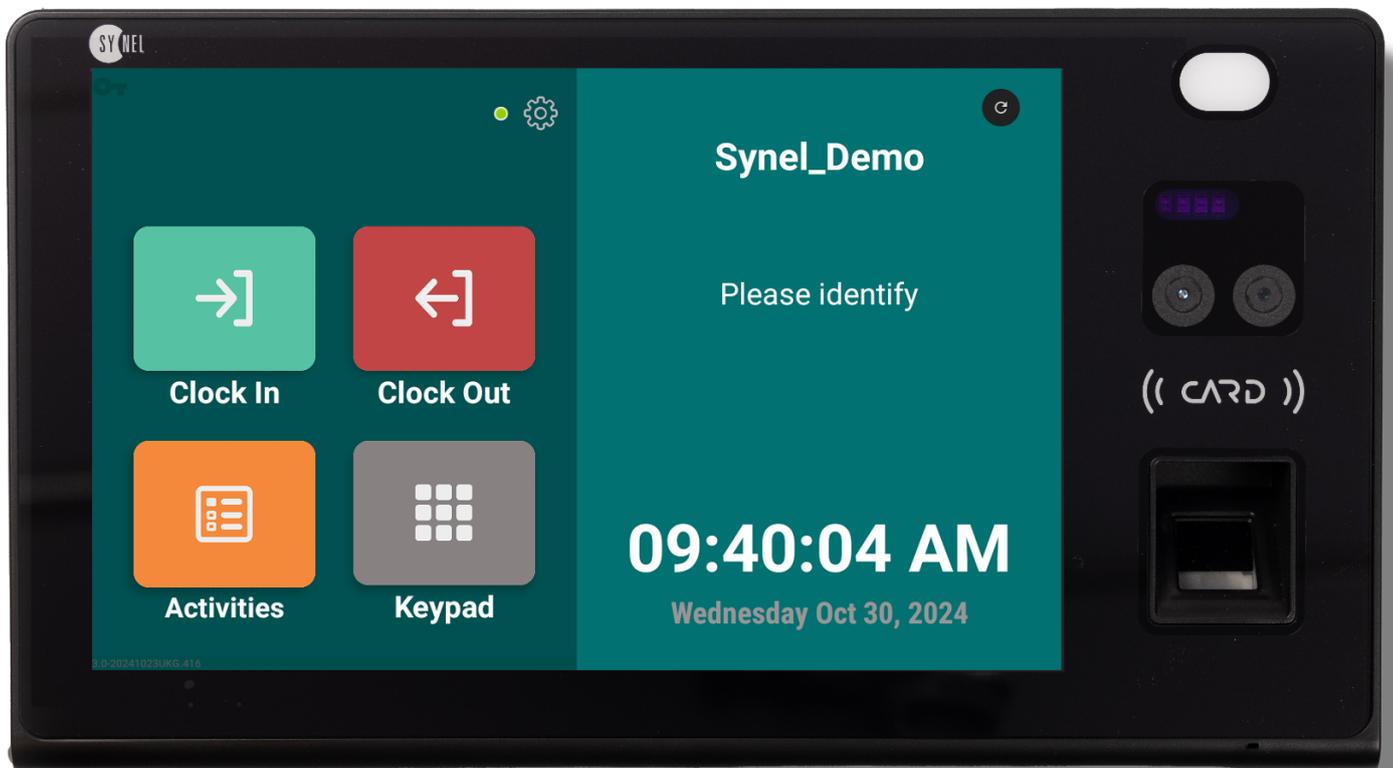




User's Guide

Synergy 10



For UKG Workforce

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About the Synergy/10

Facial Recognition Anywhere

The Synergy/10 is an advanced time and attendance terminal designed to meet the evolving needs of modern businesses. It ensures secure, accurate employee tracking through biometric authentication, RFID technology, and a user-friendly interface. Integrated with Synel's Workforce Management Software, the Synergy/10 provides real-time data collection and reporting to maximize labor efficiency. Built for reliability, it performs seamlessly in small to large-scale environments.

01

Initial Configuration

- + Initial Configuration**
- + Syncing Data with Server**
- + System Information**
- + Settings**

Initial Configuration

The clock key, configuration ID, and URL will be requested when the smart terminal boots up for the first time or if reset to factory settings was pressed.

Device Setup

Clock Key:

Configuration ID:

URL:

FIND

- + . 1 2 3

* / , 4 5 6

() = 7 8 9

English * 0 #

The Clock Key is available from the software under Settings > System > Synergy Installations. It will show in the upper left corner of the screen.

Configuration ID is always the number 1.

The URL needs to specify what node or cluster the server is in. If the wrong URL is picked, the REST connection will fail. The clock will be usable, but advanced functionality will not be available.

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

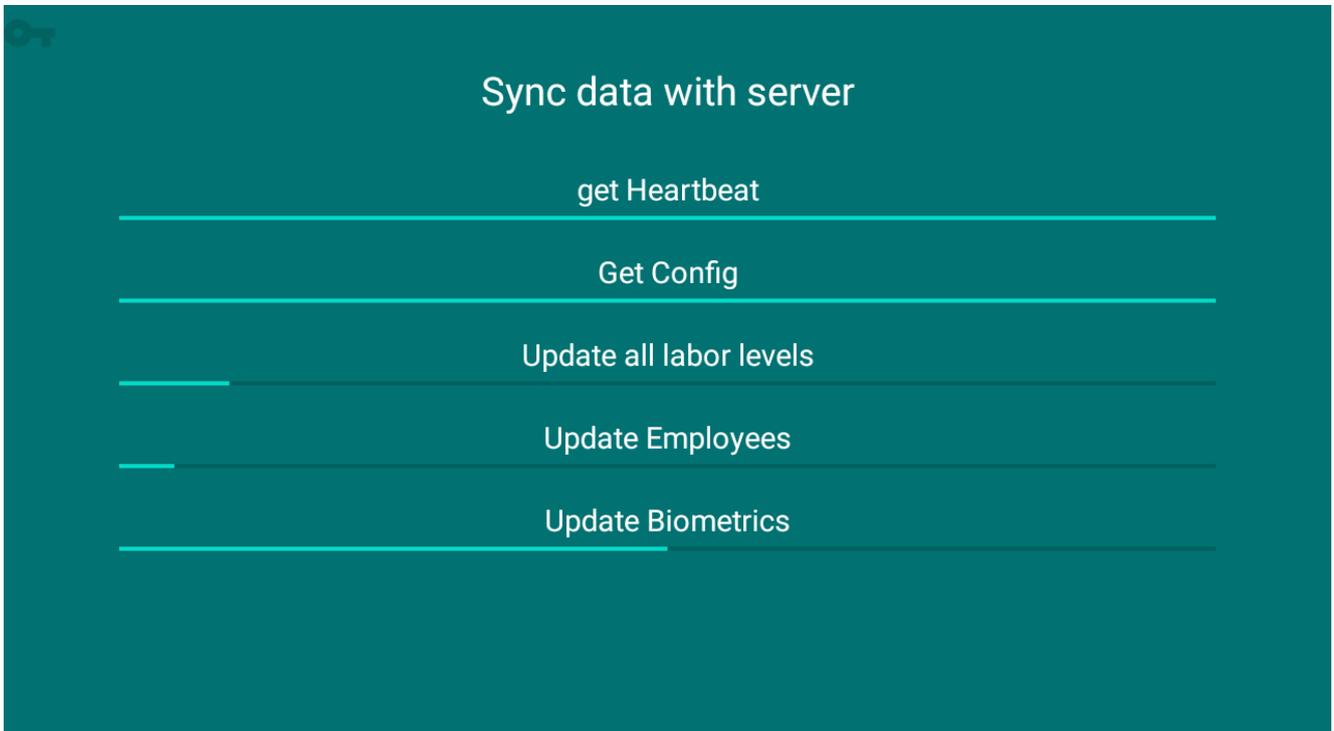
System > Synergy Installations

← Synergy Installations

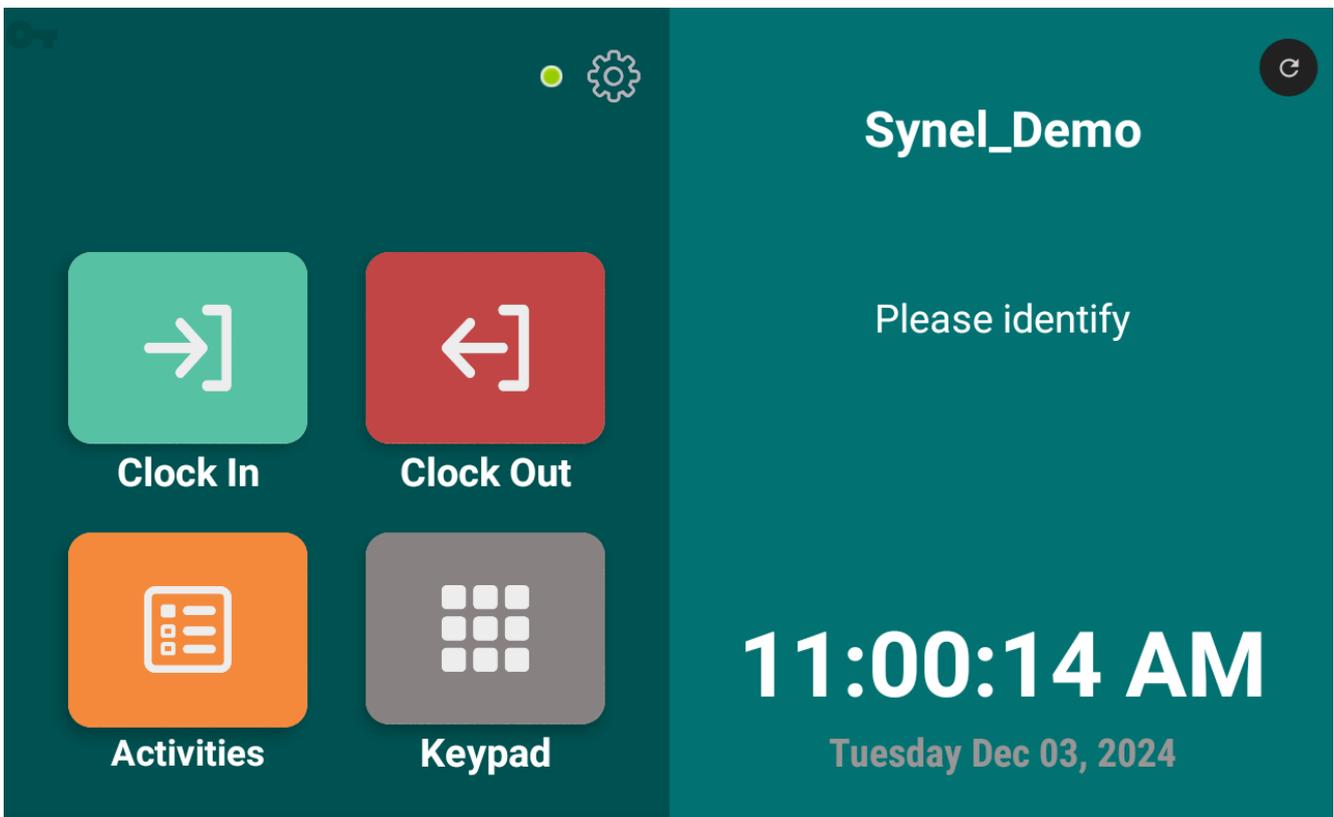
Clock Key: 83988588

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.

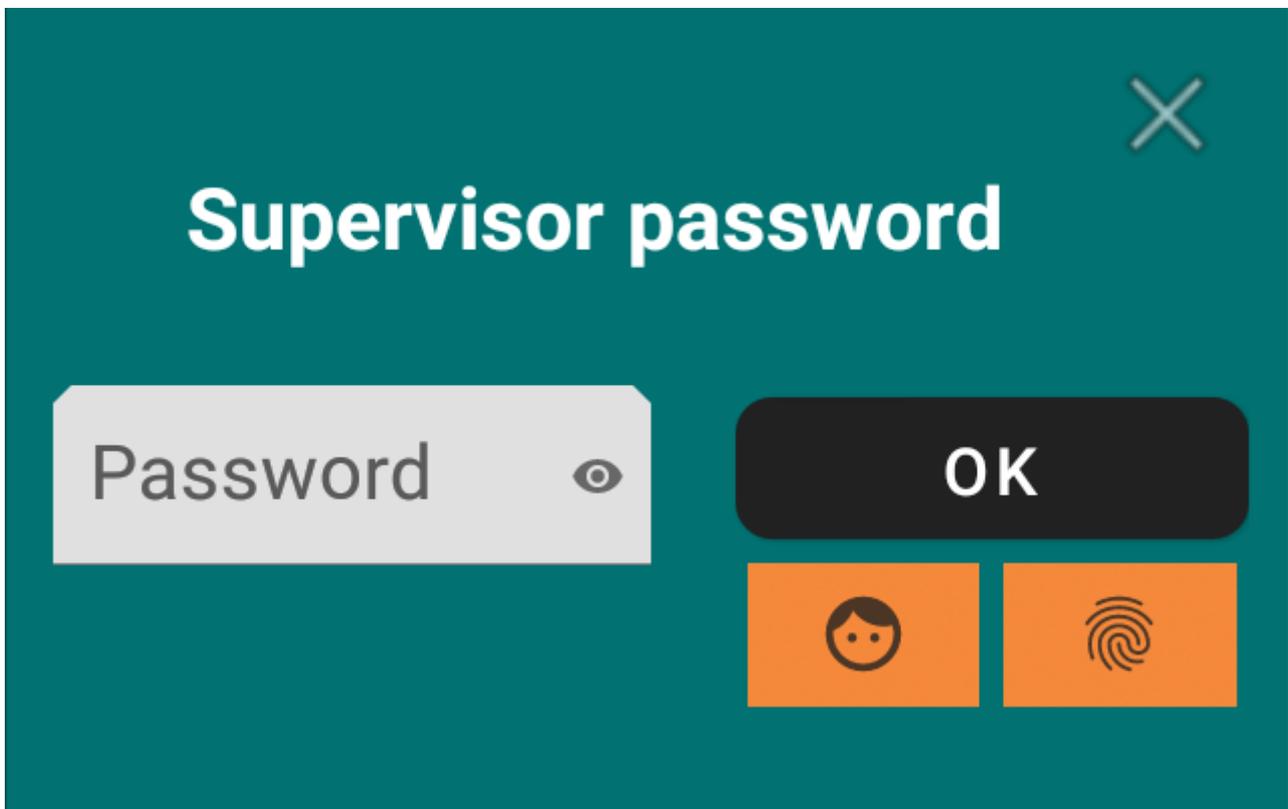


System Information

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).



Managers and Supervisors that have been designated as clock managers on the website can use their biometric data (face or finger) to access the menu, not needing to enter the password. Using the biometric data to access the setup menu should be the standard.

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.

Admin Password: 31415926

ENTER the password, then press OK.

The screen will display the SETTINGS menu.

Face Management

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

Finger Management

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

Face Threshold

The lower the value, the lower the requirements when matching faces. The higher the value, the less tolerant the terminal is. 75 is the default. Accepted values are 50-99.

Sync Data with Server

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

Select Language

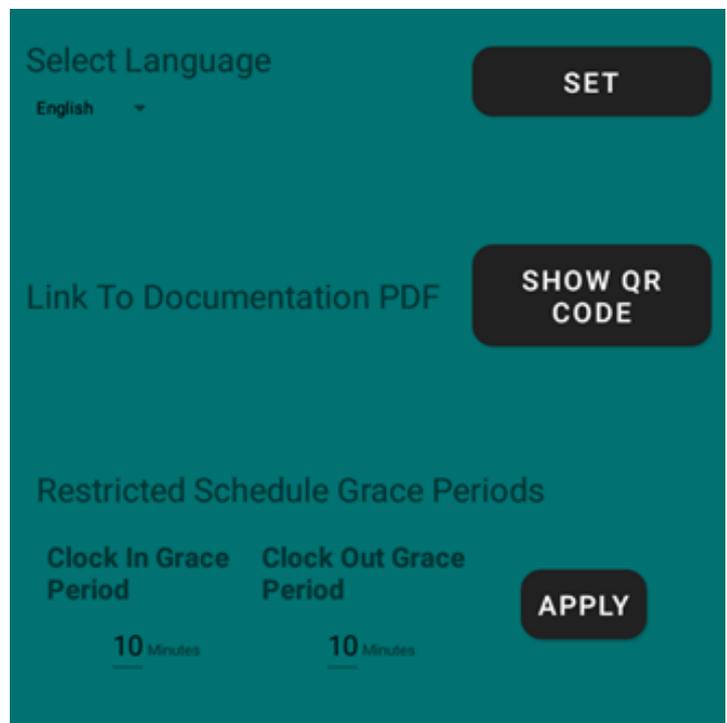
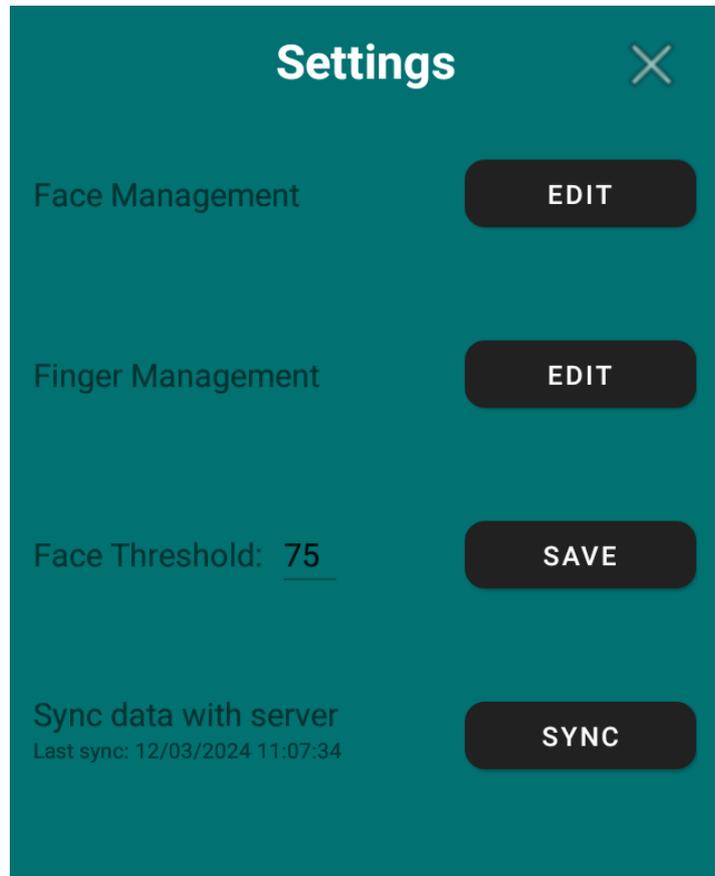
There are two options: English (the default) and Spanish.

Link to Documentation PDF

Shows QR code that connects to this manual.

Restrict to Schedule Grace Periods

Allows for a grace period before and after the scheduled start and stop times. For example, if a person's schedule is set to 8:00 am, a grace of 10 would allow the employee to punch at 7:50 am.



Open MDM Menu

Accesses MDM menu. This is password protected.

Employee List

Lists all the employees the smart terminal has downloaded. Can scroll through the list or use the search option to find a specific employee. Clicking on the employee will display that employee's information, including their badge number and if they have any templates.

Reset to Factory Settings

Removes 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.

Clock Readers

Displays the types of readers installed on the smart terminal. (facial reader, Fingerprint reader, etc).

Fingerprint Template Count

How many fingerprint templates are currently in the smart terminal.

Maximum Fingerprints Capacity

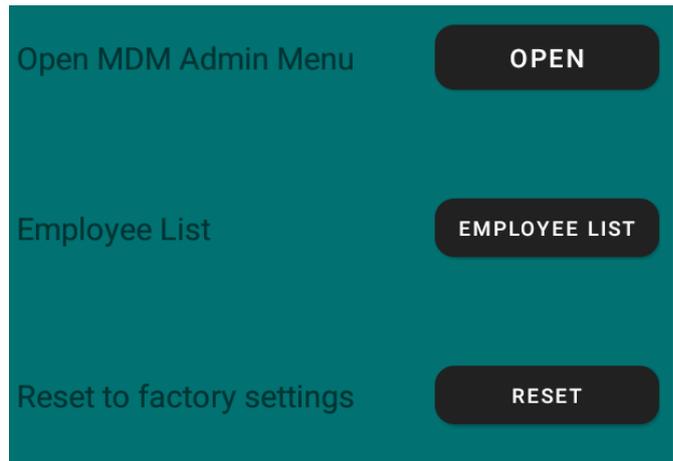
How many fingerprint templates the smart terminal can hold.

Face Template Count

How many face templates are currently in the smart terminal.

Maximum Face Template Capacity

How many face templates the smart terminal can hold.



Network Information

The last set of information is all the networking information the smart terminal is currently using. The smart terminal uses DHCP to get networking information. Static IP and wireless settings can be configured in the Android OS of the device which can be accessed in the MDM Admin menu.

IP Address

10.10.10.81

Subnet Mask

255.255.254.0

Gateway

10.10.10.1

DNS Servers

10.10.10.12

10.10.10.40

Ethernet MAC Address

[REDACTED]

Wireless MAC Address

[REDACTED]

02

Biometrics Management

- + Face Enrollment
- + Face Deletion

Biometric Management

Fingerprint Enrollment

Press the gear icon to bring up Supervisor Password

If faces or fingerprints have previously been enrolled, and a hardware zone has been configured to turn a template into a supervisor, press the face button or the fingerprint button to use those methods to access the enrollment menu, otherwise, select the password field and enter the password.

The password to access the enrollment menu is month * day.

Using Fingerprint

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.

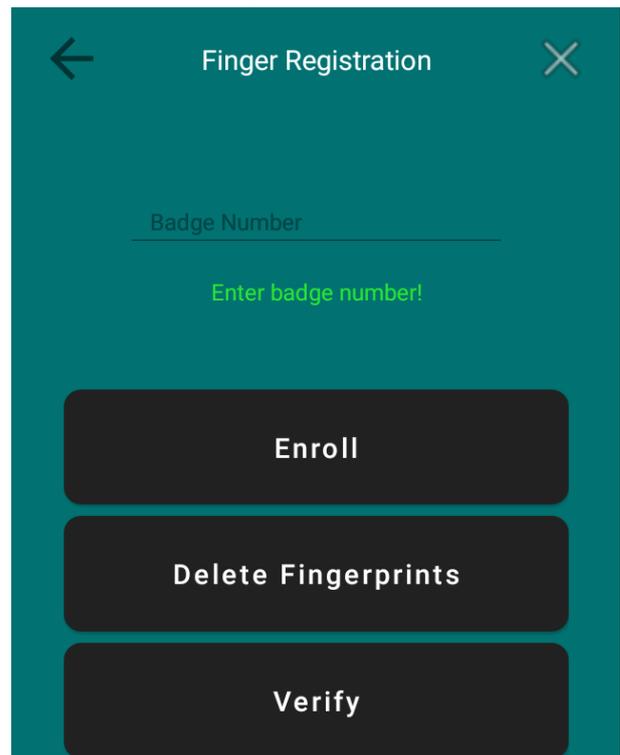
The message:

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.



Delete 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 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 checkmark 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.

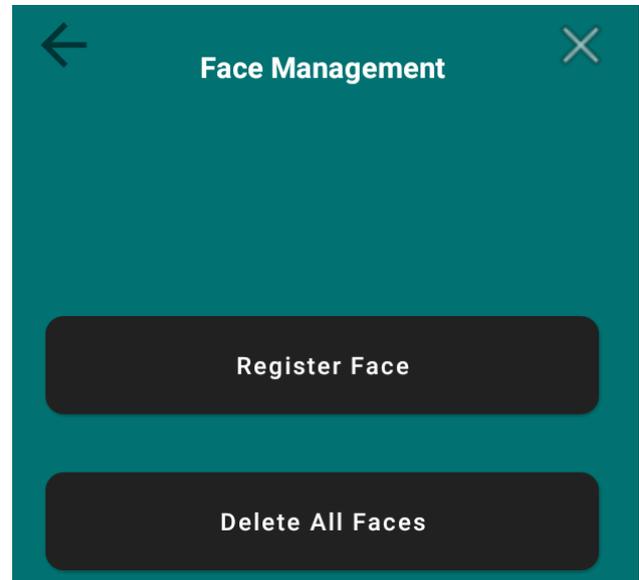
Select the EDIT button on the Face
Management menu.

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.



Delete Face

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

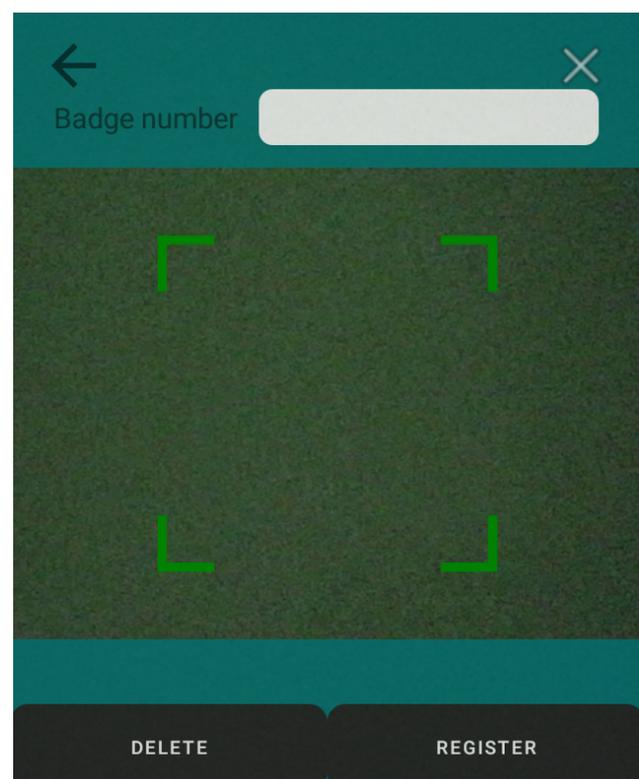
Select the EDIT button on the Face
Management menu.

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 delete the
selected template.

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



Delete 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.

Punching on the Smart Terminal

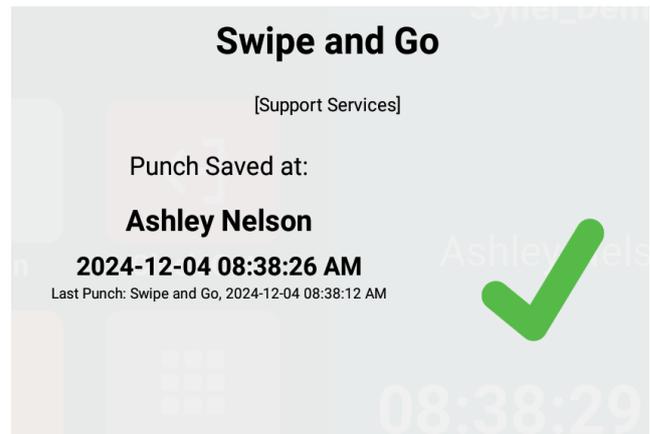
Without Biometrics

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. If a mistake is made, 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 can now press one of the function key buttons. Clock In, Clock Out, or Activities.

Pressing Clock In, the smart terminal will display a Confirmation box will pop up with a message that includes the date and time and the name of the employee along with the punch type.



Alternatively, the clock could be in Swipe and Go mode. This allows the employee to swipe their badge or enter their badge number and create a transaction. The software will resolve the transaction into the type of punch expected.

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

Badge Not Found.

Badge 598 no found!

With Fingerprint

The employee must select the function key first. The Clock In, the Clock Out, 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.

With Facial Recognition

The employee must select the function key first. The Clock In, the Clock Out, 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.

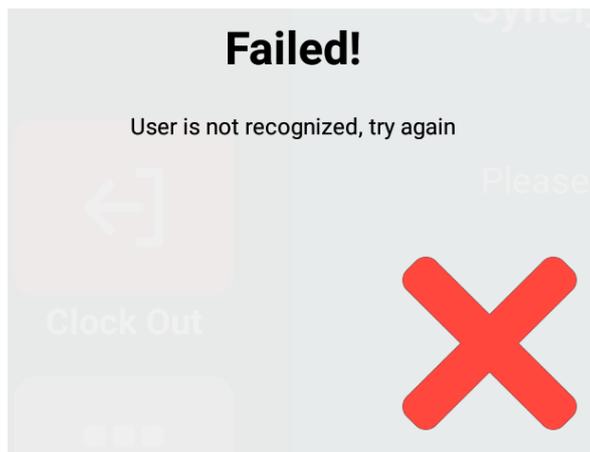
After selecting the function key, the employee places their finger to confirm their identity, and the pop-up punch confirmation message will appear.

Biometric Punch Rejected

If the smart terminal cannot recognize the employee using their facial or fingerprint template, it will display a message:

“User is not recognized, please try again.”

If the issue persists, the employee should contact their administrator to ensure their biometric template is properly enrolled in the system.



03

Workforce Management

- + **Activities**
- + **Changing Cost Centers**
- + **Accruals**
- + **Time Off Requests**
- + **Timesheet**

Activities

Activities

The Activities menu has many options for the employee.

The options include: Change CC, Extra Pay, Accruals, Schedules, and Timesheet.

Change CC

Allows the employee to change their Cost Center(s) up to 5 CCs. The terminal will step through all the options available to that particular employee.

At the top is a search field. Partial word and code searches are possible.

Extra Pay

Extra pay is the employee entering a dollar amount into a specific Counter.

When the screen appears, the numeric keypad will also appear, allowing the employee to enter a dollar amount.

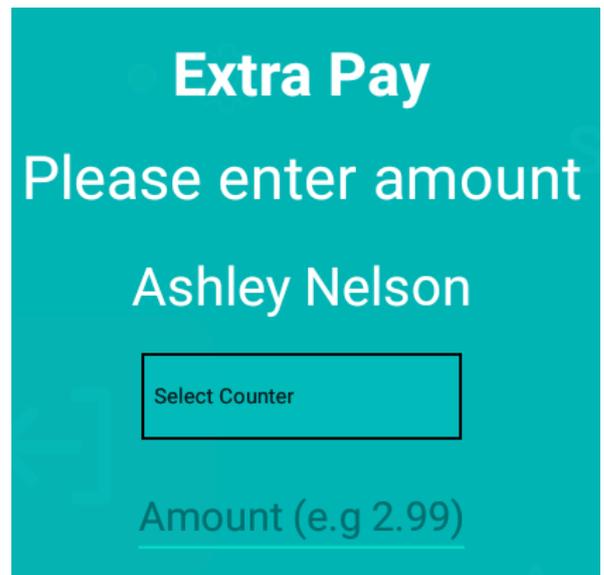
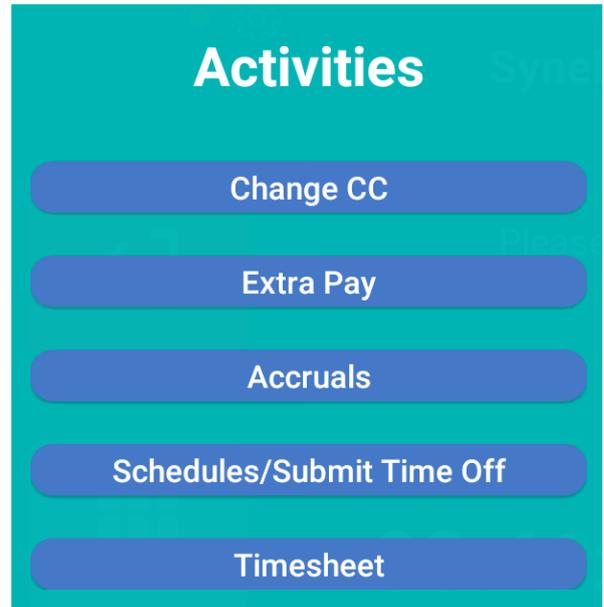
Using a finger, select the text SELECT COUNTER to open a drop down list of the counters available. select the counter the dollars will be assigned to.

Accruals

Accruals allows the employee to see the details about their current benefits. This includes a summary of their current hours, the start date of the current posting cycle, the end date of the posting cycle.

In addition, their current Accrued Value, time taken, Balance, time scheduled in the future, Time requested that has not yet been manager approved, plus their projected earnings for the rest of the benefit year.

Using their finger to scroll up and down, an employee can view all their benefit details.

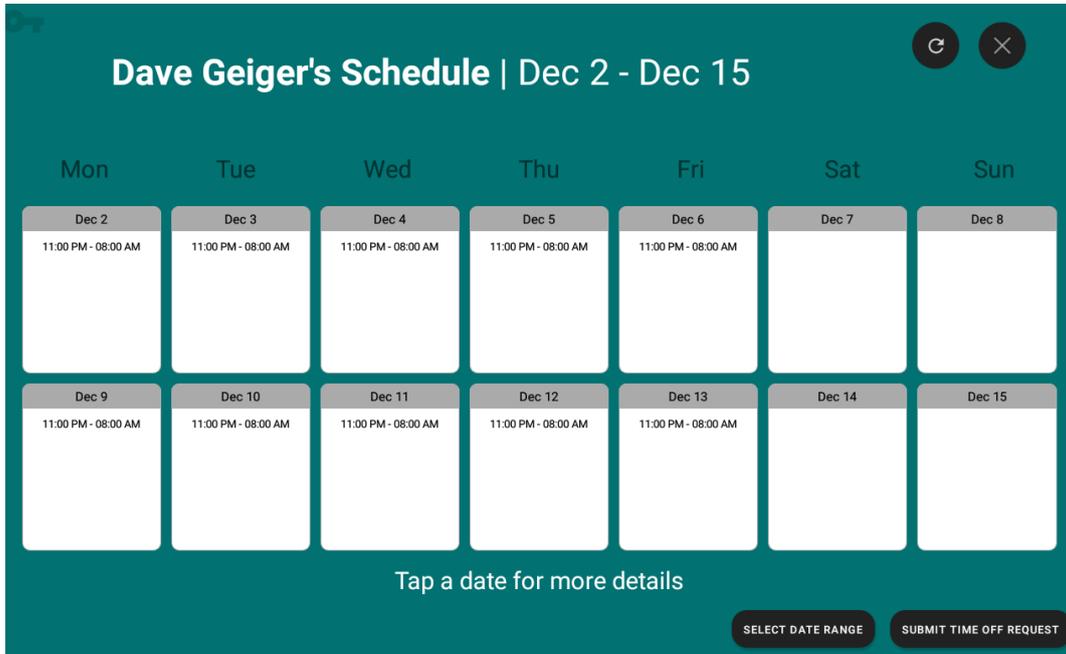


Schedules

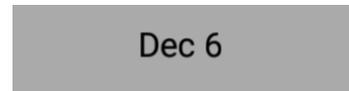
Schedules displays the current assigned schedule for the employee. The current week and the following week are displayed.

Select Date Range

Select date range allows an employee to change the currently displayed schedule. A calendar will appear allowing them to select the start date. The end date will be two weeks later.



Using a finger, the employee can select a specific day of the currently displayed schedule to zoom in for that particular day.



11:00 PM - 08:00 AM

Time off Request

In addition to displaying the employees schedule, the schedule button under activities also has:

Selecting Time Off Request will display the Time off Request box. There are two boxes, Time off Type, and Request Type, along with a Submit Time off Request button.

Time Off Request

Time Off Type

Request Type

SUBMIT TIME OFF REQUEST

Time Off Type

The types of time in the Time Off Type are dependent upon the benefit types available to that specific employee. Only the pay types they can request time off for are displayed.

Time Off Request

The screenshot shows a form with two dropdown menus. The first dropdown, labeled "Time Off Type", is open and displays a list of options: SICK, UNPAID, VAC, PTO, and PER. The second dropdown, labeled "Request Type", is closed and shows a downward-pointing arrow. A grey button labeled "SUBMIT TIME OFF REQUEST" is positioned between the two dropdowns.

Request Type

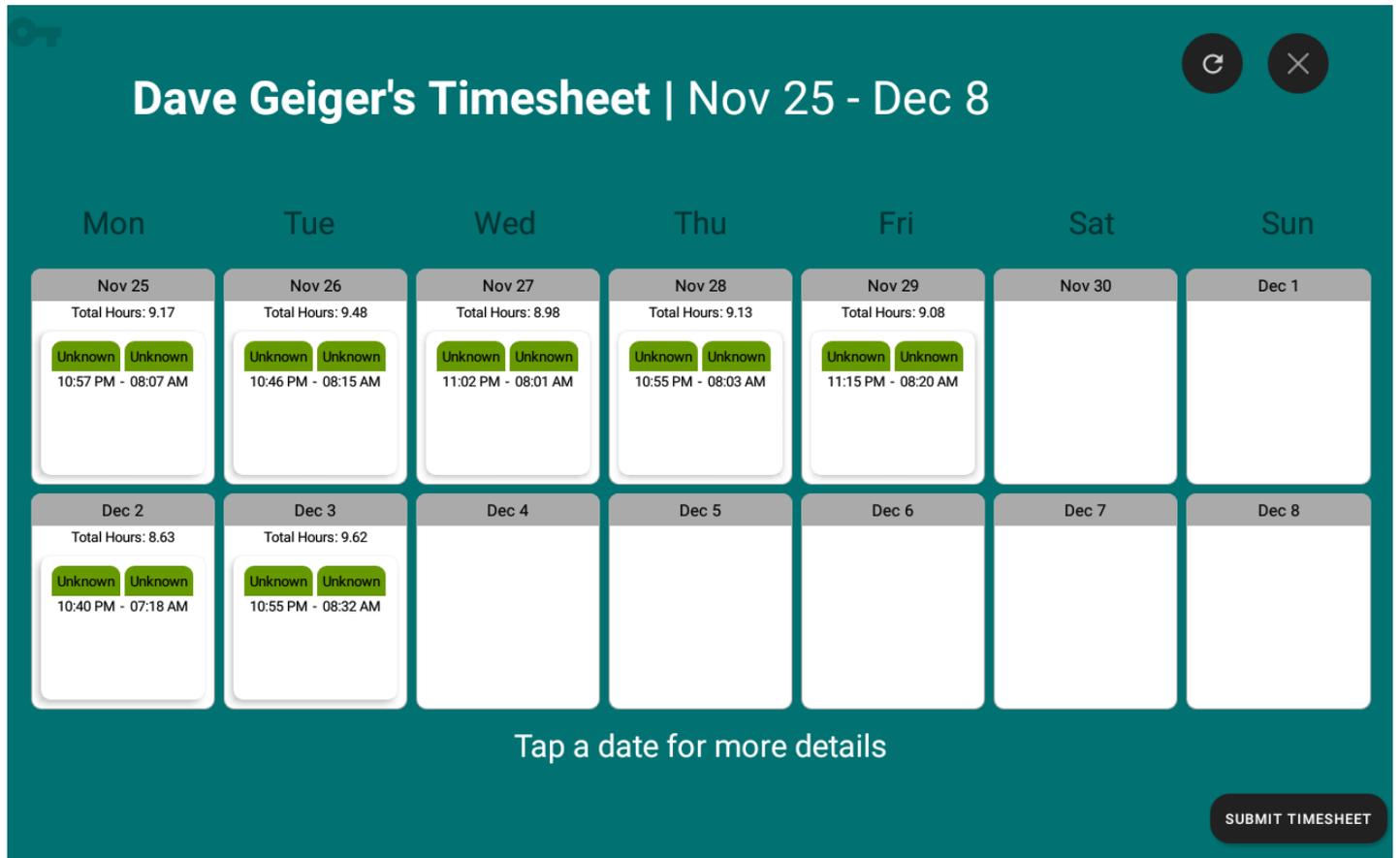
Request type defines the amount of time the employee is requesting off. A Full Day, a Partial Day (entering a start and stop), a Partial Day (entering bulk amount of hours), or multiple days at once.

Time Off Request

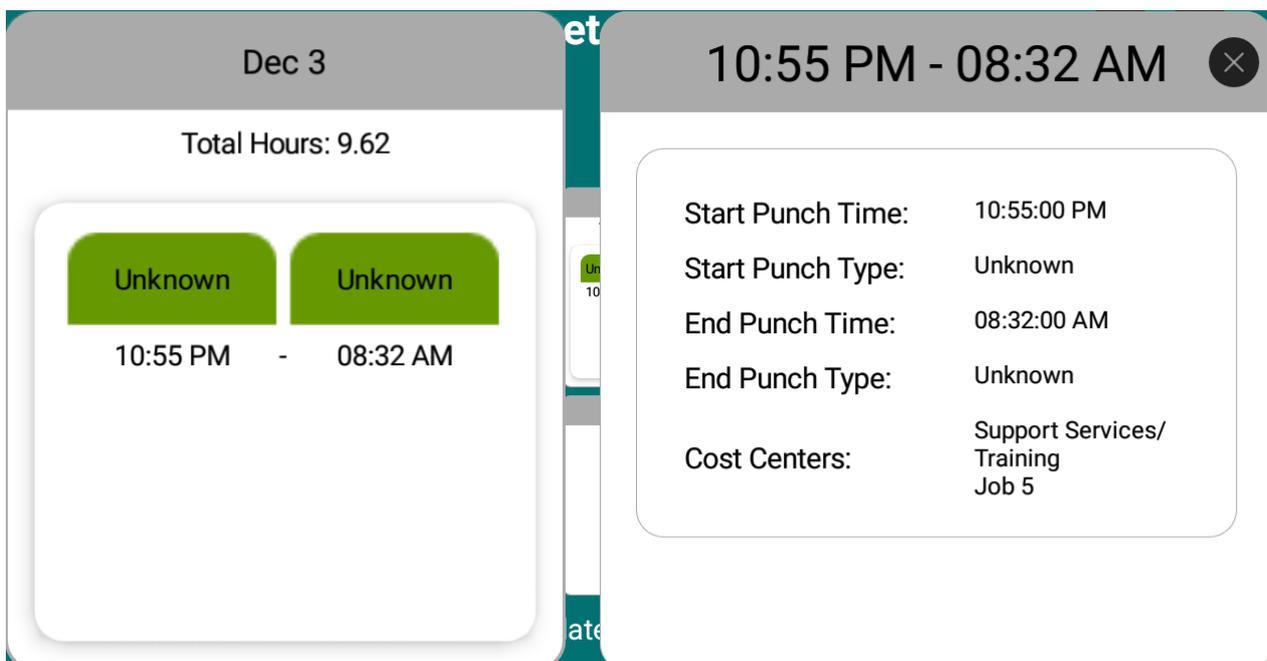
The screenshot shows a form with two dropdown menus. The first dropdown, labeled "Time Off Type", is closed and shows a downward-pointing arrow. The second dropdown, labeled "Request Type", is open and displays a list of options: Full Day, Partial day (start/stop), Partial day (bulk), and Multiple days. A grey button labeled "SUBMIT" is positioned to the left of the second dropdown.

Timesheet

Timesheet displays the current timecard for the employee. They can review their time as it currently exists in the software.



Clicking on any day will zoom in on that particular day. Selecting a line on that day will bring up the details for that particular line. If more data exists that can be displayed on the form, the employee can use a finger to scroll the displayed windows up and down.



Submit Timesheet

On the bottom of the timecard on the right side is a button for SUBMIT TIME SHEET. Selecting that option will bring up a form to define the week to be submitted. This is the employee approving the displayed timecard.

Submit Timesheet

Maintenance

Cleaning the Smart Terminal

1. Before cleaning, unplug the power supply.
2. Use a clean, dry cloth to wipe the LCD screen. If cleaning fluid is needed, apply it to the cloth first—never directly onto the smart terminal.
3. Avoid allowing any cleaning fluid to enter the smart terminal, as this may cause damage.
4. Ensure all surfaces are thoroughly dried with a clean cloth after using cleaning fluid.

Cleaning the Front-Facing Camera

1. Use a can of compressed air or a soft brush to gently remove dust.
2. To clean fingerprint smudges, use a soft lens cloth designed for cleaning optical surfaces.

Technical Specifications

Category	Description	Synergy/10
General	Operating System	Android
	Processor	RK3288 quad-core Cortex-A17, 1.6GHz SCP. SFTP
	Protocol	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
	Resolution	1290 x 800
	Brightness	3000cd/M
	Contrast	1000:1
	Colors	16M
	Touchscreen	5 Point capacitive < 48ms response > 6hr hardness, 85% luminescence
Front Panel	Camera	2 MP
	Keypad	Keypad via touchscreen

Ports and Connections



10/100Base-T



HDMI



USB



NO

COM

NC

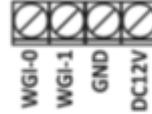
GND

IN1

S1

WGO-0

WGO-1



WGI-0

WGI-1

GND

DC12V



DC12V
---3A



SD



SIM

10/100Base-T: RJ-45 Ethernet connector with PoE (IEEE802.3BT).

HDMI: Connect the device to an external monitor.

USB: Used for uploading firmware manually.

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.