



Galaxy News

Access Excellence

APRIL 1 2019

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**FREE Live 365 x 24/7
Technical Support**

Not Fake News!

This Issue:

March Review

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About Us

Galaxy's Success in March

Galaxy had a very eventful March. We started off the month with President Rick Caruthers attending Hanwha Techwin America 2019 STEP Partner Summit in Cancun, Mexico while Cloud Director Lukas Le and Global Applications Engineer Ralph Jones represented Galaxy at the NJ ESA. The next week, Ralph Jones introduced access control systems to electric co-op professionals at TechAdvantage in Orlando, FL while Lukas Le went to showcase the latest in our Cloud Concierge at Convergint in San Antonio, TX. That same week, Global Applications Engineer David Terrill demonstrated the latest in access control at IREM in Livonia, MI. Throughout the month, Galaxy held three different Dealer Training Certification Classes in Denver, CO; our headquarters at Walkersville, MD; and Everett, WA. Galaxy concluded the month strong with its first ever End-User Development Forum in Greenwood, DE led by Global Applications Engineer Scott Baldwin and Jerry Wilkins.

Galaxy looks forward to another exciting month in April. **See us April 10-12 at ISC WEST booth #7071 in Las Vegas, NV.** Make sure to stay subscribed to our newsletter for calendar events and follow us on LinkedIn and Twitter for updates and pictures of events we are attending. We hope to be in a city near you soon!

Events

April

April 8-12
Galaxy Training
at Walkersville, MD

April 15-18
ME Galaxy Training
at Dubai

May

May 13-17
Galaxy Training
at Walkersville, MD

Save the Date!

June 3-6
ESX
at Indianapolis, IN

June 23-27
Texas School Safety
at Corpus Christi, TX



Meet with the Galaxy Team including President Rick Caruthers at ISC West

A promotional banner for ISC West 2019. The background features a night view of the Las Vegas city skyline with the Flamingo Las Vegas sign. On the left is the Galaxy Control Systems logo. In the center, it says "EXHIBIT HALL APRIL 10-12 2019 LAS VEGAS". On the right, it says "BOOTH 7071".

GALAXY CONTROL SYSTEMS

ISC WEST

EXHIBIT HALL
APRIL 10-12 2019
LAS VEGAS

BOOTH 7071

Register for FREE: <http://nvyt.es/1ff05ff6>

Tech Tip: Time Sync Issue

Recently, we have seen a spate of controller connection issues caused by a time synchronization problem between the controller CPU and the Event Server computer brought on by the shift to Daylight Savings Time. When this occurs, the controller repeatedly connects and disconnects from the Event Server. A look at the Event Server status messages in the GCS Service Monitor shows authentication failures, although the Embedded Web Server status consistently shows a connection. The problem can be fixed by synchronizing the time between the Event Server and the CPU using the Set Date/ Time button at the top of the Embedded Web Server page for the controller, or by issuing the command `set HH:MM:SS and set MM/DD/YYYY` through a terminal emulation program and a serial connection to the CPU.



There is a patch available on our website to prevent this from happening again named: **Event Server Time Sync Patch.**

New to Cloud Concierge Services: Cloud Services Tech Support

Galaxy is proud to announce that we have created a new position within our Cloud Concierge services to answer your growing needs: **CLOUD SERVICES TECH SUPPORT**. Cody Moble is shifting from his regular tech support duties to become our first Cloud Services Support Technician to answer calls and trouble shoot problems. This will allow our current Cloud Services Director Lukas Le and Technical Director of Cloud Services Justin Ivey to concentrate on future development projects.

Just Landed

GCS Dealer Essential Pricebook for 2019

Dealers can see our updated pricebook when they log in. Trouble logging in? Request a log in on the same page.

<http://galaxysys.com/login-bulletin>



Wireless Lock & Video Coming Soon...

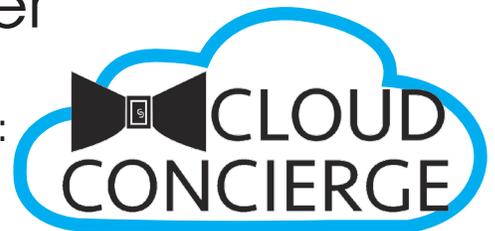
Become a Galaxy Dealer

For training dates, topics, cost, and travel:

<http://www.galaxysys.com/training>

For an overview on perks of becoming a dealer:

<https://vimeo.com/146512736>



Galaxy Help Website

<http://www.galaxysys.com/sghelp/Content/Home.htm>

Previous Galaxy Newsletters can now be found under our “Resources” tab



About Galaxy Control Systems

Galaxy Benefits:

- Privately Held Company
- Certified & Professionally Trained International Dealer Network
- Committed to In-House Design & Manufacturing
- Personalized Customer Relationships

Galaxy Control System's Mission Statement

To ensure the success of our client's Access Control & Security Management Systems, Galaxy has dedicated itself to providing the highest level of technical support and customer service. By effectively supporting our authorized dealer network and servicing emerging end-users needs, Galaxy not only ensures its own future successes but also will facilitate the increasing integrity and professionalism of our industry. We will accomplish our goals by committing all of our human and financial resources to better serve our dealer network and the customers on whom we all depend.

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