

Subject: Important Update

Product range: Intrusion

Date: August 6th, 2025

Important Update

Galaxy Remote App

GALAXY REMOTE APP

Important Update on Push Notification Service

As part of our ongoing commitment to providing the best possible service and ensuring the highest standards of cybersecurity, we will be ending the push notification feature on our older Galaxy Remote App by December 31, 2025.

The application will continue to function without the push notification capability until further notice. This decision has been made as we recognize the complexities and security vulnerabilities associated with the current system.

Action Required:

- To continue receiving push notifications and to take advantage of the new features, we kindly ask to transition to the MAXPRO Cloud App.
- Please note that the push notification feature of the GX Remote App will be turned off on January 1, 2026. If the notification service is not disabled by this date, the system keypad will display a fault, which will interrupt site operations.

To avoid fault "**COMM FAIL . REC.#**" triggering on Galaxy keypad please refer to the CAN document [HERE](#) to know on RSS, Galaxy keypad menu, Galaxy remote app virtual keypad options to disable.

MAXPRO Cloud Secured Mobile App:

We are pleased to announce our MAXPRO Cloud-connected App, designed to provide enhanced security and a more user-friendly experience.

Key features and benefits of this App:

- **Remote Control Anytime & Anywhere:** Manage site operations and daily activities from any location, at any time.
- **Easy Push Notification Management:** Adding and managing users for push notifications is now simpler and more intuitive than ever.
- **Intrusion Detection and Video Analytics:** The system integrates advanced intrusion detection and video analytics to provide real-time alerts and notifications.
- **Enhanced Security:** Our new App eliminates the need for port forwarding, significantly improving overall cybersecurity.
- **Multi-Site Management:** Seamlessly manage multiple sites from a single app, simplifying your operational processes.

Download the New MAXPRO Cloud App:

- [Latest MAXPRO® Cloud Android version: 2.9.6\(3\)](#)
- [Latest MAXPRO® Cloud IOS 2.9.6\(3\)](#)
- Please follow the steps outlined in the CAN document [HERE](#) to make the switch to the MAXPRO Cloud App.

Contact Support:

If you need any assistance, please reach out to the technical support [HERE](#).