

**Customer Advice Note
CAN #144**

**Technical Support Self Service
Portal**

Date: September 2021

Introduction

This Customer Advice Note details a new customer download portal, the Honeywell Security Technical Support Self-Service.

This portal replaces the Galaxy Download Centre.

Availability

To access this customer support site, you can visit the following URL and register for an account.

<https://honeywelldiscovertraining.com/default.asp>

Please select the Download Center in the top right-hand navigation once registered.

Please advise customer to visit this site for any of the content below. Please note more content will be added over time or on request.

Support Content Available

Support Information on Intrusion, Access Control and Video products.

Intrusion

- Galaxy Firmware Updates
- Remote Service Suite Installation Files
- Remote Service Suite Patch
- Flash Programmer

Access

- ProWatch
- Winpak
- MPA
- NetAXS

Video

- IP Cameras
- Recorders
- Monitoring
- Cyber Security
- Server & Raid

For further enquires contact Technical support or your local sales representative

E-mail: hsguktechsupport@honeywell.com

Tel: +44 1 344 238 266

Impact

Hardware	n
Reporting	n
Standards and Legislation	n
Part Numbers Affected	n

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	n
Programming	n