SYNEL™ AMERICAS

User's Guide
Synergy 10

XT Blu

→] **Clock In**	←] **Clock Out**
Activities	**Keypad**

10 Synergy Demo

Swipe and Go

05:14:50 PM
Thursday Jan 11, 2024

((CARD))
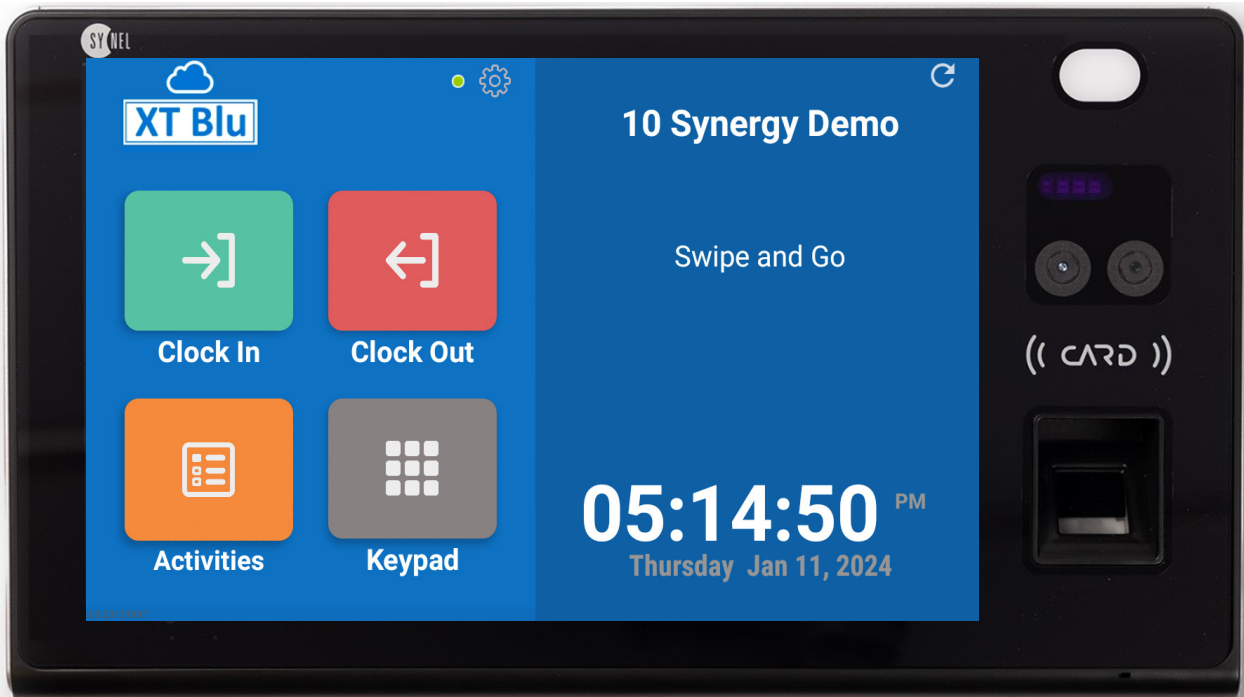
Complete Soulutions
for integrated workforce management

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Contents

About the Synergy/10

Face – facial recognition anywhere

SYnergy 10 (10-inch) Face brings facial recognition options to the latest generation of data capture devices from Synel and offers an enhanced experience for those applications that require employee self-service or activity/ time costing alongside time and attendance. Authentication is fast and accurate thanks to dual IR and white lighting, making it suitable for use in challenging lighting conditions – even complete darkness.

Initial Configuration

+ **Initial Configuration**
+ **Syncing Data with Server**

Initial Configuration

The clock key, configuration ID, and URL will be requested when the smart terminal boots up for the first time.
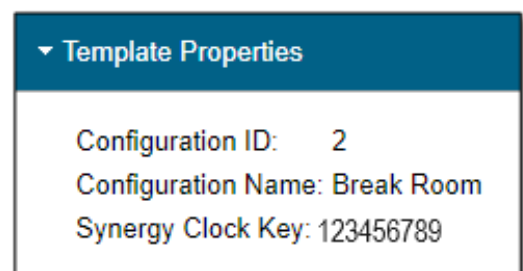

The clock key and configuration ID are generated by the software being used.

The Synergy Clock Key should be entered in the CLOCK KEY field.

Configuration ID is entered into the Configuration ID field.

Before you leave the screen, press the FIND button to confirm the clock key, configuration ID, and URL.

Sync Data with Server

Once the smart terminal confirms that the data is valid, it will begin downloading the   required information from the server.
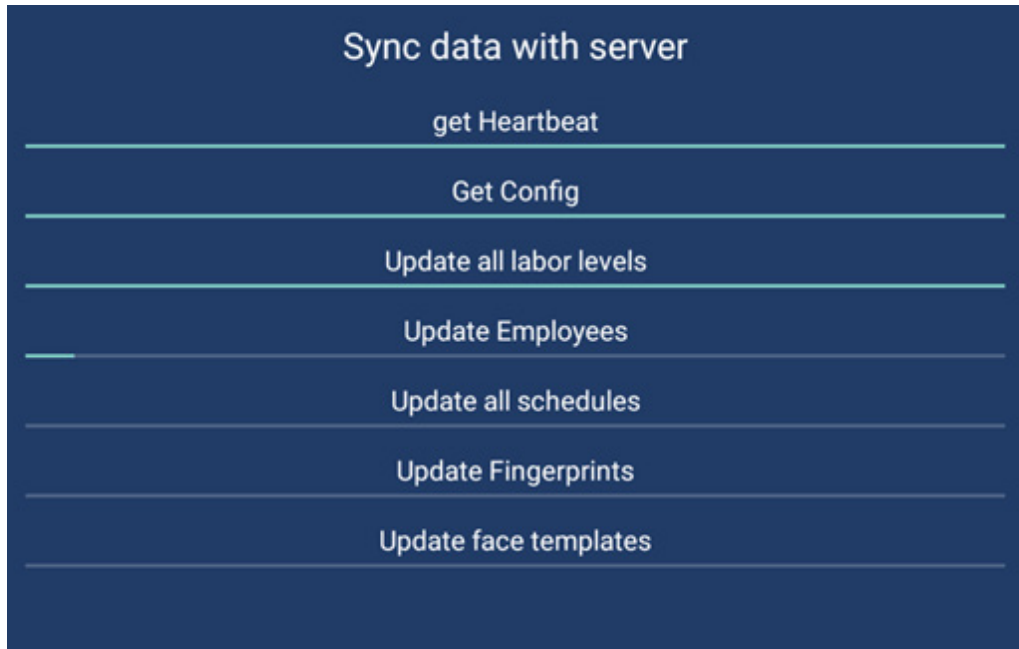
When the sync is completed, the smart terminal will boot up and proceed to the home screen.

SY NEL

02

System Information

+ **Obtaining System Info**
+ **Settings**
+ **Networking Information**

System Information
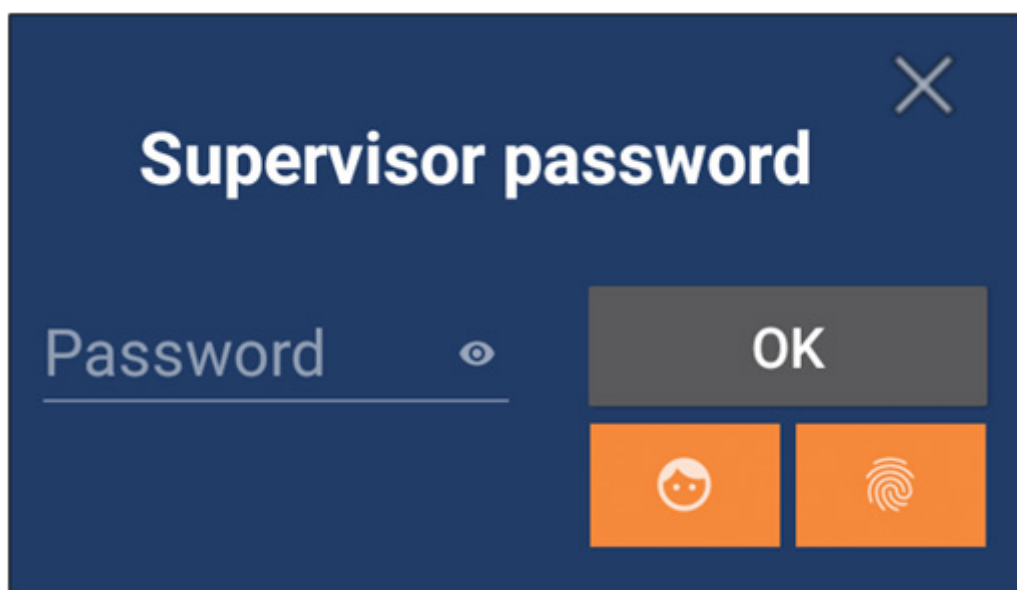
Accessing the Supervisor Password

Supervisor Password can be accessed by pressing the gear symbol.

The screen will change and request SUPERVISOR PASSWORD (the smart terminal will remain on this screen for around 18 seconds before returning to the home screen).

Settings

Click in the PASSWORD line to open the keypad, click on the FACE image to use facial biometrics instead, or press the fingerprint button to access the menu by biometric fingerprint.

If choosing to use the password, click on the PASSWORD line, then in the lower left corner, click the ?123 to switch the keypad to numeric mode and enter the password.

The password is Xacttime followed by the current month multiplied by the day of the month. For example, if the date is March 10th, the password will be Xacttime30

Enter the password, then press OK.

After hitting OK the screen will promt the SETTINGS menu.

Face Management

If the smart terminal includes a facial module, FACE MANAGEMENT will be available for enrolling and deleting

## Finger Management

If the smart terminal includes a Fingerprint module, FINGER MANAGEMENT will be available for enrolling and deleting finger templates.

Sync Data Server

Displays the last time a sync was performed. To the right is a button that forces a quick sync. This forces an instantaneous download of all information.

Select Language

There are two options: English (default) and Spanish
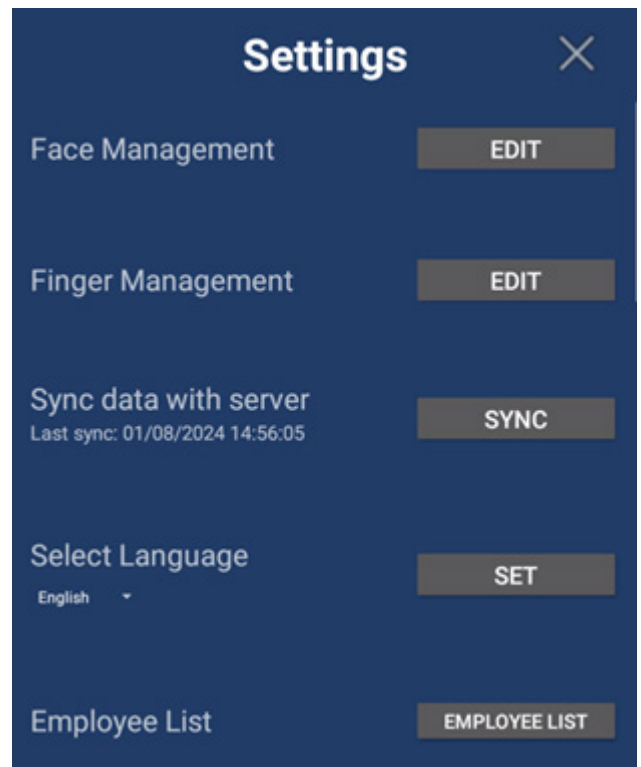
Employee List

Lists all of the employees that the smart terminal has downloaded. You can scroll through the list or use the search function to find a specific employee. The employee's details, including their badge number and whether they currently have any enrolled templates, will be displayed when you click on them.

Name: Perla Flores
Badge : 101
Employee number: 101
Has face template: YES
Has fingerprint: YES
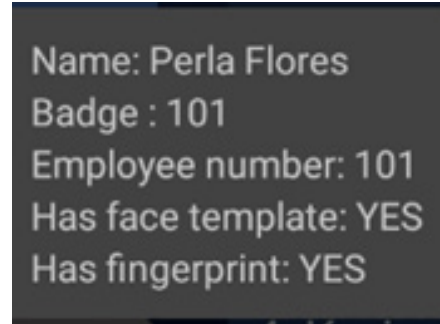
Start and End Options

When a supervisor selects lunch or break options to be displayed the CLOCK IN and CLOCK OUT keys will change to START and END.

Lunch

If the box is checked, START LUNCH and END LUNCH will be options on the START and END buttons.

Start and End options
☑ Lunch   ☑ Break
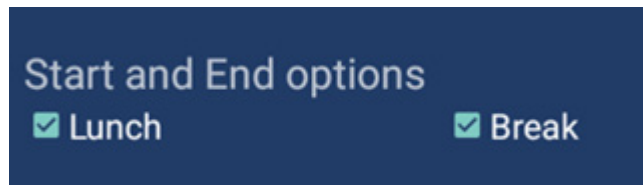
Unchecking the options removes that section from the buttons.

Break

If the box is checked, START BREAK and END BREAK will be options on the START and END buttons.

MDM Menu

Accesses the Android operating system.

Reset to Factory Settings

This will remove all configuration settings from the smart terminal and return it back to the configuration wizard. A confirmation box verifies this is the desired option.

Application Version

The version of the application that is installed.

Application Version
3.0-231219XT

Clock Readers

Displays the types of readers installed on the smart terminal.

Fingerprint Template

Total number of unique fingerprint profiles that are recorded on your smart terminal.

Maximum Template

Lists all of the employees that the smart terminal has downloaded. You can scroll through the list or use the search function to find a specific employee. The employee's details, including their badge number and whether they currently have any enrolled templates, will be displayed when you click on them.
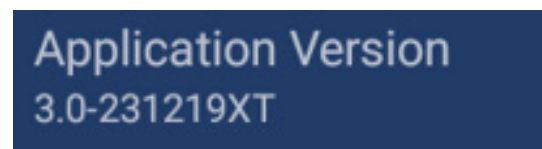
Face Template Count

Total amount of unique face profiles recorded on your smart terminal

Maximum Template

The total number of face templates that the smart terminal can store.

Networking Information

The concluding section presents the current networking details employed by the smart terminal. DHCP is utilized to obtain networking information.

- IP Address
- Subnet Mask
- Gateway
- DNS Server
- Ethernet MAC Address
- Wireless MAC Address
- Current Network Type

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03

Biometric Management

- **+ Fingerprint Enrollment**
- **+ Facial Management**

Fingerprint Enrollment

Tap the gear symbol to display the Supervisor Password.
If face or fingerprint have already been enrolled and a hardware zone has been configured to transform a template into a supervisor, press the face or fingerprint buttons to open the enrollment menu; otherwise, pick the password field and input the password.

Enrolling Fingerprint

Select the EDIT button on the Fingerprint Management menu.
Select Register Fingerprint
Enter the badge number on the badge number line using the pop-up keypad, then press the checkmark to enter.
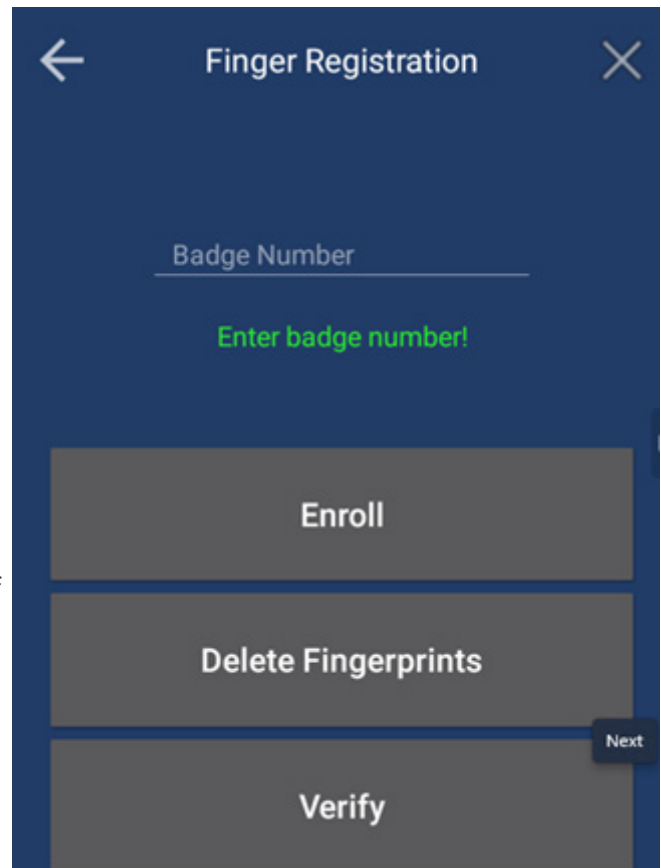Press ENROLL
The smart terminal will say PLACE FINGER ON SENSOR.
The message LIFT FINGER OFF SENSOR will appear, then switch back to PLACE FINGER ON SENSOR. The smart terminal takes two images of the finger.
SAVING TO DATABASE AND SERVER
Press the back arrow to return one menu to enroll another person, or the X to return to idle screen.

Deleting Fingerprints

Press the gear icon to bring up Supervisor Password
Enter the password via the keyboard or use a supervisor fingerprint.
Select the EDIT button on the Fingerprint Management menu.
Select Register Fingerprint.
Enter the badge number on the badge number line using the pop-up keypad, then press the checkmark to enter.

The employee's name associated with that badge number will be displayed above the badge number field Press DELETE FINGERPRINT.
DELETE FINGERPRINT FOR UID John Doe
A pop-up message will appear with the following message.
Are you sure you want to delete the fingerprint for badge number xxx this will delete it on the smart terminal and the server – Cancel or OK.
Pressing OK the smart terminal will say,
Successfully deleted fingerprints for {Employee Name}.

Verify an Individual Fingerprint

Press the gear icon to bring up Supervisor Password
Enter the password via the keyboard or use a supervisor fingerprint.
Select the EDIT button on the Fingerprint Management menu.
Select Register Fingerprint
Enter the badge number on the badge number line and press the check-mark on the text to enter.
Press VERIFY
The smart terminal will say PLACE FINGER ON SENSOR.
If successful, the message Verification successful for badge xxx.
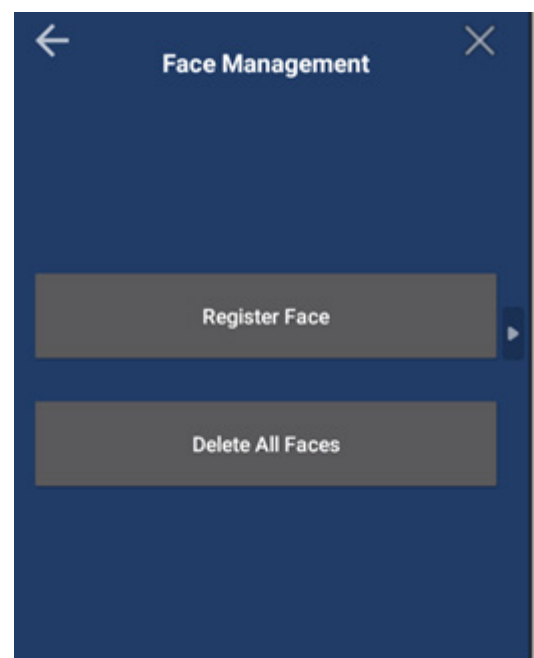
Delete all Fingerprints

Press the gear icon to bring up Supervisor Password
Enter the password via the keyboard or use a supervisor fingerprint.
Select the EDIT button on the Fingerprint Management menu.
Select Delete All Fingerprints
The message Are you sure you want to delete all fingerprints templates? – CANCEL or OK

Facial Management

Face Enrollment

Press the gear icon to bring up Supervisor Password
Enter the password via the keyboard or use a supervisor facial template.
Select the EDIT button on the Face Management menu.
Select Register Face
Using your finger, press on the BADGE NUMBER field to enter the employee badge number with the keyboard that appears. The employee's name associated with that badge number will be displayed above the badge number field.
Press the REGISTER button to begin facial scan.
Press the back arrow to return one menu to enroll another person, or the X to return to idle screen.

Face Management

Register Face

Delete All Faces
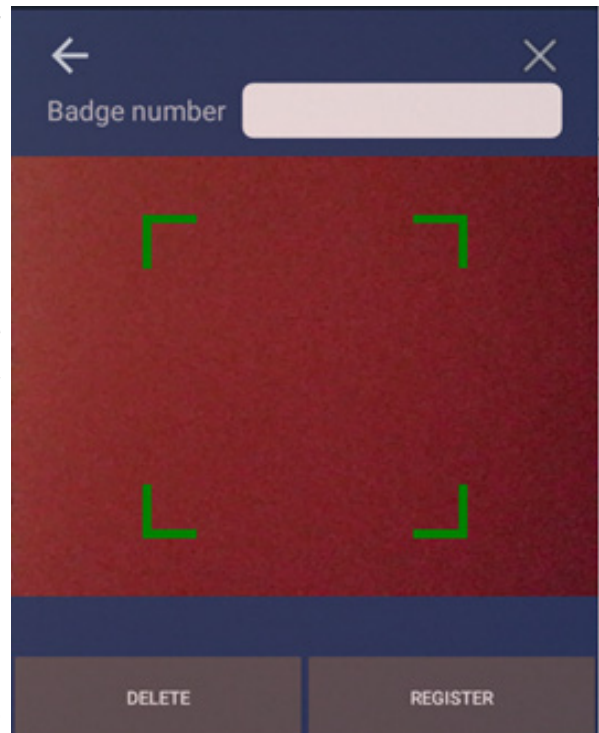
Deleting a Face

Enter the password via the keyboard or use a supervisor facial template.
Select the EDIT button on the Face Management menu.

Select Register Face

Using your finger, select in the BADGE NUMBER field to enter the employee badge number with the keyboard that appears. The employee's name associated with that badge number will be displayed above the badge number field.

Press the DELETE button to delte the selected template.

Press the back arrow to return one menu to mange another employee, or the X to return to idle screen.

Deleting all Faces

Press the gear icon to bring up Supervisor Password

Enter the password via the keyboard or use a supervisor facial template.

Select the EDIT button on the Face Management menu.

Select Delete All Faces. Confirm the prompt and all templates will be removed.

04

Punching on the Terminal

- **+ With Biometrics**
- **+ Without Biometrics**
- **+ Short Lunch Prevention**

Punching on the Terminal

Without Biometrics

First the employee identifies themselves using a badge swipe (Magnetic, barcode or proximity) or typing their badge number if the keypad input is allowed. To type in the badge number, press the KEYPAD option and select the badge number field. Press CLR to delete the value that was entered and start again.

The smart terminal will display the employee's name above the date, and below the smart terminal name.

The employee cana now press one of the function key buttons. Start, Stop, or Activities.

Pressing START, the terminal will desplay a large window with the options to CLOCK IN for the day, START Lunch, and Start BREAK.
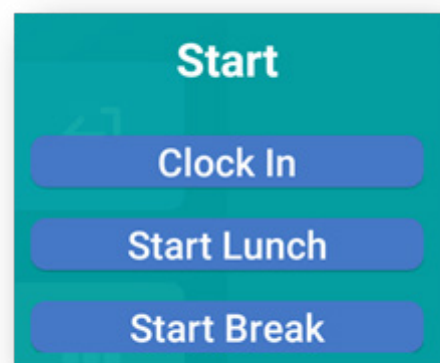
Select the desired function, then a CLOCK IN pop up message that includes the date and time and the name of the employee.

If the employee instead selects Activities, the smart terminal will begin prompting for the available Labor Levels the employee can work in. The list is tailored specifically to the employee and will show only those they are assigned to work in. There is a search option at the top if the list is large.
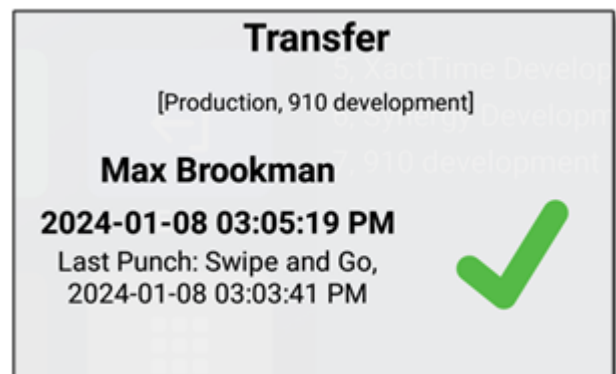
After selecting the labor levels, a confirmation box will appear listing the labor levels, the employee's name, and the time and type of punch the employee is submitting.
Alternatively, the employee can select the function key first, then select keypad and enter their badge number. After their badge number is entered, they will get the pop-up confirmation message.

If the employee enters a badge number that does not exist, the smart terminal will say Badge Not Found

With Fingerprint

The employee must select the function key first. The START, the STOP, or Activities. If the keypad is disabled in the software, the keypad option will not be available.

If the keypad option is available, the employee can enter their badge instead of using biometrics if they wish.

After selecting the function key, the employee places their finger to confirm their identity, and the pop-up punch confirmation message will appear.

If the employee pressed the Activities button, the smart terminal will prompt them through the labor level menu selections.

With Facial Recognition

The employee must select the function key first. The START, the STOP, or Activities. If keypad is disabled in the software, the keypad option will not be available.

If the keypad option is available, the employee can enter their badge instead of using biometrics if they wish.

After selecting the function key, the employee centers their face on the display to confirm their identity, and the pop-up punch confirmation message will appear.

If they pressed the Activities button, the smart terminal would now prompt them through the labor level menu selections.

Biometric Punch Rejected

If the terminal does not recognize the employee via their facial template or their fingerprint template, the terminal will regect the employee with a promt message saying User is Not Recognized, Try Again.

Failed!

User is not recognized, try again
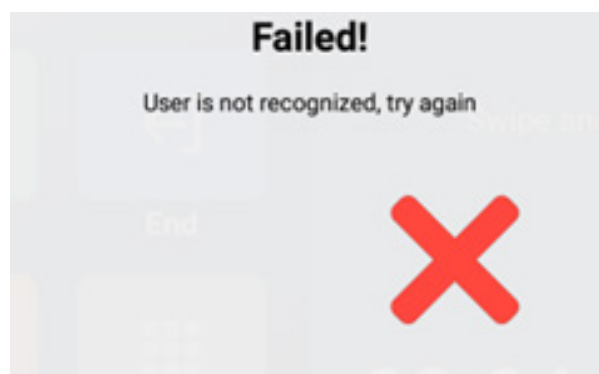
Short Lunch Prevention

The software can be configured to define a minimum length of time the employee must take for a lunch break. If they instead attempt to come back early, the smart terminal will reject their attempt, and inform them how long they must wait to end lunch
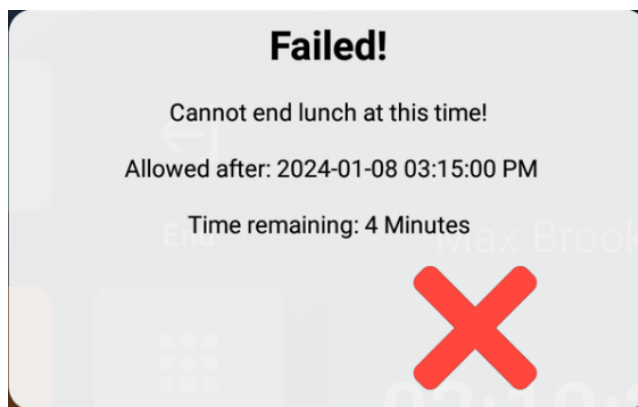
05
Maintenance

+ Cleaning the Terminal
**+ Ports and Connections**

Cleaning the Terminal

Before cleaning, unplug the power supply and wipe the keyboard and LCD screen with a clean cloth.

If using cleaning fluid, apply to the cloth first and not directly onto the smart terminal. Avoid any cleaning fluid getting into the smart terminal as this may cause a fault to develop. Ensure any cleaning fluid is wiped dry with a clean cloth.

When cleaning the front-facing camera gently brush dust off using air or a soft brush and remove any fingerprint marks using a soft lens cloth.

Ports and Connections
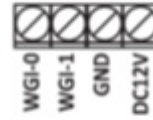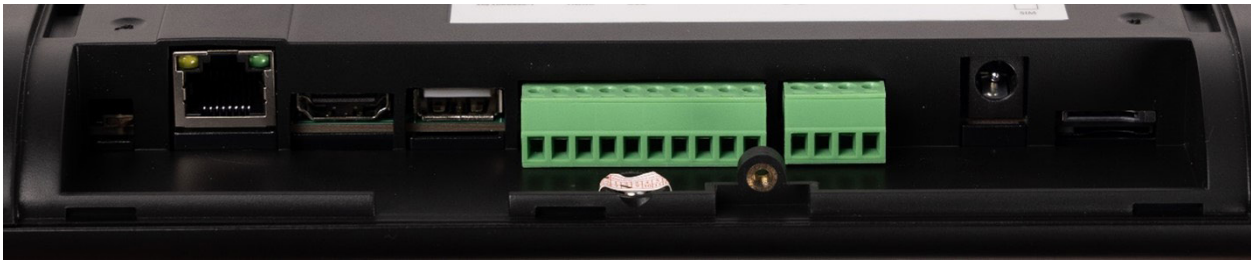
10/100Base-T: RJ-45 Ethernet connector with PoE (IEEE802.3BT)
HDMI: Connect the device to an external monitor.
Strip 1: Used to operate a connected electric lock.
Strip 2: Used for connection to an external reader.
DC12V: Connection to 12V DC, 3A power supply.
SD: SD card slot for additional storage. Press ''ESC' on the smart terminal to check the capacity of the SD card.
SIM: SIM card slot for units that feature 4G operation.

Technical Specifications

Category	Description	Synergy /10
General	Operating system	Android
	Processor	RK3288 quad-core Cortex-A17, 1.6GHz
	Protocol	SCP. SFTP, HTTP/HTTPS, 802.1x secured
	Memory	2GB DDR
	Storage capacity	16GB (expandable to 32GB)
	Speaker	1-way, 8ohm, 1.5W
	Contactless buttons	Yes (optional)
Display	Size	10.1" TFT LCD Touchscreen
	Resolution	1290 x 800
	Brightness	300cd/m²
	Contrast	1000:1
	Colours	16M
	Touchscreen	5 point capacitive. <48ms response, >6H hardness, 85% luminescence
Front panel	Camera	Yes, 2MP
	Keypad	Keypad via touchscreen