WHAT'S HOT?

Matica has designed a new channel program exclusively for access control system manufactures and their security integrator channels.

- 5-year warranty on parts and depot labor
- Hot swap program for the full warranty term
- Reading and/or encoding of contact-less cards over Ethernet
- Consumables unique to the PACS market and channel

2019 TRADE-IN PROMOTION

Trade in Any Old Card Printer & Save Money!

Rules: Proof of trade-in printer being removed from useable service, (example: Model/Serial# of trade-in with emailed picture of removed print head, or picture of unusable printer with serial#) Trade-in value to be noted on Purchase Order at time of order with proof of trade-in.

Can NOT be combined with other special promotional pricing or discounts offered to reseller by Matica Corp

Want to learn more about the products that Galaxy offers?
Visit us this month in Chicago at GSX 2019!

In This Issue!

EVENTS

SEPTEMBER

8-12 GSX
Chicago, IL

16-20 Training at HQ
Walkersville, MD

17-19 Training
Detroit, MI

30-3 (Oct.) Training
Atlanta, GA

OCTOBER

30(Sept)-3(Oct) Training
Atlanta, GA

14-18 Training at HQ
Walkersville, MD

20-23 Training in ME
Dubai

24-26 Texas Society of Architects Desgin Expo
Galvenston, TX

TECH TIPS

Hardware/Firmware Compatibility in System Galaxy version 11.1.

One of the biggest changes in Galaxy's latest software release is a dramatic increase in the number of clusters and controllers supported by the system. Up until now systems have had a maximum of 255 possible clusters with a maximum of 255 controllers per cluster. Because of ever growing systems, we have expanded these limits dramatically in our latest software/firmware release. With the expansion a system can now have 65,535 clusters and 65,533 units (unit numbers 255 and 65,535 are reserved and cannot be assigned to a specific panel).

This change imposes certain restrictions on hardware compatibility. Although Galaxy stopped manufacturing the 600 CPU at the end of 2013, it remained interchangeable with the 635 CPU in the cluster structure. Implementing the expansion of Clusters and controllers requires the increased memory and computing power of the 635 CPU. Systems which have the need to take advantage of the expansion will need to replace any remaining 600 CPUs with 635s.

Replacing 600s with 635s is only necessary in systems were the expanded range of clusters and controllers is needed. In existing systems with 600 and 635 CPUs intermixed in the same cluster, both can continue to work together with Flash version 10.5.6 with System Galaxy version 11.1.x

When downgrading a controller flash from version 11 to 10.5.6, the controller's cluster and unit numbers may need to be reset afterwards. Downgrading from version 11 flash must be done one board at a time to version 10.5.6. This is not an issue when upgrading the firmware.

Remember, when upgrading from early versions Galaxy recommends doing so in stages as specified in the System Galaxy Upgrade Planning Procedure http://www.galaxysys.com/sghelp/Content/C_Procedures/System%20Upgrade%20Planning.htm

For previous Tech Tips on 635 IP Filters, Software Maintenance help, Uninstalling Current Software, Time Sync Issues, Registration Assistance, and more visit our RESOURCES tab on our website to view all archived newsletters.

Attention Dealers:

FRIDAY SEPT. 27th shipping will CLOSE at noon

MONDAY SEPT. 30th NO SHIPPING

(Except for Emergencies)

Galaxy in the Community

Eric Church Band "Put a Club in my Hand' charity golf tournament benefiting MusicCares Charity. Galaxy was proud to sponsor the annual charity event and President Rick Caruthers enjoyed participating in a fun day of outreach. Galaxy employees are always looking for ways to give back to the community.

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.

Galaxy Help Website

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

Become a Galaxy Dealer

For training dates, topics, cost, and travel:

http://www.galaxysys.com/training

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