



## Galaxy Response to COVID-19

As it relates to the daily operations of Galaxy, we are open for business and have implemented a plan that offers the utmost protection for our employees. As a result of this modified work plan, you may find that you are contacting team members that are working at home. You may hear children laughing, dogs barking, and other background noises, but our employees and their family's safety and health is our main concern. We all find ourselves using video conferencing platforms more frequently these days, and I must admit it brightens my day to see a small child or family pet run into the room during a call.

Read the interview President Rick Caruthers gave with SDM on how he is confident with day-to-day operations and sees an increase in cloud access sales as business owners are realizing the exposure as a result in mandated office closings due to COVID -19. Read [Full Article](#).

### 635 DRM Announcement

Galaxy is pleased to announce that we have received our first supply of the semi-conductors, enabling us to restart producing the 635 DRM! We were surprised to see these arrive more than a month ahead of all promised delivery dates. Because of this, we are running the assembly machines at their maximum capacity and **we will begin to have boards ready for shipment by next Monday afternoon, or Tuesday** at the latest. Galaxy will start by fulfilling all orders that have been received with the oldest going out first. **We imagine that it will take us about a week to catch up.**

### GALAXY CLOSED 4/10/2020

Galaxy will be CLOSED to observe **Good Friday on April 10th**. Regular business hours will resume on Monday April 13th. As usual, Galaxy's 24/7/365 tech support is available during all holidays.

### APRIL TRAINING CANCELLATION ANNOUNCEMENT

In order to ensure the safety of all those involved, Galaxy is **CANCELING** all training classes for April 2020. The classes canceled were for:

- 14-17 in Denver, CO
- 14-17 in Walkersville, MD (HQ)

Thank you for understanding during these times. Please forward this message to anyone not aware of the training cancellations.

### NEW SOFTWARE RELEASE - COMING SOON

#### Here's what you need to know about Version 11.3.0

- The installation suite has been broken up into two sections again to make for easier downloading. The installation now has a Main and Aux disk ISO file.
- SGSetup.hta: In previous installation suites the file that launched the installation splash screen was titled Default.hta. This has been changed to SGSetup.hta for greater clarity.
- Step 3 of the installer has been modified to not launch the EpiBuilder installation when the SG installer closes. If the EpiBuilder badging option is still being used, there is a button available on the installation finish screen that can be used to launch the EpiBuilder installer manually.
- Default Cluster: The installation creates a default Cluster and Controller when the software is installed in a new system.
- Added the ability to display all TRACE EVENTS in a separate event window and to have an audio sound played when a TRACE EVENT is received. This behavior is disabled by default and is controlled by a checkbox in the System Settings General Options tab. The setting is system wide and applies to all workstations.

Stay posted for the release coming in just a few weeks!

**TRAINING  
DATES**

**SG HELP  
WEBSITE**

**2020  
EVENTS**

### Complete Rep Firm Update:

- **Pro Sales Agents (PSA)** - Georgia, North & South Carolina
- **Synergy Marketing Consultants, Inc. (SMC)** - North Dakota, South Dakota, Minnesota, Wisconsin, Illinois, Michigan
- **Galaxy** - Nebraska, Iowa, Kansas, Missouri
- **RepWorks** - Connecticut, Massachusetts, New Hampshire, Rhode Island, Vermont, Maine
- **ThinkReps** - New York, New Jersey
- **OSS Reps (Osborn Sales Solutions)** - Washington, Oregon, Idaho, Montana, Alaska
- **The Technology Xchange** - California, Nevada, Arizona, Hawaii
- **Logical Marketing Solutions (LMS)** - Colorado, Wyoming, Utah, New Mexico
- **Legacy Marketing** - Ohio, West Virginia, Indiana, Kentucky
- **ASR Enterprises Inc.** - Virginia, Maryland, DC, Delaware, E. Pennsylvania
- **Ascend Security** - Texas, Louisiana, Oklahoma, Arkansas
- **R2 & Associates** - Tennessee, Arkansas, Mississippi, Alabama
- **The Tronex Group** - Florida, Puerto Rico, Caribbean

View all Rep Firms on our Galaxy [Website](#).