



NorthWest Fire & Security Expo

Galaxy's Success Demonstrating How Access Control Can Save Lives

Global Applications Engineer David Terrill represented Galaxy Control Systems at the Northwest Fire & Security Expo in Portland, OR this past May 21st. The event highlighted our nation's finest leaders in Fire Alarm and Security Industries. David showcased how Galaxy's Access Control hardware and software as well as our Cloud Concierge offer comprehensive solutions for securing any building and ensuring the safety of its employees in any emergency. David answered questions about product installation, dealer training, and maintenance of products. For instance, Galaxy is one of a few if not only providers that offers a 2 year unlimited warranty for our products. This means that Galaxy ensures that our products will be replaced for free within 2 years, even with unexpected acts of nature such as fires. Galaxy is proud to have been a part of such an important national expo, and we look forward to promoting our Access Control Security at future events in many other industries. Galaxy has a very busy upcoming month of June. Come see us in Indianapolis, IN; Worcester, MA; and Corpus Christi, TX. Go to our next page for more details and visit our website for a 2019 Event Schedule that we are constantly updating.

Our Event Schedule can be found on the bottom left hand side of our home page:

<http://www.galaxsys.com/page-EventSchedule>

**In
This
Issue!**

Upcoming Events | Tech Tips: Avoid Unnecessary Messages & Enhancement
for Battery Discharge Monitor | Important Message on DVDs & USBs | Our
Newest Team Member | CONTACT INFO

EVENTS

JUNE

3-6 ESX

Indianapolis, IN

10-14 Training at HQ

Walkersville, MD

12 Northeast Security Systems Contractors Expo

DCU Center Worcester, MA

18-20 Training

Denver, Co

23-27 Texas School Safety Conference

Corpus Christi, TX

JULY

14-17 Training at Middle East

Dubai

15-19 Training at HQ

Walkersville, MD

TECH TIPS

Avoid Unnecessary Messages

Although System Galaxy does not require a door contact closure to operate, Technical Support recommends using a jumper wire to establish a closure if a door contact is not being used. This will prevent unnecessary Door Forced and Open Too Long messages if the controller is reset or loaded.

Galaxy CPU boards come with an AC Failure and Low Battery warning circuit, but in most cases, these are not used. Use a jumper wire to close these circuits to avoid unnecessary AC Failure and Low Battery alarm messages when a controller is reset.

Hardware Enhancement: Battery Discharge Monitor

The maintenance free lead acid batteries that are supplied to provide power in case of AC power loss were developed in the 1970s. While this technology is mature, reliable, and inexpensive to manufacture, it does allow only a limited number of discharge cycles and cannot be stored in a discharged state.

To prevent discharges from damaging the battery, Galaxy Control Systems recently began shipping a Battery Discharge Monitor with its controller enclosures. This device (BDM) is placed in series with the battery cable to prevent permanent damage to the backup battery. If the battery voltage drops below 8.5vdc (on a 12-volt battery), the BDM disconnects the battery and does not reconnect it until AC power is restored and the battery can begin recharging. The BDM comes installed by Galaxy manufacturing. The life expectancy of a lead acid battery is three to five years.

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:

1. System galaxy Software will soon be delivered on USB memory sticks. DVDs can be available upon request. Dealers can always visit our website and download System galaxy. <http://www.galaxysys.com/technical-support>
2. Galaxy is also launching a new CRM! You will soon be receiving an electronic form that will allow us to gather the most accurate and current information for you and your company allowing better communication in the future.



Welcome to the Team

Taylor Caruthers is Galaxy's newest member. With our Cloud Concierge needs growing, Taylor will be filling a much needed position as **Cloud Administrative Assistant.**

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>

FREE Live 365 x 24/7 Technical Support

galaxysys.com

orders@galaxysys.com

info@galaxysys.com

phone 1.301.845.6600

fax 1.301.898.3331

