

**Customer Advice Note  
CAN #174**

**GX Remote APP Android V4.3.0  
iOS V4.2.0 Production Release**

**Date: February / 2023**

## Introduction

The following CAN details an update to the Honeywell GX Remote App for Android and Apple iOS.

We are dedicated to continuously improving our products and as such, are updating the application to V4.3.0. and 4.2.0 respectively. This update is outlined in this Customer Advice Note.

## Availability

V4.3.0 of the GX Remote APP is available via the Google Play Store. V4.2.0 is available via the Apple App Store.

## Fixes/Updates

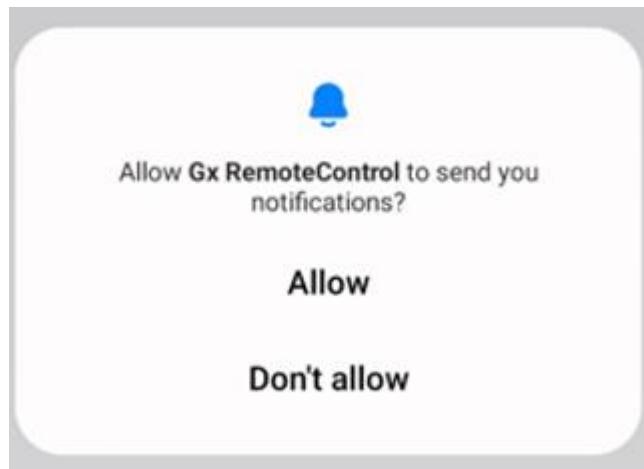
1. Users are no longer allowed to sideload the APK. The following message is displayed if installed from an untrusted source.

### Access Denied

Sorry you cannot use Gx Remote Control  
app as we have detected that you have  
installed app from untrusted source.  
Please install it from Google Play Store.

CLOSE

2. Permissions are now required for push notification on install.



3. Bio metrics for fingerprint reader added, users can now use fingerprint to access application.
4. Password lockout, 5 incorrect password entries to access Manage service will result in a lock out for 5 mins.

### Access Denied

Your access to the panel is restricted because you tried to access with wrong credentials for 5 times.

Please try again in 4 minutes 47 seconds

CLOSE

5. Reset password, if user tries password reset 3 times, then they will be locked out for 5 mins.

Gx RemoteControl

Not able to reset password. Account is locked due to maximum password reset attempt reached.

OK

6. If the user enters invalid user pin for 5 times, accessing the panel will be locked for 5 min.

**GxRemoteControl**

Your access to the panel is restricted because you tried to access with wrong credentials for 5 times. Please try after 5 minutes

OK

## Self Service Tech Support Portal

<https://myhoneywellbuildingsuniversity.com/training/support>

### UK

E-mail: [hsguktechsupport@honeywell.com](mailto:hsguktechsupport@honeywell.com)

Tel: +44 1 344 238 266

### Netherlands

E-mail: [hsgnltechsupport@honeywell.com](mailto:hsgnltechsupport@honeywell.com)

Tel: +31 108 080 688

### France

E-mail: [hsgfrtechsupport@honeywell.com](mailto:hsgfrtechsupport@honeywell.com)

Tel: +33 3 66 88 01 42

### Spain

E-mail: [hsgestechsupport@honeywell.com](mailto:hsgestechsupport@honeywell.com)

Tel: +34 911 238 038

### Italy

E-mail: [hsgittechsupport@honeywell.com](mailto:hsgittechsupport@honeywell.com)

Tel: +39 0399 301 301

### Eastern Europe

E-mail: [securityacademy@honeywell.com](mailto:securityacademy@honeywell.com)

### Nordics

E-mail: [hsgnortechsupport@honeywell.com](mailto: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
Reporting	n
Standards and Legislation	n
Part Numbers Affected	y

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	n
Programming	n