Customer Advice Note
CAN #172
GX Remote APP V4.2.1
Production Release
Date: January/ 2023

Introduction

The following is an update on the Honeywell GX Remote Android application:

We are dedicated to continuously improving our products and as such, are updating the application to V4.2.1. This update is outlined in this Customer Advice Note.

Availability

V4.2.1 of the GX Remote APP is available via the Google Play Store.

Fixes/Updates

1. GX Remote APP Password Policy Fix (fixes incorrect policy in v4.2.0 whereas password must contain @**#$%**)
2. GX Remote APP Android 12/13 Notification Behaviour.
    a. When app is in the background normal notifications will be displayed.
3. Addition of OSS (Open-Source Software) License in the side menu – New addition
4. Terms and Conditions option moved to side menu – Menu change

Self Service Tech Support Portal
https://myhoneywellbuildingsuniversity.com/training/support

UK
E-mail: hsguktechsupport@honeywell.com
Tel: +44 1 344 238 266

Netherlands
E-mail: hsgnltechsupport@honeywell.com
Tel: +31 108 080 688

France
E-mail: hsgfrtechsupport@honeywell.com
Tel: +33 3 66 88 01 42

Spain
E-mail: hsgestechsupport@honeywell.com
Tel: +34 911 238 038

Italy
E-mail: hsgittechsupport@honeywell.com
Tel: +39 0399 301 301

Eastern Europe
E-mail: securityacademy@honeywell.com

Nordics
E-mail: hsgnortechsupport@honeywell.com
Tel: Norway: +47 80 05 44 68
        Sweden   +46 20 16 04 71
         Denmark +45 80 81 03 15

Finland   +441928378005

Impact

Hardware	y		Miscellaneous Changes	n
Reporting	n		Signaling Changes	n
Standards and Legislation	n		Technical Changes	n
Part Numbers Affected	y		Programming	n