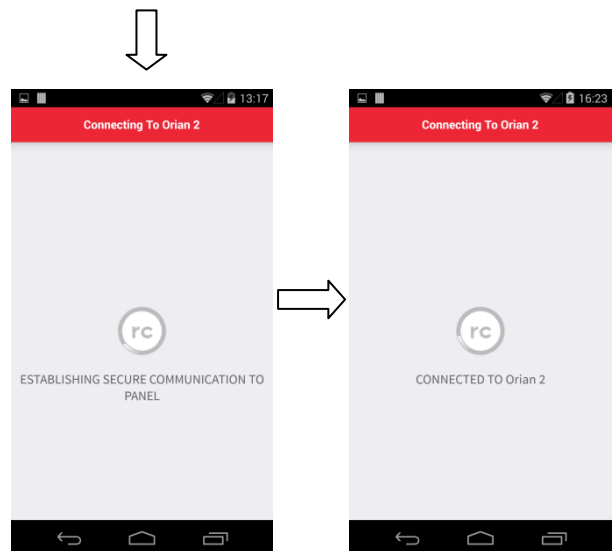
2. Read the end user license agreement and then tap **Agree**. The **Terms and Conditions** screen appears.



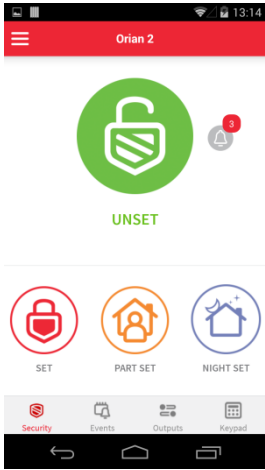
3. Read the terms and conditions and then tap **Agree**. **Login** screen appears.
4. Tap and then type the **Site Name**, **Connection Password**, **User PIN**, **User Index** and **IP Address** in the respective boxes. Tap on the Save Configuration check box to save the configuration for future logins.

**Note:** Connection Password is required if it is already set at the panel. Connection Password can be set through Remote tool (RSS).

5. Tap **Connect**. **Connecting to Site** screen appears displaying the progress and then connects to a site.



On successful logon and connection to site, the **Security** screen appears by default as shown below.

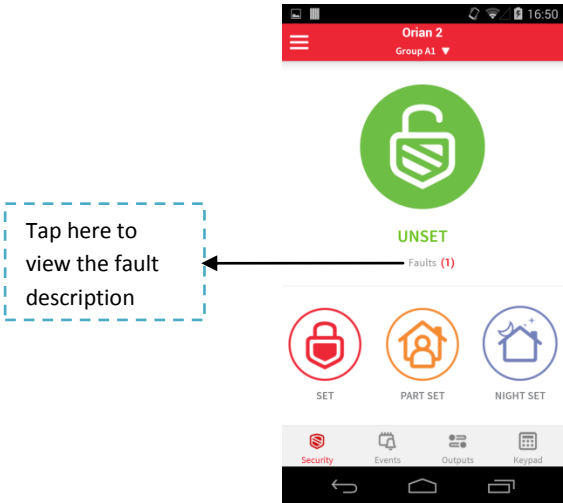


**Note:** In the Security screen, the following icons appear depending upon the version of the firmware:

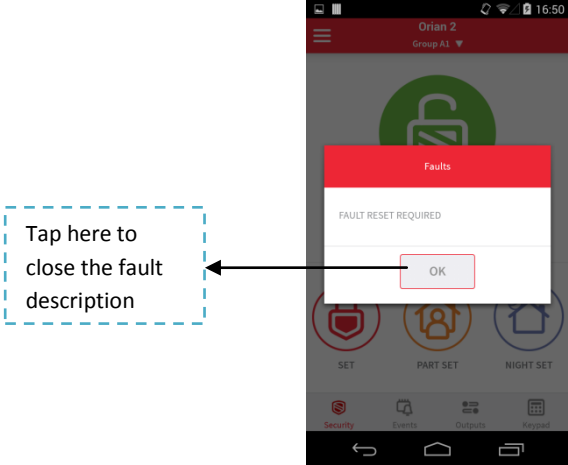
- - **Refresh** icon appears in old firmware. The status of the security screen varies depending upon the panel status. Tap this icon to refresh the panel status and to perform new actions.
- - **Live Alarm** icon appears in new firmware. This icon indicates the number of live alarm conditions on the panel. To view these alarms the user should use the remote keypad.

**Fault status**

If there is a fault in the panel then after successful logon and connection to site, the following home screen with fault count status is displayed.

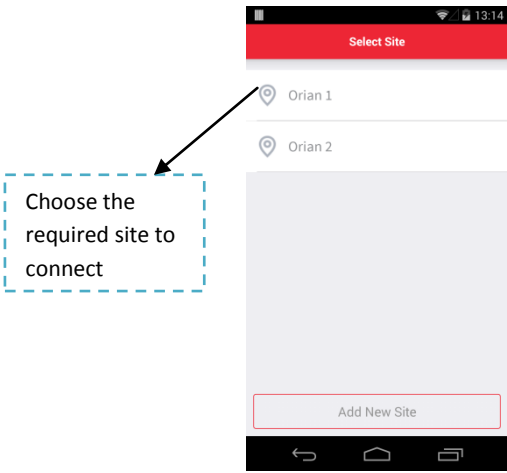


Sample screen with fault description is shown below.



**Future Logins**

If you have added multiple sites in your previous login and when you launch the app for the second time then **Select Site** screen is displayed as shown below. You can add maximum 5 sites in this app.



1. Tap on the required site. The **Login** screen appears.
2. Tap and then type the **Connection Password** and **User PIN** in the respective boxes.

**Note:** The **Site Name**, **User Index** and **IP Address** fields are updated by default.

3. Tap **Connect**. **Connecting to Site** screen appears displaying the progress and then connects to a site.

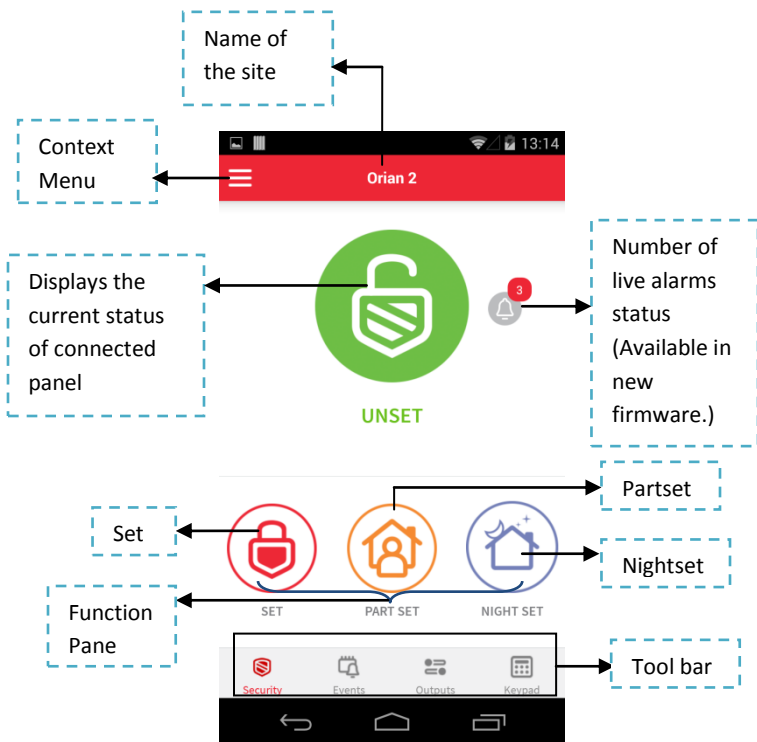
## Know the App

### Security Screen

Security screen allows you to perform the following functions.

- [Set](#)
- [Unset](#)
- [Part set](#)
- [Night set](#)
- [View Groups](#)

The status on the security screen may vary depending upon the panel status. If the panel status is Unset then the same status is displayed in the app.

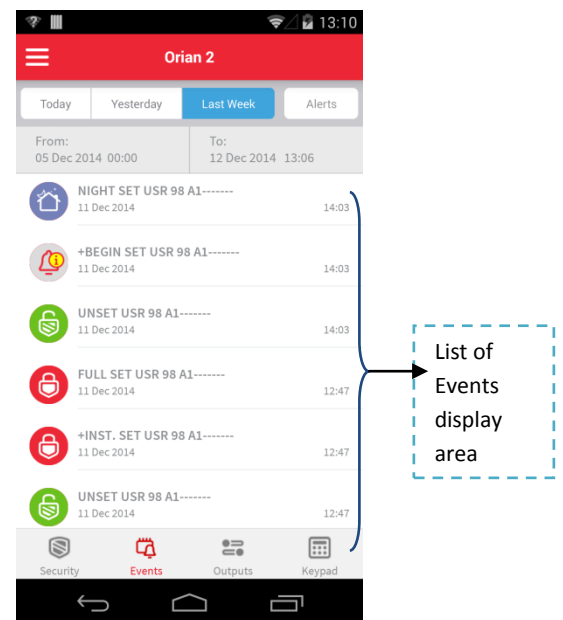


**Note:** **Groups** drop-down appears if groups are configured in the panel.

### Events Screen

The events screen displays the list of events that have occurred for the current day, previous day or last week, depending on selection made by the user. You should tap on the required option to upload and view the events in the selected range.

You can also customize **From** or **To** date and time to view the events for a specific period. If you navigate to another screen then the current event information is not displayed, you need to tap on the option again to refresh the event list. See [How to View Customized Events](#) section.



### Output Screen

Output Screen options will be available in future release.

### Keypad Screen

The Keypad screen is a virtual replica of an actual panel keypad. It allows you to perform end user functions that can be performed on actual physical Galaxy keypad.

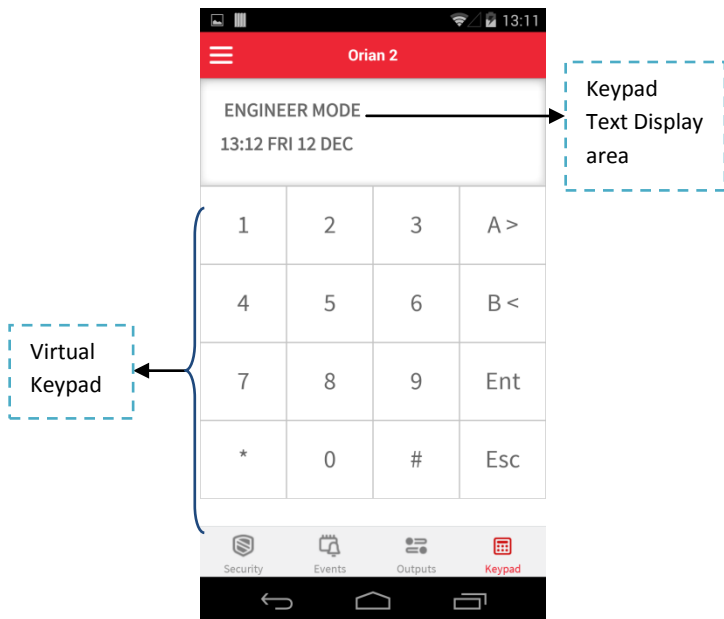
Refer **Galaxy Dimension** or **Flex latest Installer** manual for more information.



## Securing the System

### How to Set and Unset



- When you want to Set and Unset the system, perform as shown below.

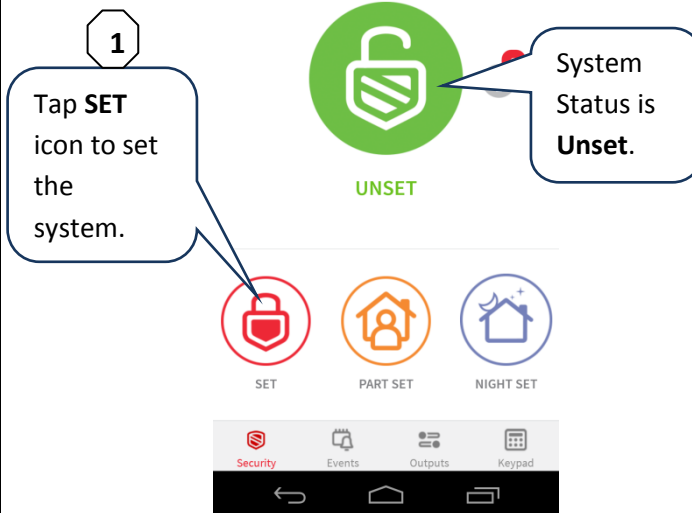
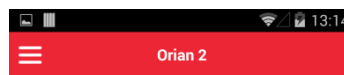
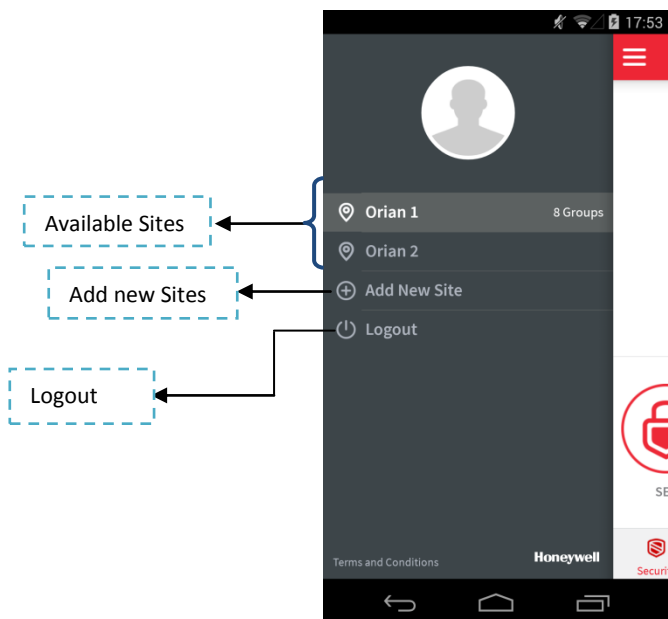


### Context Menu

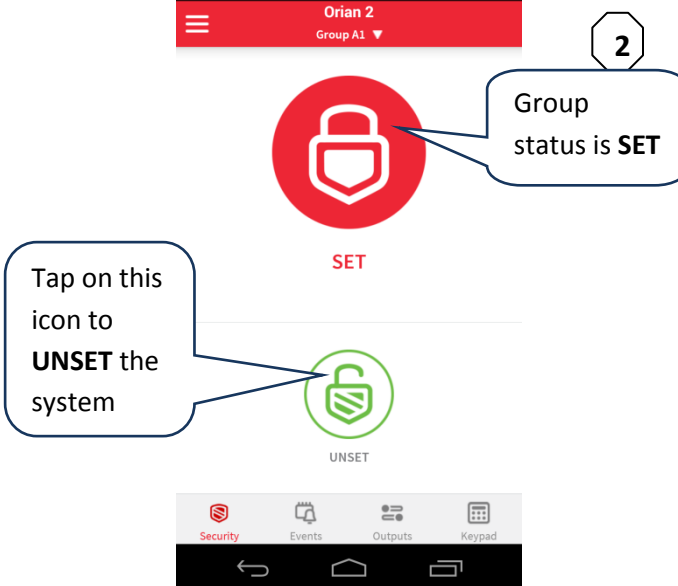
Context menu options allow you to view or access different sites available, add new sites and view groups.

**Note:** You can add maximum of 5 sites in this app.

- Tap  or swipe from left corner to view the context menu options.
- Tap  or swipe from right corner to hide the menu.

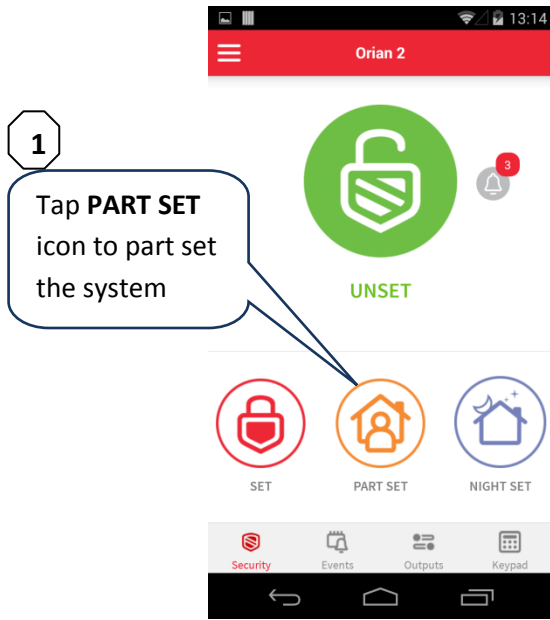


The following is the status when the system is Set

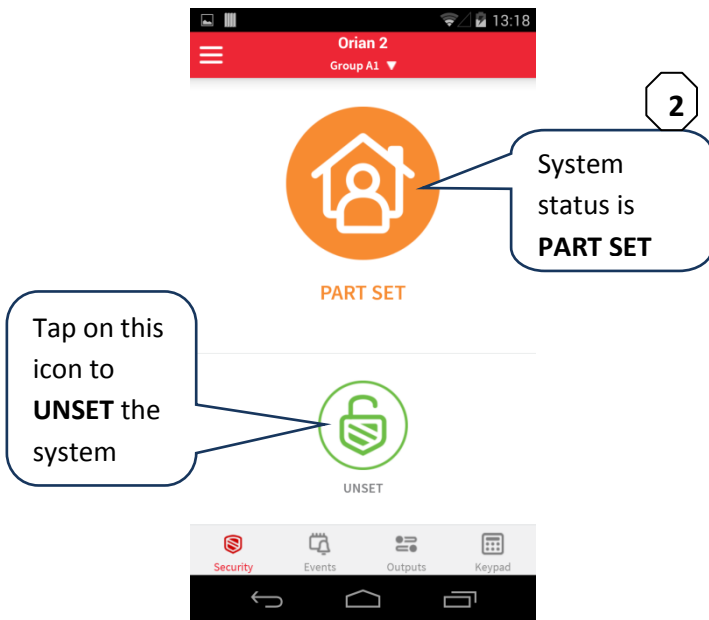


## How to Part Set and Night set

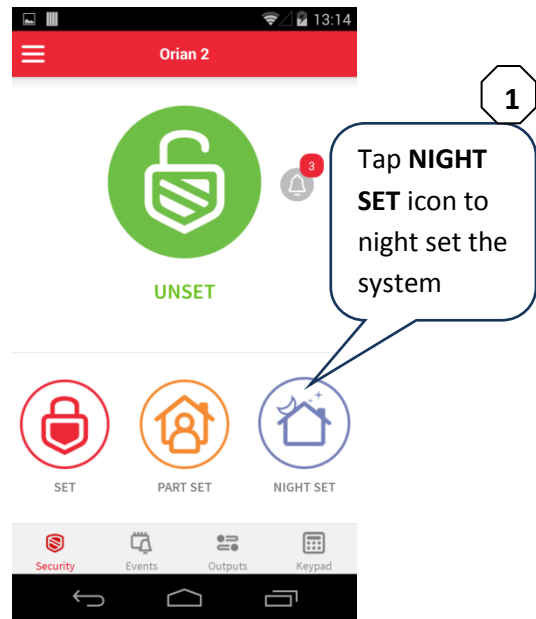
- To **Part set** the system, perform as shown below.



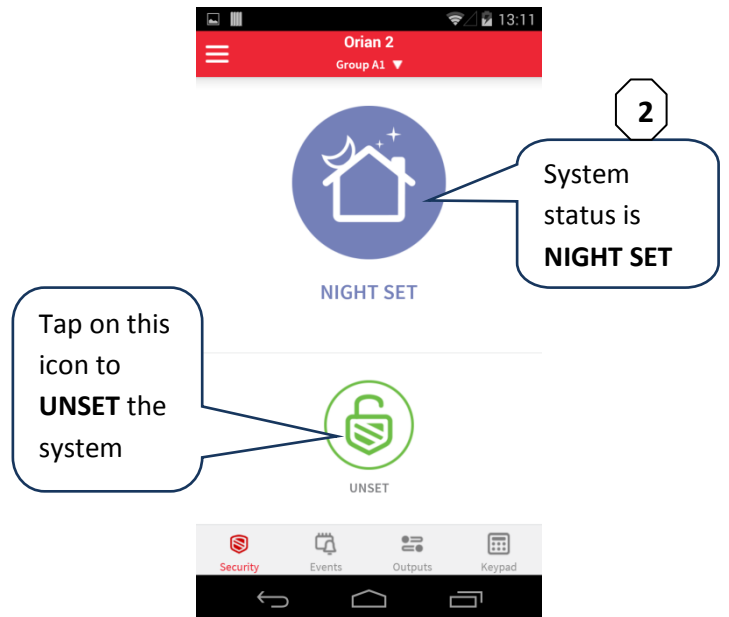
The following is the status when the system is **PART SET**



- To **Night set** the system, perform as shown below.



The following is the status when the system is **NIGHT SET**

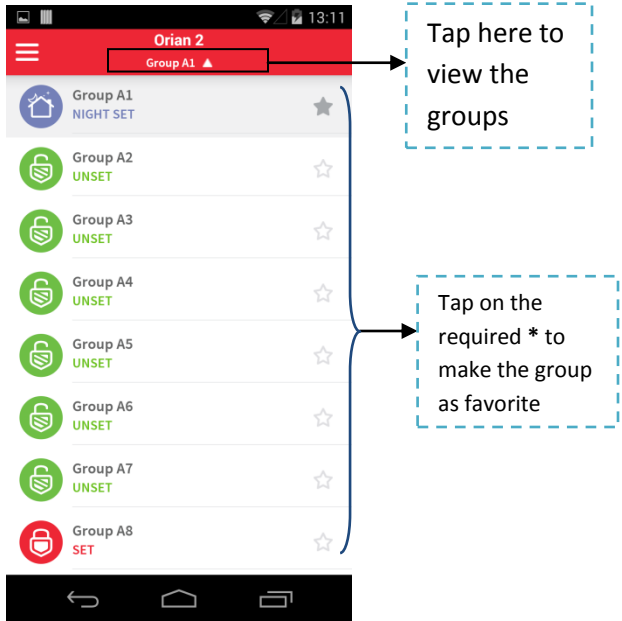


### Viewing Groups

The **Select Group** drop-down displays all the available groups assigned to the user.

To view the groups available in a panel:

- Tap on **Select Group** drop down, the list of groups are displayed as shown below.



Groups drop-down appears if groups are configured in the panel. You can also select your favorite groups to view when you login in future. By default when you logon for the first time, the available groups are displayed.

### Viewing the Event Alerts

The event alerts screen allows you to view the generated event alerts in the system instantly and by customizing.

Event alerts are divided in to two categories as follows:

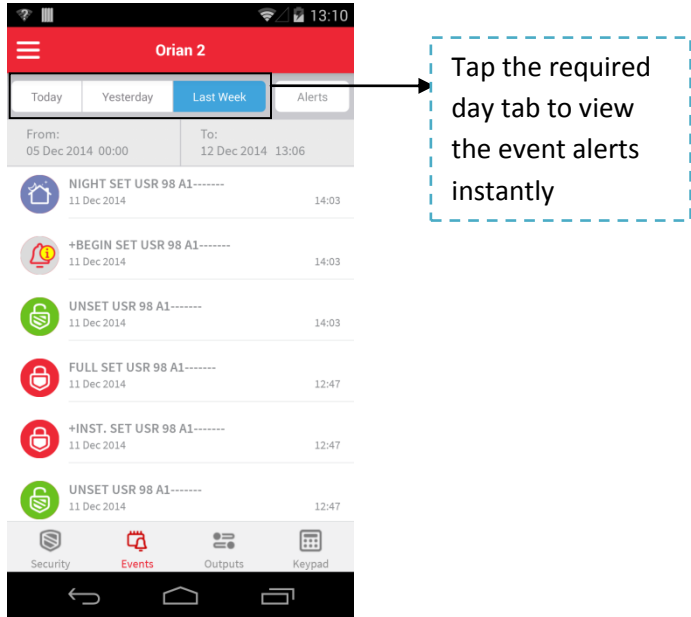
- Events that can be viewed by a site manager.
- Events that can be viewed by any individual in the site.

A manager or a user can view the events alerts in the app by using their site credentials.

### Viewing Events Alerts Instantly

To view the event alerts instantly for the current day, yesterday and Last week:

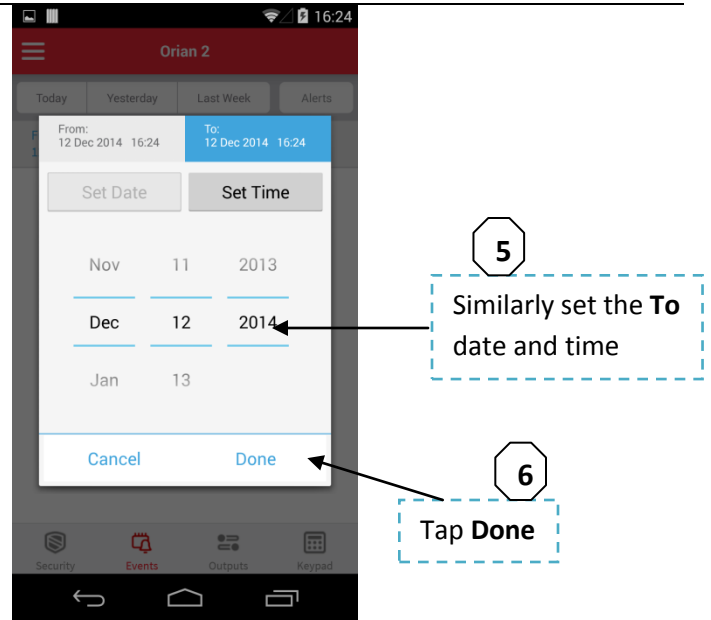
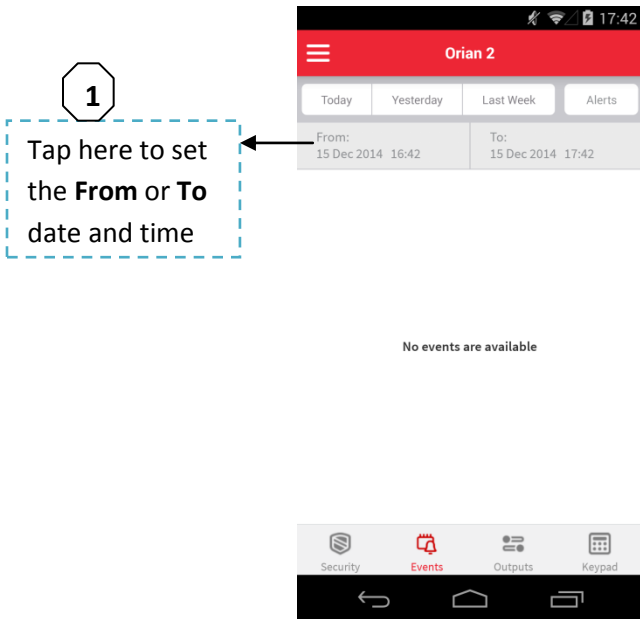
- In the **Events** screen, tap on the respective day tabs to view the events alerts instantly.



**Note:** When you navigate to the Events screen for the first time, the App will automatically fetch panel events from the last 60 minutes.

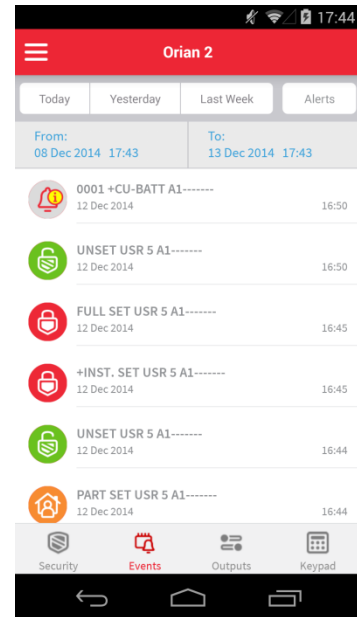
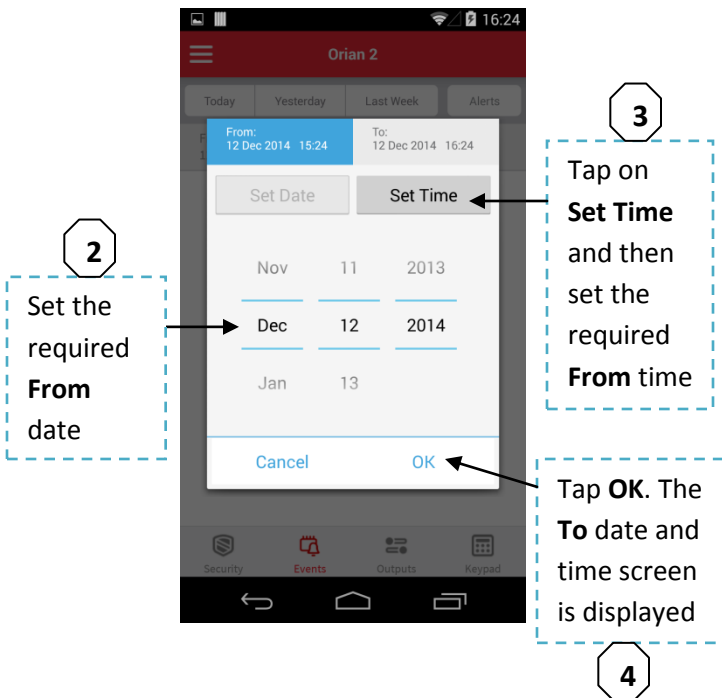
## How to View Customized Events

- In the **Events** screen, perform as shown below:



List of event logs for the specified date and time are displayed as shown below.

**Note:** Depending on your region the **From** and **To** dates display the current date. The **From** time will be less than one hour with the **To** time.



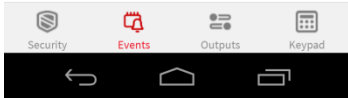
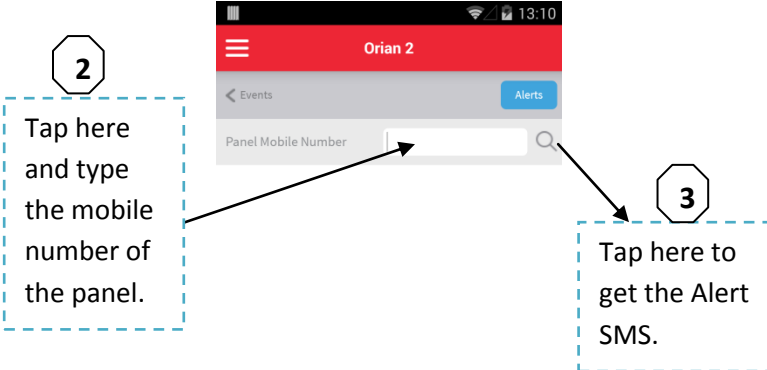
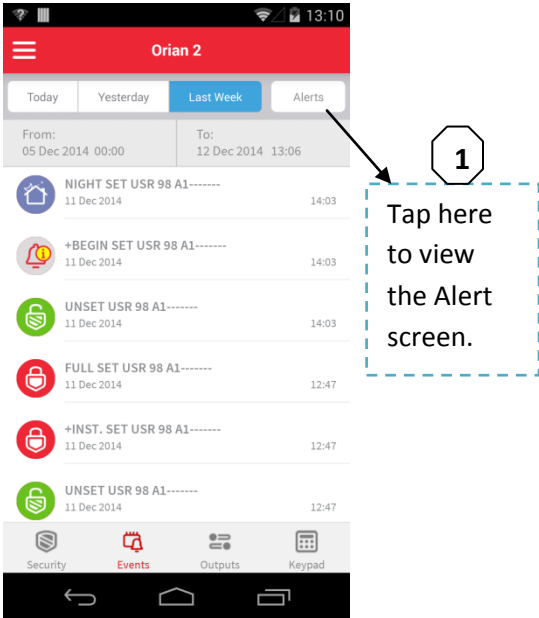
### Setting Event Alerts

This feature allows you to view SMS event messages sent from your panel to smart device. This feature is accessible if the panel is configured to send the SMS events and the smart device supports the SMS feature. Refer **Flex latest Installer** manual for more information.

**Note:** This feature is supported only for Android smart devices that support SMS feature.

### How to set the event Alerts

- In the **Events** screen, perform as shown below.

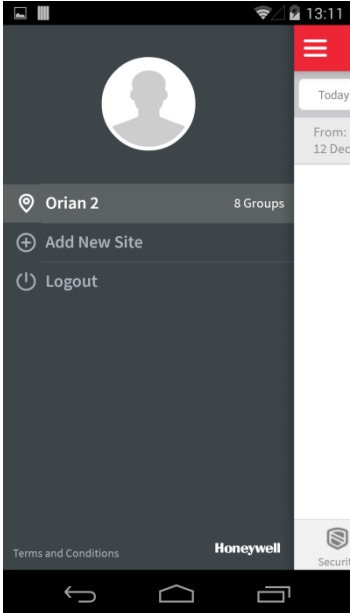


### Adding New Site

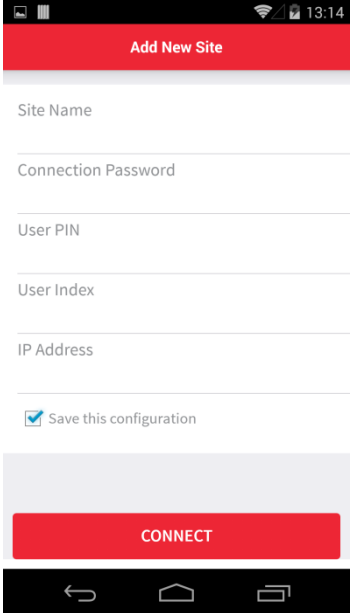
**Note:** You can add maximum of 5 sites in this app.

**To add a new site:**

1. Tap . The context menu options are displayed as shown below.



2. Tap **Add New Site** option. The **Add New Site** screen appears.




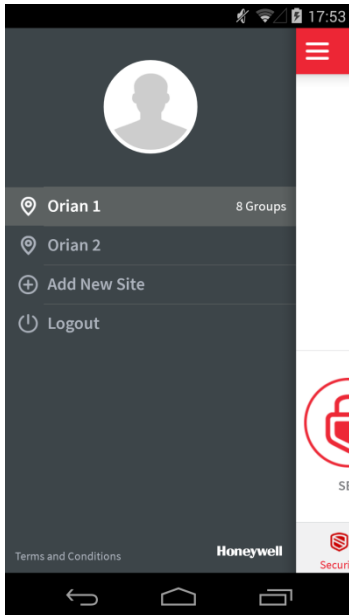
3. Tap and then type the details of the new site.
4. Tap **Connect**. The new site is added and displayed in the context menu options.

## Logging on to other Sites

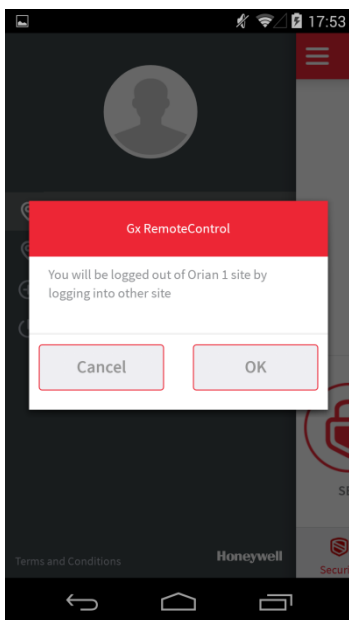
You can log on to other sites based on your privileges.

### To log on to other sites:

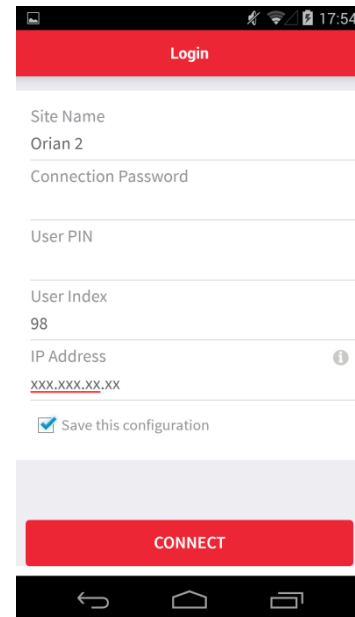
1. Tap . The context menu options are displayed as shown below.



2. Tap on the required site to logon from the available sites list. A message prompts you to logout from the existing connected site as shown below.



3. Tap **OK** to logout. Your existing site will be logged out and the **Login** screen appears as shown below.



4. Tap and then type the **Connection Password** and the **User PIN** in the respective boxes.

**Note:** If you have selected the **Save configuration** check box then you are prompted to type only the **Connection Password** and **User PIN**. The Site Name, User Index and IP Address fields are updated by default.

5. Tap **Connect** to connect the required new site

## Modifying a Site

This feature is accessible if you have added multiple sites in your previous login and connect again in future. When you connect the app. in future by default **Select Site** screen is displayed. Modifying site feature allows you to modify the credentials of a site and to connect.

### To modify the details of a site:

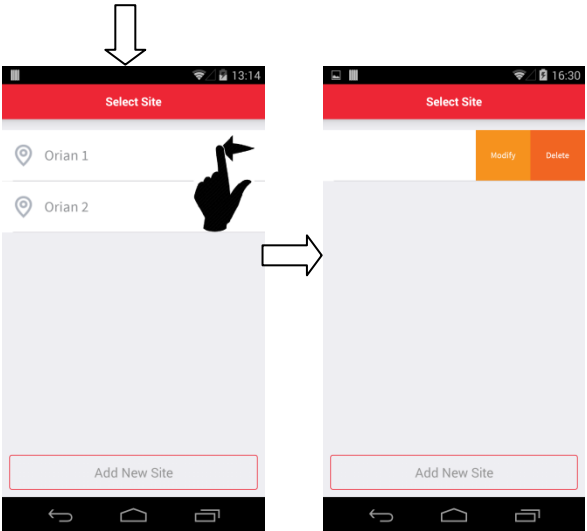
1. Logon to the app. using your credentials. The **Select site** screen appears as shown below.

**Note:** Ensure that you have added multiple sites in your previous logins.

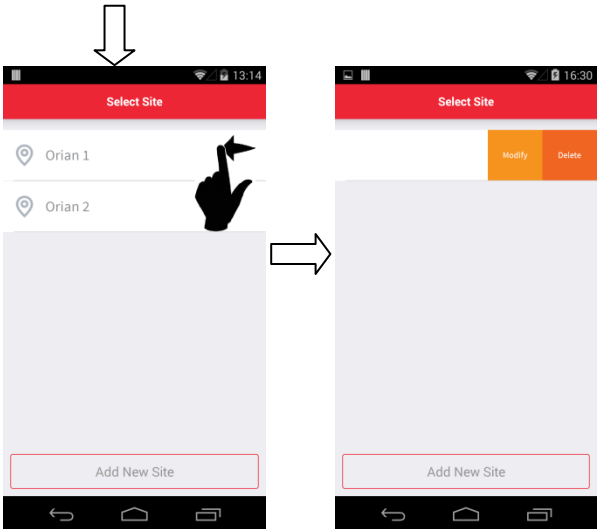
### Deleting a Site

To delete a site:

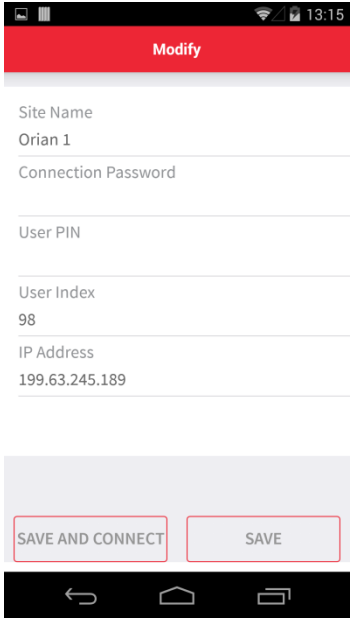
1. Logon to the app. using your credentials. The **Select site** screen appears.
2. In the **Select Site** screen, swipe left on the required site. **Modify** and **Delete** options are displayed as shown below.



3. Tap on **Delete** to delete the site.



2. In the **Select Site** screen, swipe left on the required site. **Modify** and **Delete** options are displayed as shown above.
3. Tap on **Modify**. The **Modify** screen appears as shown below.



4. Tap and then modify the required details in **Site Name**, **User Index** and **IP Address** boxes.
5. Type the **Connection Password** and **User PIN**.
6. Tap **SAVE AND CONNECT** to save and connect.