

# System Galaxy Quick Guide

INSTALLATION & USER INTERFACE



## Galaxy Mobile DoorPoint

**USER GUIDE FOR THE MOBILE APP**

System Galaxy 11.8.5 | JAN 2024

# Galaxy DoorPoint

Mobile App



*How to Install and Use the  
DoorPoint mobile app.*



The information in this document is subject to change without notice.

No claims are made as to the accuracy or completeness of this document.

*FIRST Edition*

**Copyright © 2016 ♦ Galaxy Control Systems ♦ All rights reserved**

No part of this document may be reproduced, copied, adapted, or transmitted, in any form or by any means, electronic or mechanical, for any purpose, without the express written consent of Galaxy Control Systems. Copyright protection claims include all forms and matters of copyrighted material and information, including but not limited to, material generated from the software programs, which are displayed on the screen such as icons, look and feel, etc.

Microsoft®, Windows®, Microsoft SQL Server®, and Windows Server System®, are registered trademarks of the Microsoft Corporation in the U.S. and other countries.

Adobe® and Acrobat® are registered trademarks of Adobe Systems Inc.

Technical illustrations are creations of the technical author.

## **Galaxy Control Systems**

3 North Main Street  
Walkersville MD 21793

301-845-6600

**[www.galaxysys.com](http://www.galaxysys.com)**

Table of Contents

---

- 1 Introduction to the Galaxy DoorPoint Mobile App..... 5
  - 1.1 DOORPOINT CAPABILITIES LISTED: ..... 5
  - 1.2 ABOUT THIS GUIDE ..... 5
    - 1.2.1 RELATED DOCUMENTATION ..... 5
  - 1.3 REQUIREMENTS..... 6
- 2 Installing the DoorPoint App ..... 7
- 3 Signing into the DoorPoint App ..... 8
- 4 Managing Doors in the DoorPoint App..... 9
  - 4.1 DOORPOINT main menu ..... 9
  - 4.2 MANAGING DOORS ..... 10
  - 4.3 MANAGING CRISIS MODE ..... 11
  - 4.4 CREATING A FAVORITES GROUP ..... 12
  - 4.5 MANAGING FAVORITES ..... 13

Revision / Date	Changes
SG 10.4.9	MIN VERSION FOR MOBILE APP
SG 10.5.1	New cover for new release version
SG 10.5.6	New cover for new release version

# 1 Introduction to the Galaxy DoorPoint Mobile App

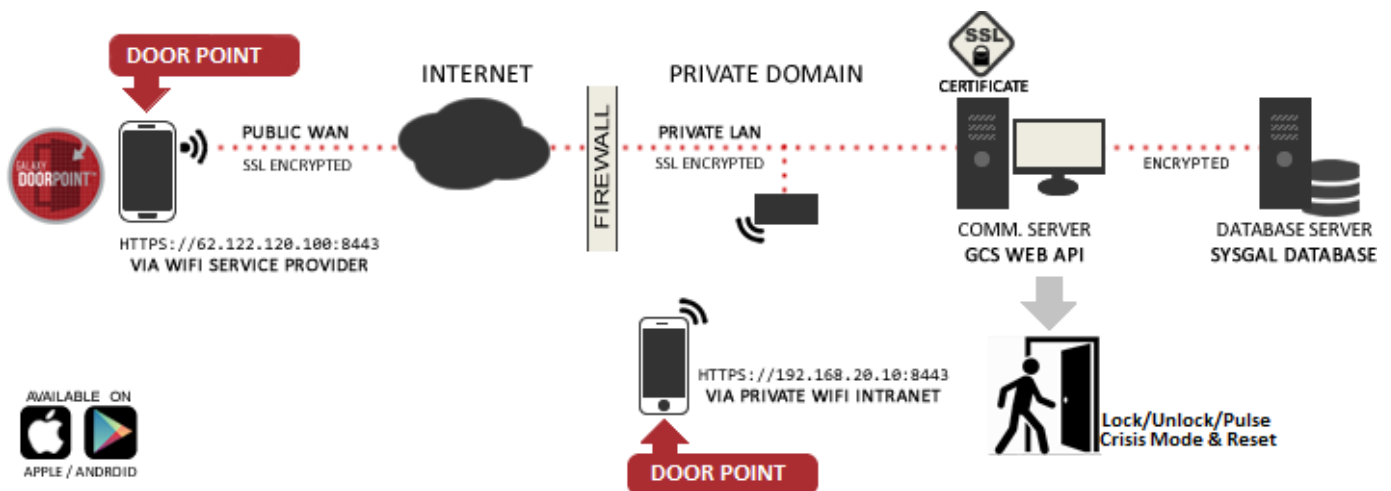
The Galaxy **DoorPoint** mobile app allows an operator to control door locks and crisis mode from a mobile phone. The app uses an SSL connection via private wireless network or public internet network.

The app includes the ability to create favorite loops and to view the door events at each door.

## 1.1 DOORPOINT CAPABILITIES LISTED:

- **Connect to System Galaxy database** via *private or public network* (valid **SSL Certificate** is required)
- **View Door events** for a selected door.
- **Lock and Unlock Doors on an individual door basis\***
- **Pulse Doors to allow non-credentialed/non-authorized person to enter a secure area.** (Momentary unlock will relock within set amount of time; configurable. Typically used where a camera/intercom is installed and so unauthorized visitors/patrons can be physically identified at entry).
- **Crisis mode support** (enable and disable crisis mode per loop and/or all loops basis)
- **Favorite Loop feature** (allows operator to create a favorite Loops category to filter and order the selected loops and their doors separately from the rest. Loop List is normally ordered alphabetically.)

\* Lock or unlock persist until a schedule or subsequent operator command or crisis mode is issued to change the state of the door.



## 1.2 ABOUT THIS GUIDE

Information in this user guide covers the following ...

1. Introduction: Features & Capabilities, Planning and Requirements
2. Installation: Downloading / Installing DoorPoint
3. Using DoorPoint App

### 1.2.1 RELATED DOCUMENTATION

- **Galaxy PersonPoint User Guide** (covers installing and using the DoorPoint mobile app)
- **GCS Web API Server Guide** (covers installing and configuring the Web API Service)
- **System Galaxy User Guide** (covers configuring and using the System Galaxy software)

## 1.3 REQUIREMENTS

The **GCS Web API Service** and GCS Communication Services are designed to run on the SG Communication Server, which is running on a Windows Server OS, or a Windows-7/ Windows-8 OS).

1. Requires **System Galaxy 10.4.9** (minimum version)
2. System Galaxy database must already be installed and must be running before you install the Web API Service.
3. A **valid/current SSL Certificate** must be installed on the *System Galaxy Communication Server*.  
The private key must be visible on the Certificate (if for any reason you need to redo the certificate installation, the privacy key may not be enabled – in which case you will have to manually restore the privacy key. See the SG Web Service Guide for details.
4. The **GCS Web API Service** must be installed on the main *System Galaxy Communication Server*.
  - The service has no dependencies. Therefore it is not affected by (and does not affect) other GCS services.
  - The installation of the Web API Service is covered in the SG Web Service Guide.
1. *GCS Web API Service* must be using a unique port number. **It cannot share port 80 or 443 with IIS or other apps.**
  - » 8000 is default HTTP port (configurable) – useful for testing environment only
  - » 8443 is default HTTPS port (configurable) – for live/production environment
5. The smartphone must have a valid account and valid Wireless Router settings must be configured in the smartphone for the private wireless router, or the smartphone must have a wireless signal from an internet service provider
6. The **Galaxy DoorPoint mobile app** can be downloaded from Google Play or Apple Store.  
The app is not supported on a Windows smartphone OS.
7. The Cardholder must be properly enrolled through the System Galaxy software before it is available in the DoorPoint app. Enrolling a cardholder is covered in the System Galaxy User Guide.
8. The **Galaxy DoorPoint mobile app** operator must use a valid System Galaxy operator login. It is recommended you create/use a specific operator login for the mobile app, which is created through the operator configuration in the System Galaxy software. It may be advisable for each operator/phone have a unique login that is specific to the mobile app for security and administrative purposes, this way you know which operator and/or which device (i.e. a command issued from a mobile device as opposed to from the workstation).
9. You must use HTTPS secure socket connections with an SSL Certificate for your Galaxy Mobile Apps in the live production environment. This will encrypt the communications regardless of which method of network access you choose.
  - » **Private Access:** Galaxy Apps to connect to a *private wireless router* when the smartphone is within range.
  - » **Public Access:** Galaxy Apps to connect to a *public network router* using a Public Cellular Provider.

## 2 Installing the DoorPoint App

*This section covers how to install the DoorPoint app. a mixture of iPhone and Android screenshots are shown throughout these instructions. This guide assumes the operator has a basic understanding of smartphones.*

IMPORTANT: The System Galaxy Web API Service must be properly installed and running.

IMPORTANT: The smartphone must have a valid network account and valid Wireless Router settings must be configured in the smartphone for the private wireless router, or the smartphone must have a wireless signal from an internet service provider in order to proceed.

### Steps to Install DOORPOINT:

### [Screenshots](#)

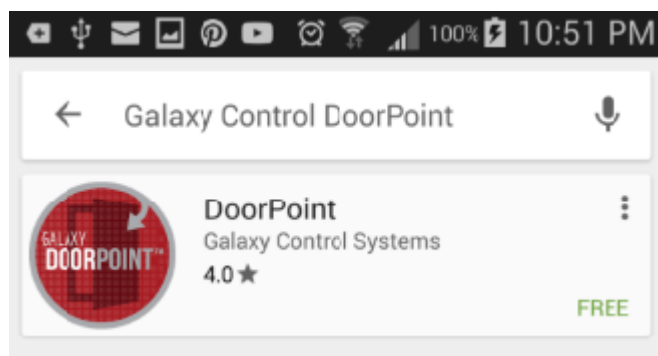
#### 1. LAUNCH YOUR PHONE'S APP STORE.

Google Play or Apple Store).

*The app store will open.*

#### 2. Search for "Galaxy Control DoorPoint"

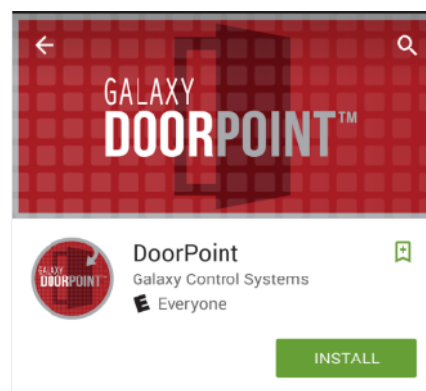
#### 3. Tap on the (free) **Galaxy DoorPoint** tile to view it in the App Store.



#### 4. Tap READ MORE to confirm the minimum requirements for the app.

*The app size is 1.61MB.*

*Available through Galaxy Control Systems*

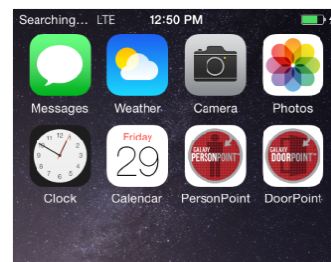


#### 5. Tap the **INSTALL** button to begin downloading.

#### 6. Tap to confirm download requirements.

*You can place your DoorPoint icon where ever is best for you. Typically a tap/hold will enable you to move your icon.*

#### 7. Tap the **[DoorPoint]** icon to open the app.



**GO TO THE NEXT SECTION TO SEE INSTRUCTIONS ABOUT STARTING AND LOGIN INTO THE MOBILE APP.**

### 3 Signing into the DoorPoint App

*This section covers how to sign into the DoorPoint app. A mixture of iPhone and Android screenshots are shown throughout these instructions. This guide assumes the operator has a basic understanding of smartphones.*

IMPORTANT: The System Galaxy Web API Service must be properly installed and running. The SG Database must be running.

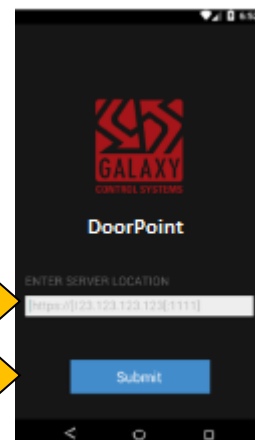
IMPORTANT: The smartphone must have a valid network account and valid Wireless Router settings must be configured in the smartphone for the private wireless router, or the smartphone must have a wireless signal from an internet service provider in order to proceed.

#### Steps to Sign-in to DOORPOINT:

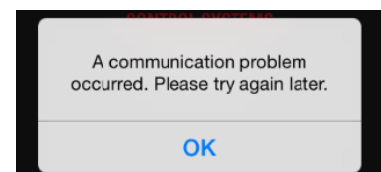
#### [Screenshots](#)

The operator must provide the correct URL for the System Galaxy Communication Server using secure socket layer (HTTPS).

1. Tap the **DoorPoint** icon to start the app.
2. Type the appropriate **HTTPS URL address** for the SG Comm Server inside the **URL field** and.
3. Click **[SUBMIT]** button to connect.



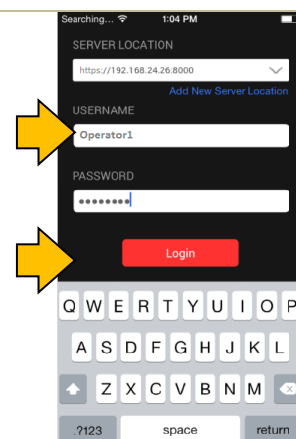
IMPORTANT: The Web API Service must have already been installed and must be running. The phone must be able to connect.



If the connection is successful, user will be prompted to log into System Galaxy with valid SG Operator login credentials.

1. Type the USERNAME & PASSWORD for the appropriate SG operator into the login fields.
2. Tap **[LOGIN]** button to sign in to SG.

*If valid login credentials are used, the home screen displays.  
If invalid login credentials are used, the mobile app will return a login error and user will try again.*





## 4 Managing Doors in the DoorPoint App

*This section covers how to lock, unlock, and pulse doors from the DoorPoint app.*

IMPORTANT: The System Galaxy Web API Service must be properly installed and running. The SG Database must be running. The System Galaxy hardware, panels, door locks, readers, etc. must already be installed and programmed into the SG Database.

IMPORTANT: The smartphone must have a valid network account and valid Wireless Router settings must be configured in the smartphone for the private wireless router, or the smartphone must have a wireless signal from an internet service provider in order to proceed.

### 4.1 DOORPOINT MAIN MENU

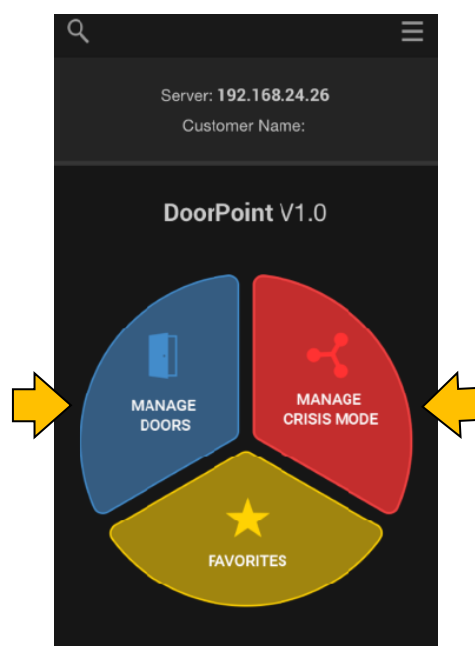
#### Steps to use DOORPOINT:

#### [Screenshots](#)

The DOORPOINT home screen defaults to the “PIE” MENU.

- **Manage Doors:** allows operator to control lock status on a per-door basis; and view door events.
- **Manage Crisis Mode:** allows operator to engage or clear crisis mode on a loop/cluster basis (individual, multiple or all clusters as needed).
- **Favorites:** allows operator to assign and remove the favorites status of the loop/clusters.

1. Tap the “Pie” button to open the desired screen.



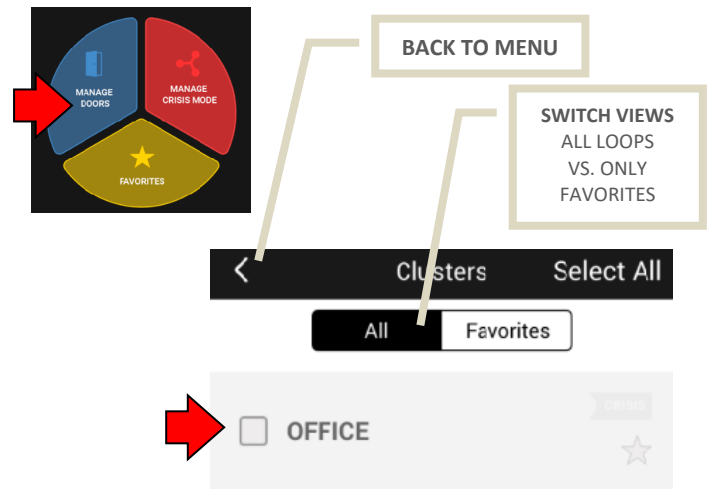
The app will list the Loops and Doors in alphabetical order.

Operator can designate a loop as a “favorite” which will supersede the order. Favorite loops are bumped to the top of the list.

## 4.2 MANAGING DOORS

Operator can see the list of all loops/lusters – or – see the list of favorite loops.

1. Tap MANAGE DOORS - from main “pie” menu.
2. Tap the **desired loop name** in the list of loops to open its list of doors.



Operator can issue lock, pulse and unlock commands from this screen to some or all of the Doors in the Loop.

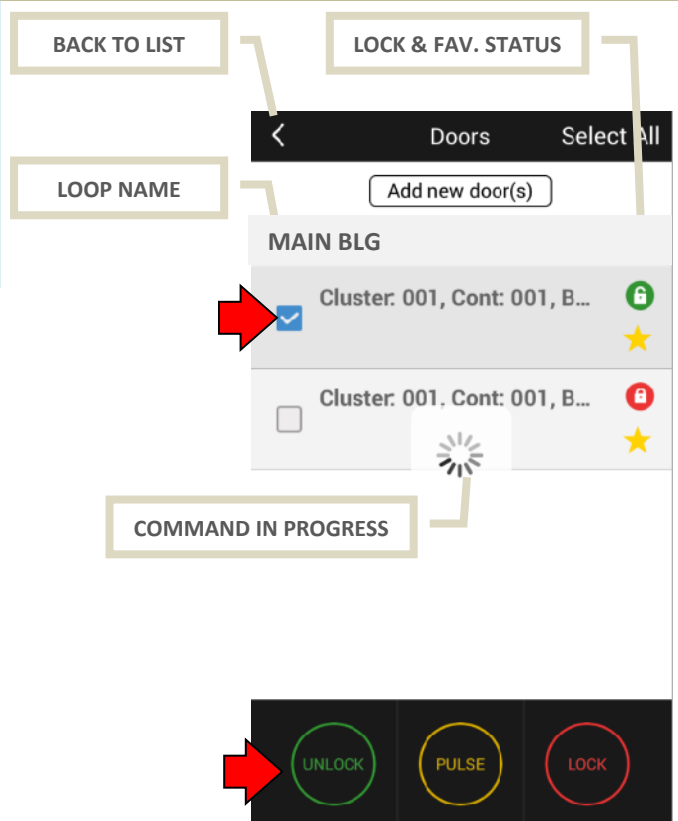
- UNLOCK: issue an unlock command to selected doors.
- PULSE: issue a momentary unlock command to selected doors.
- LOCK: issue a lock command to selected doors.

3. Tap the **checkbox** to select the desired Door(s) that you want to control.
4. Tap the **desired button** (UNLOCK, PULSE, LOCK) at the bottom of screen to control selected door(s).

The lock or unlock will remain in effect until acted upon by another operator command or schedule.

Unselected doors are not affected.

5. Tap the BACK ARROW to return to the loop list.



TIP: a scrollbar appears on right side of screen if the list of doors is longer than the screen.

6. TAP-N-PULL the screen to refresh list. If a door doesn't appear, verify if the loop has its doors programmed in System Galaxy yet.



No data available.  
Please pull down to refresh.

## 4.3 MANAGING CRISIS MODE

The Operator can activate/deactivate crisis mode on a per-loop basis from the smartphone.

1. Tap **MANAGE CRISIS MODE** - from main “pie” menu.
2. Tap the **desired view** (ALL, FAVORITES, ACTIVATED) to filter the list as needed.

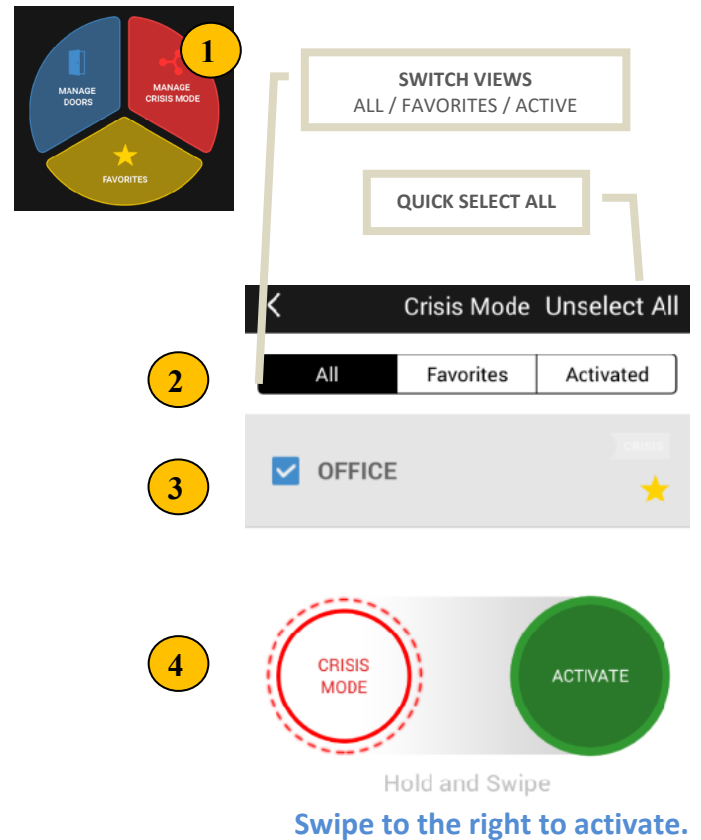
**ALL** – shows all loops in the system.

**FAVORITES** –only shows the loops that are marked favorite. The yellow star always shows, regardless of view selected.

**ACTIVATED** –only shows the loops that are actively in crisis mode. The crisis indicator (red flag) shows if loop is activated.

3. Tap the **desired loop name** in the list of loops to select the loop you wish to activate or deactivate crisis mode.
4. **Hold-n-Swipe** the **CRISIS MODE** button ...

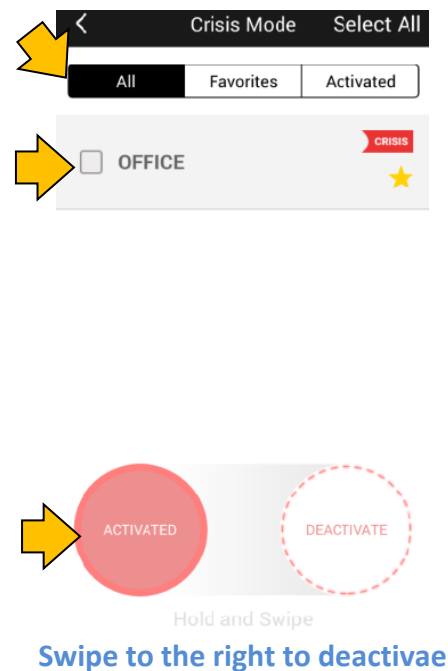
**TO ACTIVATE** Swipe the **Crisis Mode** button onto the **activate circle**.



The crisis flag turns gray when crisis mode is off.

1. Tap the **desired view** (ALL, FAVORITES, ACTIVATED) to filter the list as needed.
2. Tap the **desired loop name** in the list of loops to select the loop you wish to activate or deactivate crisis mode.
3. **Hold-n-Swipe** the **CRISIS MODE** button ...

**TO DEACTIVATE** Swipe the red **Activated** button onto the **deactivate circle**.



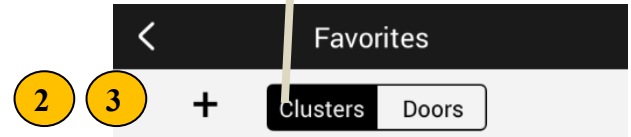
## 4.4 CREATING A FAVORITES GROUP

The Operator can **CREATE** a Favorites category.

1. Tap **FAVORITES** - from main “pie” menu.
2. Tap the **desired view** (CLUSTERS, DOORS) as needed.  
**CLUSTERS** – shows all loops in the system.
3. Tap the **[ + ] SYMBOL** to add a new Favorites Group.



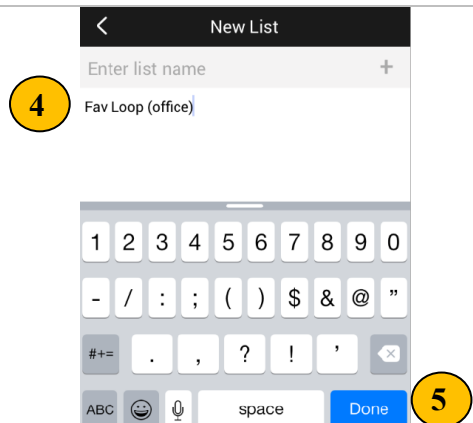
SWITCH VIEWS  
ALL / FAVORITES / ACTIVE



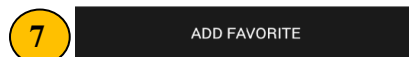
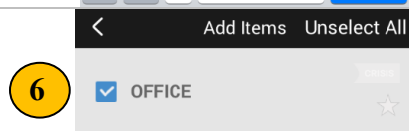
4. **Type** the *desired name* for your Favorites List (i.e. Exterior Doors, Public Entrance, etc.) .
5. Tap **Done** when you are finished.

*The Favorite List Name is added to the Favorites List.*

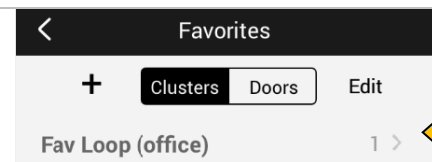
**EXAMPLE:** we named ours “Fav Loop (office)”



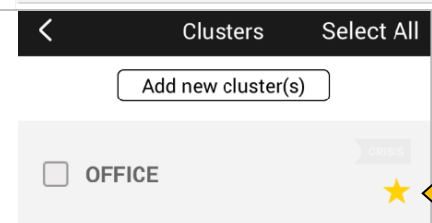
6. Tap (check) the **Loop Name** you want to add.
7. Tap **ADD FAVORITE** when you are finished.



8. The loop is now added to your **Favorite Group**.



9. A Loop will display a **yellow star** to indicate that it belongs to a Favorites group.



END OF INSTRUCTIONS

## 4.5 MANAGING FAVORITES

The Operator can add a loop to a Favorites category from other screens in the system.

1. Tap **CRISIS MODE** - from main “pie” menu.
2. Tap the *desired view* (ALL, FAVORITES, ACTIVATED) to filter the list as needed.

**ALL** – shows all loops in the system.

**FAVORITES** –only shows the loops that are marked favorite. The yellow star always shows, regardless of view selected.

**ACTIVATED** –only shows the loops that are actively in crisis mode. The crisis indicator (red flag) shows if loop is activated.

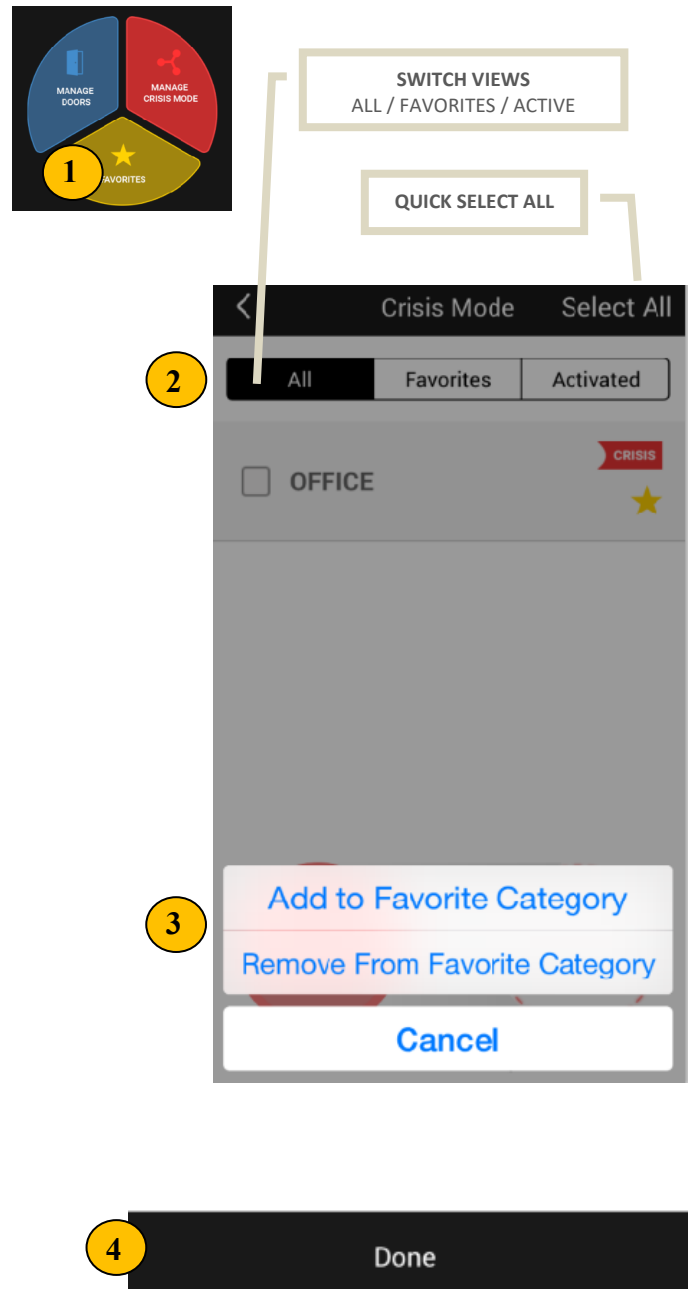
3. TAP the yellow start to add to favorites ...

- Choose to add to a favorite category
- Or remove from a favorite category.

4. Tap Done when you are finished.

The loop (all of its doors) will be added to the favorite category you selected and then a yellow star will always indicate the loop/door is in a favorite status.

Loops and doors that are assigned to a favorite status will be filtered into the Favorites View.



When the Operator removes a loop from Favorites, the loop and all its doors will no longer show the yellow star. This means the Loop will no longer appear in the Favorites view.

END OF INSTRUCTIONS