

# Retrieving and Programming Synergy Controller Configuration using SYSW Config

Synergy SYSW Config configuration data is saved in project files as a project name. You can have as many project files as you wish, but only one project can be open at a time.

The Synergy Config program defaults to installing in the C:\Program Files\Synergy Configuration Folder. The configuration file (database) is located in C:\Program Files\Synergy Configuration\Projects.

Before proceeding, locate the file "your project.MLX", where "your project" is then name of your project, in the C:\Program Files\Synergy Configuration\Projects file.

The steps to retrieving, E-mailing and installing a Synergy project (.MLX) file are:

1. Retrieve all programming data from panels.
2. E-mail .MLX file to Synergy Support.
3. Receive E-mail from Synergy Support containing new .MLX file
4. Copy in new .MLX file.
5. Restart SYSW Config and verify changes.

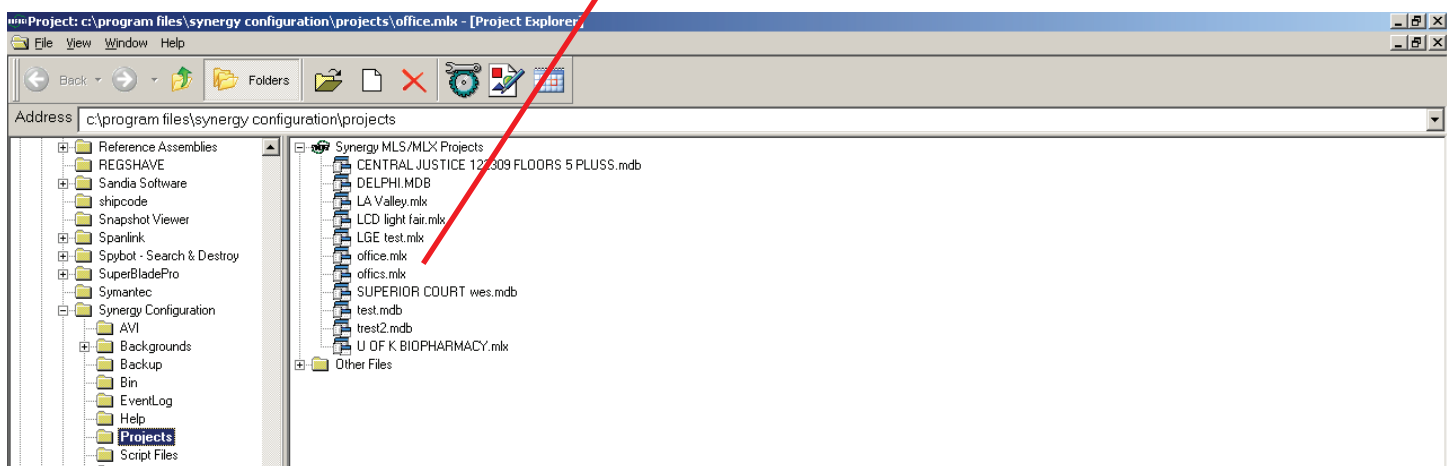
To retrieve, E-mail and reinstall, begin here:

## START THE SYSW CONFIG PROGRAM

The SYSW Config program can be configured to either open directly to a project file, or can open to the Project Explorer window where you select a file to open. If you are at the Project Explorer window, follow A and B below. If you are already at the Config Main screen go to the next page.

- A. Start the Synergy Config program. The project explorer screen will open, from here you select your project.
- B. Double Click on the project name, the project will open. Or, choose FILE, OPEN PROJECT

Select the project name



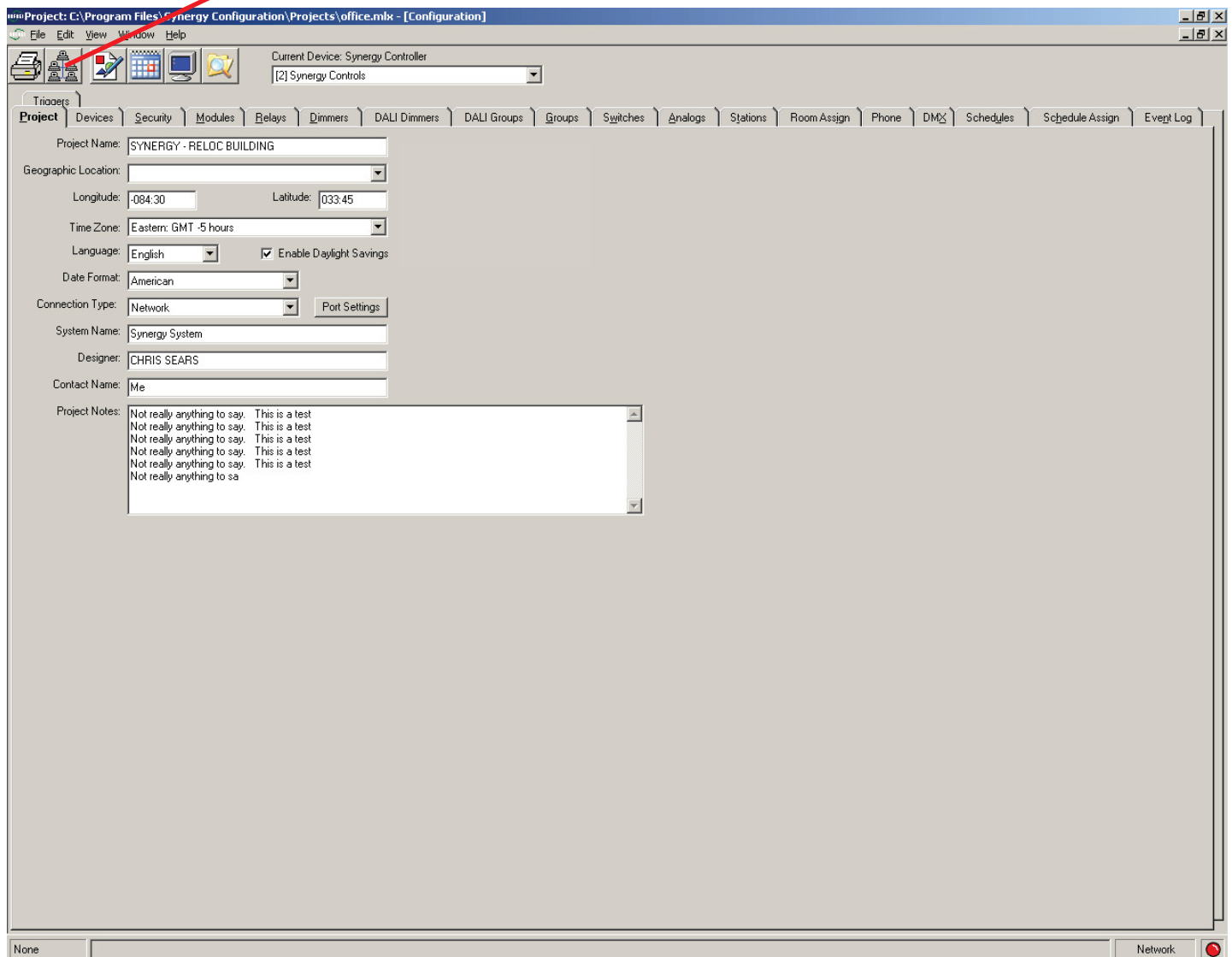
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## SYSC CONTROLLER CONFIGURATION RETRIEVAL

### STEP 1:

- A. The Config MAIN screen will open.
- B. In the upper left corner, click on the NETWORK ICON. Clicking this button opens the NETWORK SERVICES screen and launches the panel discovery tool, which searches the network for all connected devices.

NETWORK ICON



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## STEP 2:

On the NETWORK SERVICES screen, all panels found will be shown in the DEVICES FOUND box. If you know of panels on your network which are not displayed in the list, there are communication problems with the panels on your network. Contact Synergy Support for additional

Panel List

The screenshot shows the SYSW Config software interface. The main window title is "Project: c:\program files\synergy configuration\projects\office.mlx - [Network Services...]". The interface includes a menu bar (File, Services, Help) and a toolbar with icons for Program, Retrieve, Clear Log, and other functions. The "Lithonia Devices found = 3" section contains a table with the following data:

BACnet ID	Controller Name	Model	Firmware Version	In DB
2	Synergy Controls	SYSC MLX	2.67	<input checked="" type="checkbox"/>
3	Simply5	S5LEM	1.5	<input checked="" type="checkbox"/>
38	SYNERGY	SYSC MLX	2.67	<input checked="" type="checkbox"/>

Below the table are "Select All" and "Deselect All" buttons. The "Other Devices Found" section shows "BACnet ID = 4194303 Vendor = 24 Model = 'LGE' Not configurable". The "Event Log" section contains the following entries:

- 04/27/2010 11:02 ->Logic temp file sent to device 38
- 04/27/2010 11:19 ->Project Notes sent to device 38
- 04/27/2010 11:19 ->Script sent to device 38
- 04/27/2010 11:19 ->Logic file sent to device 38
- 04/27/2010 11:19 ->Logic temp file sent to device 38
- 04/27/2010 12:10 ->Looking for devices...
- 04/27/2010 12:10 ->Looking for devices...
- 04/28/2010 15:53 ->Looking for devices...
- 04/28/2010 15:53 ->Looking for devices...

Buttons for "Clear" and "Close" are located at the bottom of the event log. The status bar at the bottom shows "None" and "Network" with a red indicator light.

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## STEP 3:

A. Click on the name of each panel in the list to select it for program retrieval. The line corresponding to the panel will highlight black.

*Note: Hold down shift to select multiple panels.*

**Any panel(s) not selected WILL NOT have it's programming retrieved.**

B. Once the desired panels are selected, click the RETRIEVE button.

Retrieve Button

Panel List

The screenshot shows the Synergy Configuration software interface. At the top, there is a menu bar with 'File', 'Services', and 'Help'. Below the menu bar is a toolbar with icons for 'Program', 'Retrieve', and 'Clear Log'. The main area displays 'Lithonia Devices found = 3' and a table with the following data:

BACnet ID	Controller Name	Model	Firmware Version	In DB
2	Synergy Controls	SYSC MLX	2.67	<input checked="" type="checkbox"/>
3	Simply5	S5LEM	1.5	<input checked="" type="checkbox"/>
38	SYNERGY	SYSC MLX	2.67a29a	<input checked="" type="checkbox"/>

Below the table are 'Select All' and 'Deselect All' buttons. Underneath is the 'Other Devices Found' section, which shows 'BACnet ID = 4194303 Vendor = 24 Model = "LGE" Not configurable'. The 'Event Log' section at the bottom shows a list of events, all starting with '02/24/2010 12:32 -> Looking for devices...'. There are 'Clear' and 'Close' buttons at the bottom of the event log. At the very bottom of the window, there is a status bar with 'None' and 'Network' indicators.

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## STEP 4:

- A. A GET OPTIONS box will open. Select GET PROGRAMMING DATA and GET LOGIC DATA. Do not select the other options.
- B. Click the GET button.

The screenshot shows the 'Lithonia Devices found = 3' table with the following data:

BACnet ID	Controller Name	Model	Firmware Version	In DB
2	Synergy Controls	SYSC MLX	2.67	<input checked="" type="checkbox"/>
3	Simply5	SSLEM	1.5	<input checked="" type="checkbox"/>
38	SYNERGY	SYSC MLX	2.67a29a	<input checked="" type="checkbox"/>

The 'Get Options' dialog box contains the following options:

- Get Programming Data from Device
- Get Logic Data from Device
- Get Device's Password file
- Get Device Event Log
- Get Device Strike/Hour Data

The 'Get' button is highlighted with a red arrow.

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## STEP 5:

A YES / NO confirmation box will open. Click YES to retrieve. Programming information will now be collected from the panels.

The screenshot shows the Synergy Configuration software interface. The main window displays a table of Lithonia devices found. A dialog box titled 'Retrieve Programming' is open, warning that the current database will be overwritten with data from the lighting control panels. The dialog box has 'Yes' and 'No' buttons.

BACnet ID	Controller Name	Model	Firmware Version	In DB
2	Synergy Controls	SYSC MLX	2.67	<input checked="" type="checkbox"/>
3	Simply5	S5LEM	1.5	<input checked="" type="checkbox"/>
38	SYNERGY	SYSC MLX	2.67a29a	<input checked="" type="checkbox"/>

**Retrieve Programming**

Warning, You are about to overwrite the current database with data from the lighting control panels. Are you sure that you want to Continue?

Yes No

Select All Deselect All

**Other Devices Found**

BACnet ID = 4194303 Vendor = 24 Model = "LGE" Not configurable

**Event Log**

02/24/2010 12:32 ->Looking for devices...  
02/24/2010 12:33 ->Looking for devices...  
02/24/2010 12:42 ->Looking for devices...  
04/22/2010 09:52 ->Looking for devices...  
04/22/2010 09:53 ->Looking for devices...  
04/22/2010 09:54 ->Looking for devices...  
04/22/2010 10:24 ->Looking for devices...  
04/22/2010 10:24 ->Looking for devices...  
04/22/2010 10:25 ->Looking for devices...

Clear Close

None Network

# Retrieving and Programming Synergy Controller Configuration using SYSW Config

## STEP 6:

Depending on the speed of your PC, the number of panels and length of your network, a Retrieving Data box may pop up. On faster networks the box may not appear, don't be alarmed if it does not.

During the retrieval process the number of bytes being transferred will be displayed in the bottom

The screenshot shows the SYSW Config software interface. The main window displays a table of discovered devices:

BACnet ID	Controller Name	Model	Firmware Version	In DB
2	Synergy Controls	SYSC MLX	2.67	<input checked="" type="checkbox"/>
3	Simply5	S5LEM	1.5	<input checked="" type="checkbox"/>
38	SYNERGY	SYSC MLX	2.67a29a	<input checked="" type="checkbox"/>

A "Retrieving Data..." dialog box is overlaid on the main window, showing two folder icons. Below the main window, the "Other Devices Found" section shows a device with BACnet ID 4194303, Vendor 24, Model "LGE", and status "Not configurable". The "Event Log" section shows a series of "Looking for devices..." messages with timestamps from 02/24/2010 12:32 to 04/22/2010 10:25. At the bottom of the interface, a status bar shows "Bytes Transferred 10024 of 64000". A red arrow points from this status bar to the text "Bytes Transferred" below it.

Bytes Transferred

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## STEP 7:

Once retrieval is complete, several status messages will be displayed in the lower left corner indicating success or failure. Lines showing transmission failed indicates there was a problem retrieving that file from the indicated controller.

### HOWEVER:

The only file that **must** be retrieved is SCRIPT.TXT. There are other files which could possibly display transmission errors that are not used on your project. If SCRIPT.TXT is received successfully, don't be concerned initially with other Transmission Failure messages.

### Transmission Failure can be caused by multiple issues.

You should attempt to retrieve several times in case the network was experiencing temporary difficulties. If after several attempts one or more panels still experience transmission failures of the SCRIPT.TXT file, contact Synergy Support for more details.

Program retrieval is now complete.

The screenshot displays the 'Lithonia Devices found = 3' window. It contains a table with the following data:

BACnet ID	Controller Name	Model	Firmware Version	In DB
2	Synergy Controls	SYSC MLX	2.67	<input checked="" type="checkbox"/>
3	Simply5	S5LEM	1.5	<input checked="" type="checkbox"/>
38	SYNERGY	SYSC MLX	2.67a29a	<input checked="" type="checkbox"/>

Below the table, the main text area contains the following messages:

- Script received from Device # - **indicates success**
- Transmission Failed Script not received from Device # - **indicates failure**

Red arrows point from these messages to the event log at the bottom of the window. The event log shows the following entries:

```
04/22/2010 15:53 ->Looking for devices...
04/22/2010 15:53 ->Script received from device 2
04/22/2010 15:53 ->Notes received from device 2
04/22/2010 15:53 ->Logic.tmp received from device 2
04/22/2010 15:53 ->Logic.txt received from device 2
04/22/2010 15:54 ->Script received from device 2
04/22/2010 15:54 ->Notes received from device 2
04/22/2010 15:54 ->Logic.tmp received from device 2
04/22/2010 15:54 ->Logic.txt received from device 2
```

At the bottom of the window, the status bar shows 'None' selected under 'File Complete' and 'Network' with a red indicator light.

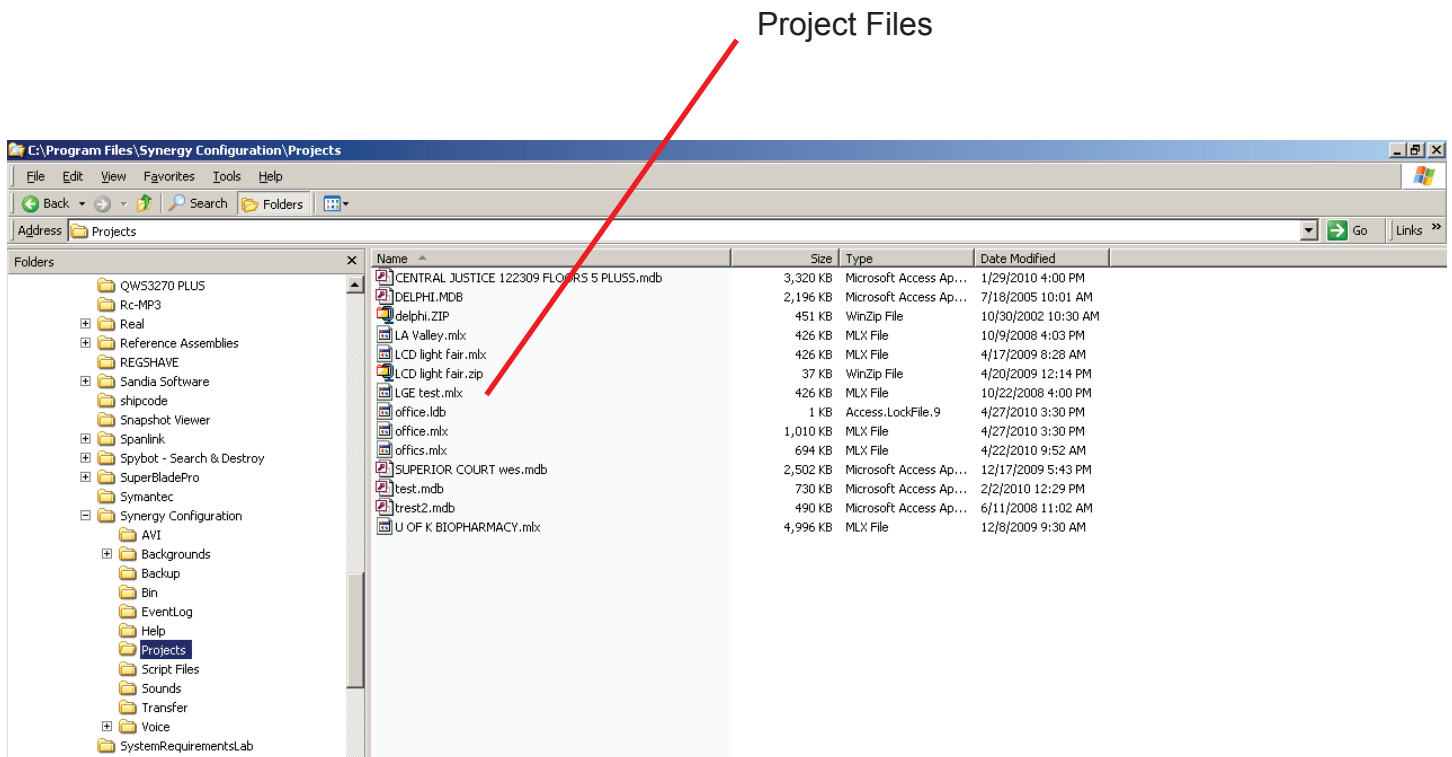
# Retrieving and Programming Synergy Controller Configuration using SYSW Config

## E-Mailing the configuration (.MLX) file

The Synergy Config program defaults to installing in the C:\Program Files\Synergy Configuration Folder. The configuration file (database) is located in C:\Program Files\Synergy Configuration\Projects. If your files are not installed in the default location, you will need to determine the path before continuing.

- A. Locate the file "your project.MLX", where "your project" is then name of your project file. The is the file that needs to be E-mailed to Synergy Support.
- B. E-mail this file to Support@SynergyLightingControls.Com.

Note: Please DO NOT E-mail this file to Synergy Support until you have contacted them to discuss your project. The support team will have no idea of your issue, project specifics, etc. Do not expect your issue to be resolved until you've contacted Synergy Support.



# Retrieving and Programming Synergy Controller Configuration using SYSW Config

## Installing the configuration (.MLX) file after you receive it from Support.

The Synergy Config program defaults to installing in the C:\Program Files\Synergy Configuration Folder. The configuration file (database) is located in C:\Program Files\Synergy Configuration\Projects. If your files are not installed in the default location, you will need to determine the path before continuing.

- Make sure the Synergy Configuration program is closed.
- The Config program runs a small program in the background of your normal programs. This program is indicated by a Light Bulb icon in the Task Tray. The default location of the task tray on a Windows PC is in the lower right corner. This small program must also be closed. Right click on the light bulb icon and select EXIT.



Light Bulb Icon

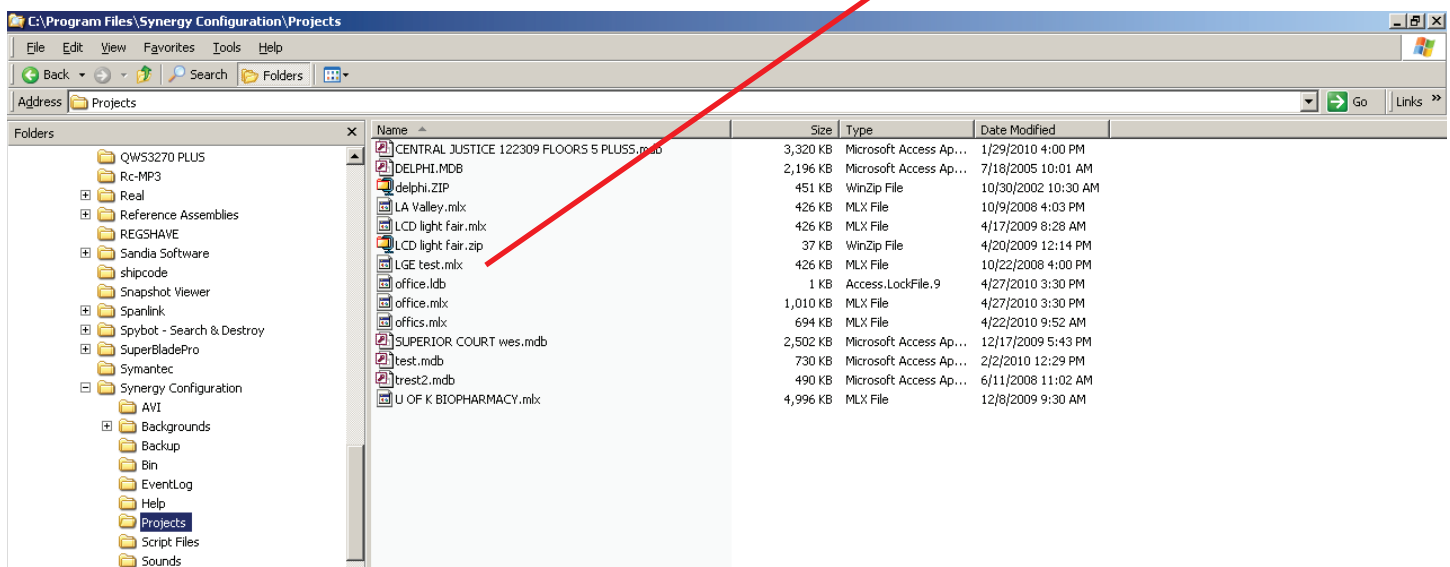
- It is a good idea to backup your configuration file before you copy in the new file. Locate the file "your project.MLX", where "your project" is then name of your project file. Copy and Paste it to a new name. Save this file and do not edit it.
- Copy the .MLX file you received from Synergy Support into the C:\Program Files\Synergy Configuration\Projects Folder. You must OK overwriting the current file (If the file names are identical).

-Start the SYSC Config software as explained on page 1.

-Follow steps 1 - 2 on pages 2 and 3.

-Go to steps 3 on the next page.

Project Files



# Retrieving and Programming Synergy Controller Configuration using SYSW Config

## CONTROLLER CONFIGURATION UPLOAD TO PANEL

FOLLOW STEPS 1 - 2 in the CONTROLLER CONFIGURATION RETRIEVAL PROCESS.

Once the desired panels are selected, click the PROGRAM button.

Program Button

Panel List

The screenshot shows the Synergy Configuration software interface. At the top, there is a menu bar with 'File', 'Services', and 'Help'. Below the menu bar is a toolbar with icons for 'Program', 'Retrieve', 'Clear Log', and other functions. The main area displays 'Lithonia Devices found = 3' and a table with the following data:

BACnet ID	Controller Name	Model	Firmware Version	In DB
2	Synergy Controls	SYSC MLX	2.67	<input checked="" type="checkbox"/>
3	Simply5	S5LEM	1.5	<input checked="" type="checkbox"/>
38	SYNERGY	SYSC MLX	2.67a29a	<input checked="" type="checkbox"/>

Below the table are 'Select All' and 'Deselect All' buttons. Underneath, there is a section for 'Other Devices Found' with the text: 'BACnet ID = 4194303 Vendor = 24 Model = "LGE" Not configurable'. At the bottom, there is an 'Event Log' section with a list of timestamps and the text '->Looking for devices...'. There are 'Clear' and 'Close' buttons at the bottom of the event log. The status bar at the very bottom shows 'None' and 'Network' with a red indicator light.

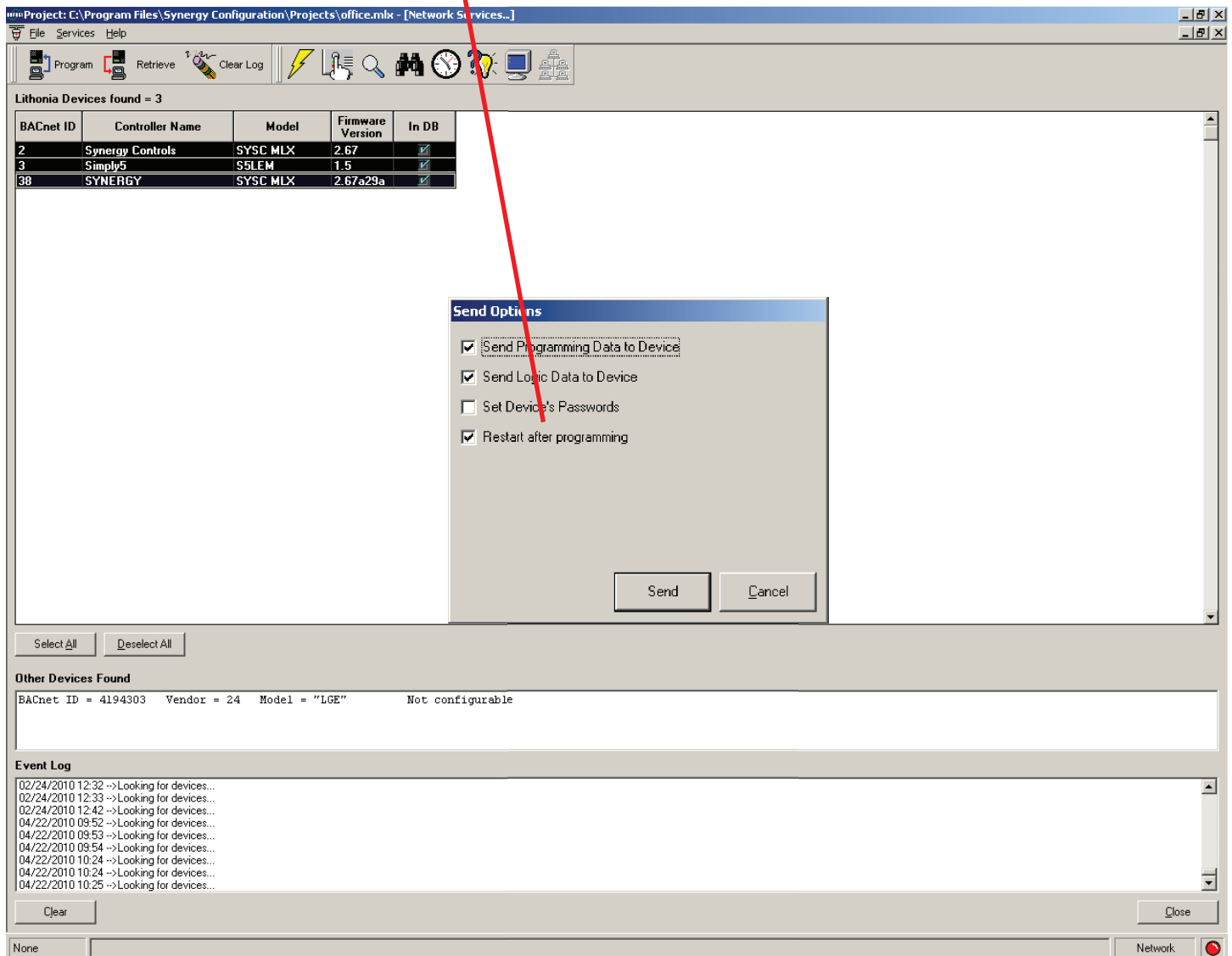
# Retrieving and Programming Synergy Controller Configuration using SYSW Config

## STEP 3:

- A. A SEND OPTIONS box will open. Select SEND PROGRAMMING DATA, SEND LOGIC DATA and RESTART AFTER PROGRAMMING. Do not select any other options.

If you do not select RESTART AFTER PROGRAMMING, any programming changes will not take effect. Programming changes **only** take effect after a controller restart.

- B. Click the SEND button.



The screenshot shows the SYSW Config software interface. The main window displays a table of Lithonia Devices found (3 devices) and a 'Send Options' dialog box. The dialog box has the following options:

- Send Programming Data to Device
- Send Logic Data to Device
- Set Device's Passwords
- Restart after programming

The 'Send' button is highlighted with a red arrow.

BACnet ID	Controller Name	Model	Firmware Version	In DB
2	Synergy Controls	SYSC MLX	2.67	<input checked="" type="checkbox"/>
3	Simply5	S5LEM	1.5	<input checked="" type="checkbox"/>
88	SYNERGY	SYSC MLX	2.67a29a	<input checked="" type="checkbox"/>

Other Devices Found

BACnet ID	Vendor	Model	Notes
4194303	24	"LGE"	Not configurable

Event Log

```
02/24/2010 12:32 ->Looking for devices...
02/24/2010 12:33 ->Looking for devices...
02/24/2010 12:42 ->Looking for devices...
04/22/2010 09:52 ->Looking for devices...
04/22/2010 09:53 ->Looking for devices...
04/22/2010 09:54 ->Looking for devices...
04/22/2010 10:24 ->Looking for devices...
04/22/2010 10:24 ->Looking for devices...
04/22/2010 10:25 ->Looking for devices...
```

# Retrieving and Programming Synergy Controller Configuration using SYSW Config

## STEP 4:

A YES / NO confirmation box will open. Click YES to program. Programming information will be sent to the panels.

The screenshot shows the SYSW Config software interface. At the top, the title bar reads "Project: C:\Program Files\Synergy Configuration\Projects\office.mlx - [Network Services...]" and the menu bar includes "File Services Help". The toolbar contains icons for "Program", "Retrieve", "Clear Log", and other functions. Below the toolbar, a section titled "Lithonia Devices found = 3" displays a table with the following data:

BACnet ID	Controller Name	Model	Firmware Version	In DB
2	Synergy Controls	SYSC MLX	2.67	<input checked="" type="checkbox"/>
3	Simply5	S5LEM	1.5	<input checked="" type="checkbox"/>
38	SYNERGY	SYSC MLX	2.67a29a	<input checked="" type="checkbox"/>

Below the table, a "Program Controllers" dialog box is open, displaying a warning icon and the text: "Warning, You are about to replace the programming in the lighting control panels. Are you sure that you want to Continue?". The dialog box has "Yes" and "No" buttons.

At the bottom of the main window, there are "Select All" and "Deselect All" buttons. Below these, a section titled "Other Devices Found" shows a single entry: "BACnet ID = 4194303 Vendor = 24 Model = 'LGE' Not configurable".

The "Event Log" section at the bottom contains a list of timestamps and the text "Looking for devices...". A "Clear" button is located below the event log, and a "Close" button is in the bottom right corner. The status bar at the very bottom shows "None" and "Network" with a red indicator light.

# Retrieving and Programming Synergy Controller Configuration using SYSW Config

## STEP 5:

Depending on the speed of your PC, the number of panels and length of your network, a Programming Data box may pop up. On faster networks the box may not appear, don't be alarmed if it does not.

During the programming process the number of bytes being transferred will be displayed in the bottom left corner. Use this as a status indicator for the programming process.

Once programming complete, several status messages will be displayed in the lower left corner indicating success or failure. Lines showing transmission failed indicates there was a problem sending that file to the indicated controller.

### HOWEVER:

The only file that **must** be sent is SCRIPT.TXT. There are other files which could possibly display transmission errors that are not used on your project. If SCRIPT.TXT is sent successfully, don't be concerned initially with other Transmission Failure messages.

The screenshot shows the 'Synergy Lighting Controls' software interface. At the top, a table lists devices:

BACnet ID	Controller Name	Model	Firmware Version	In DB
2	Synergy Controls	SYSC MLX	2.67	<input checked="" type="checkbox"/>
3	Simply5	S5LEM	1.5	<input checked="" type="checkbox"/>
38	SYNERGY	SYSC MLX	2.67a29a	<input checked="" type="checkbox"/>

Below the table, a message box titled 'Script sent to Device # - indicates success' is displayed. A red arrow points from this message to the 'Event Log' section at the bottom of the window. The 'Event Log' shows the following entries:

```
04/26/2010 11:15 -> Logic.txt received from device 38
04/27/2010 11:01 -> Script received from device 38
04/27/2010 11:01 -> Notes received from device 38
04/27/2010 11:01 -> Logic.tmp received from device 38
04/27/2010 11:01 -> Logic.txt received from device 38
04/27/2010 11:02 -> Project Notes sent to device 38
04/27/2010 11:02 -> Script sent to device 38
04/27/2010 11:02 -> Logic file sent to device 38
04/27/2010 11:02 -> Logic temp file sent to device 38
```

At the bottom left of the window, a status bar displays 'Bytes Transferred 10024 of 64000'. A red arrow points from this status bar to the 'Event Log' section. The status bar also includes a 'None' dropdown menu and a 'Network' indicator.