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:

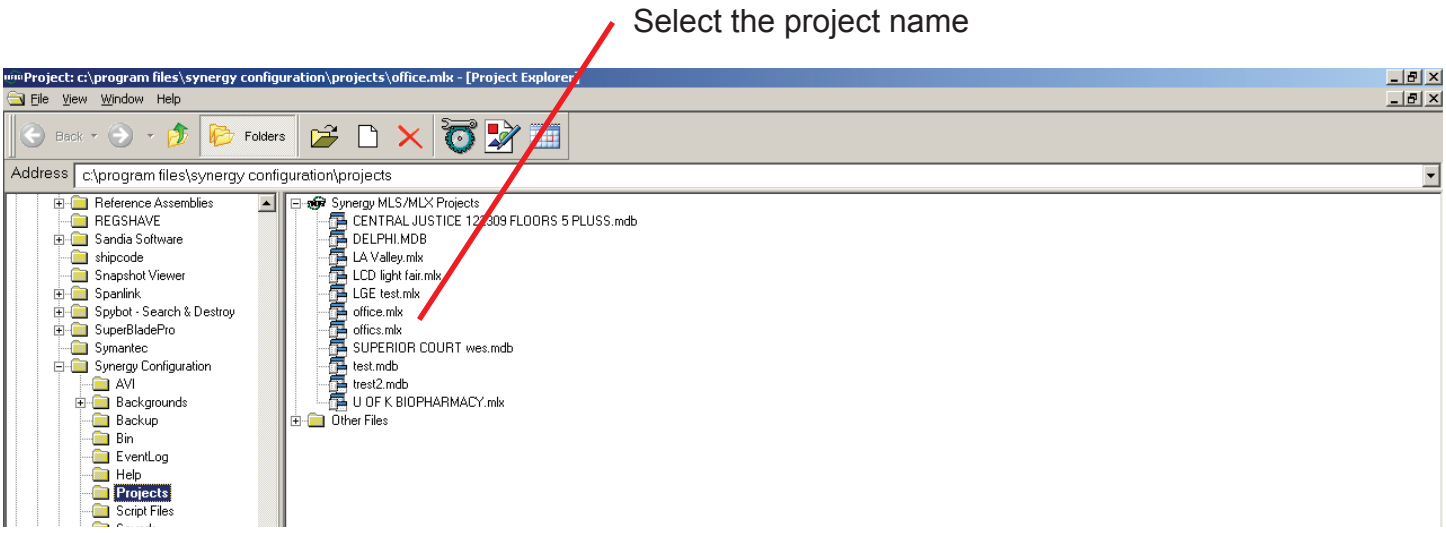
1. Retrieve all programming data from panels.
2. E-mail .MLX file to Synergy Support.
3. Receive E-mail from Synergy Support containing new .MLX file
4. Copy in new .MLX file.
5. Restart SYSW Config and verify changes.

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



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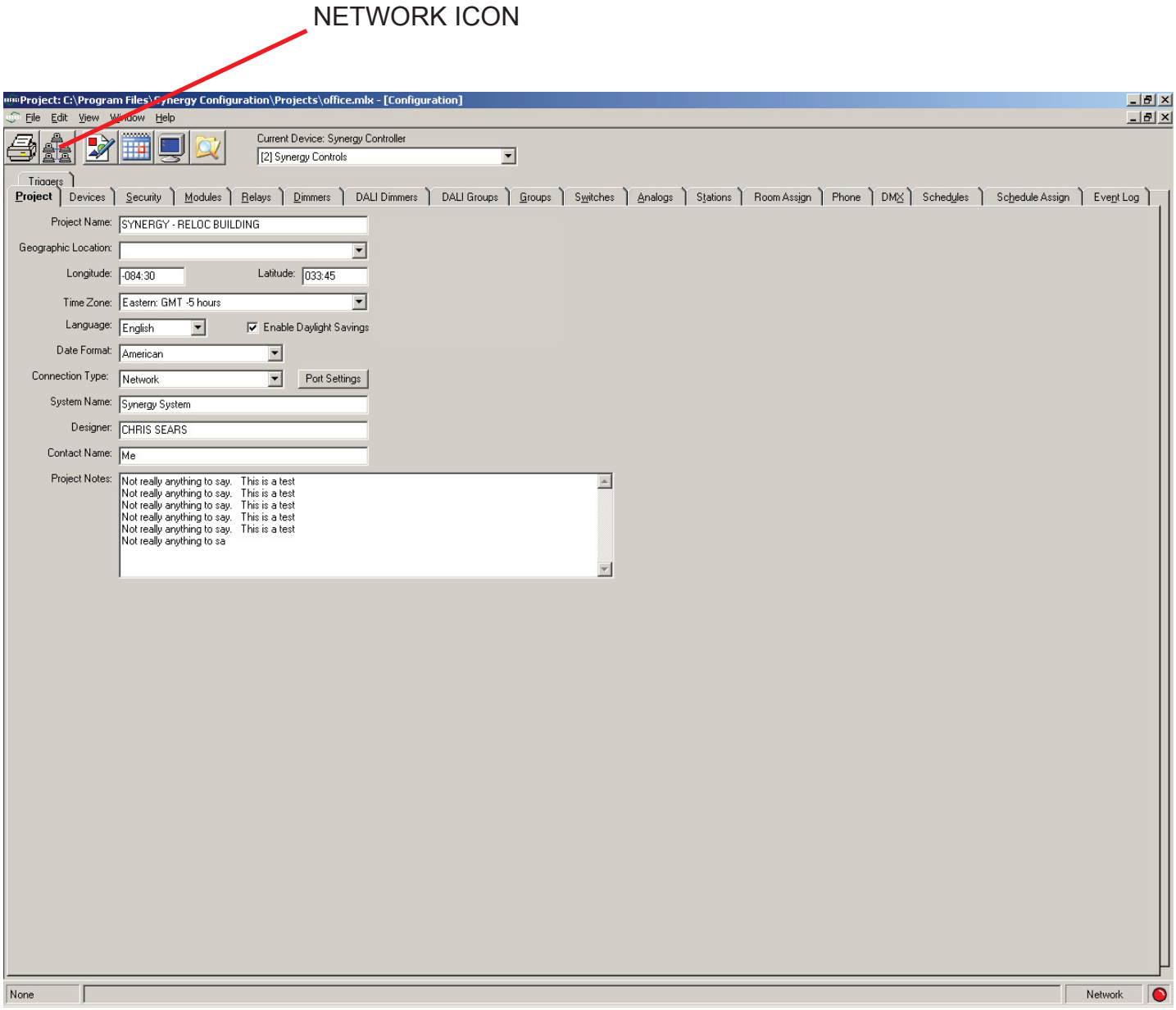
SYSC CONTROLLER CONFIGURATION RETRIEVAL

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.



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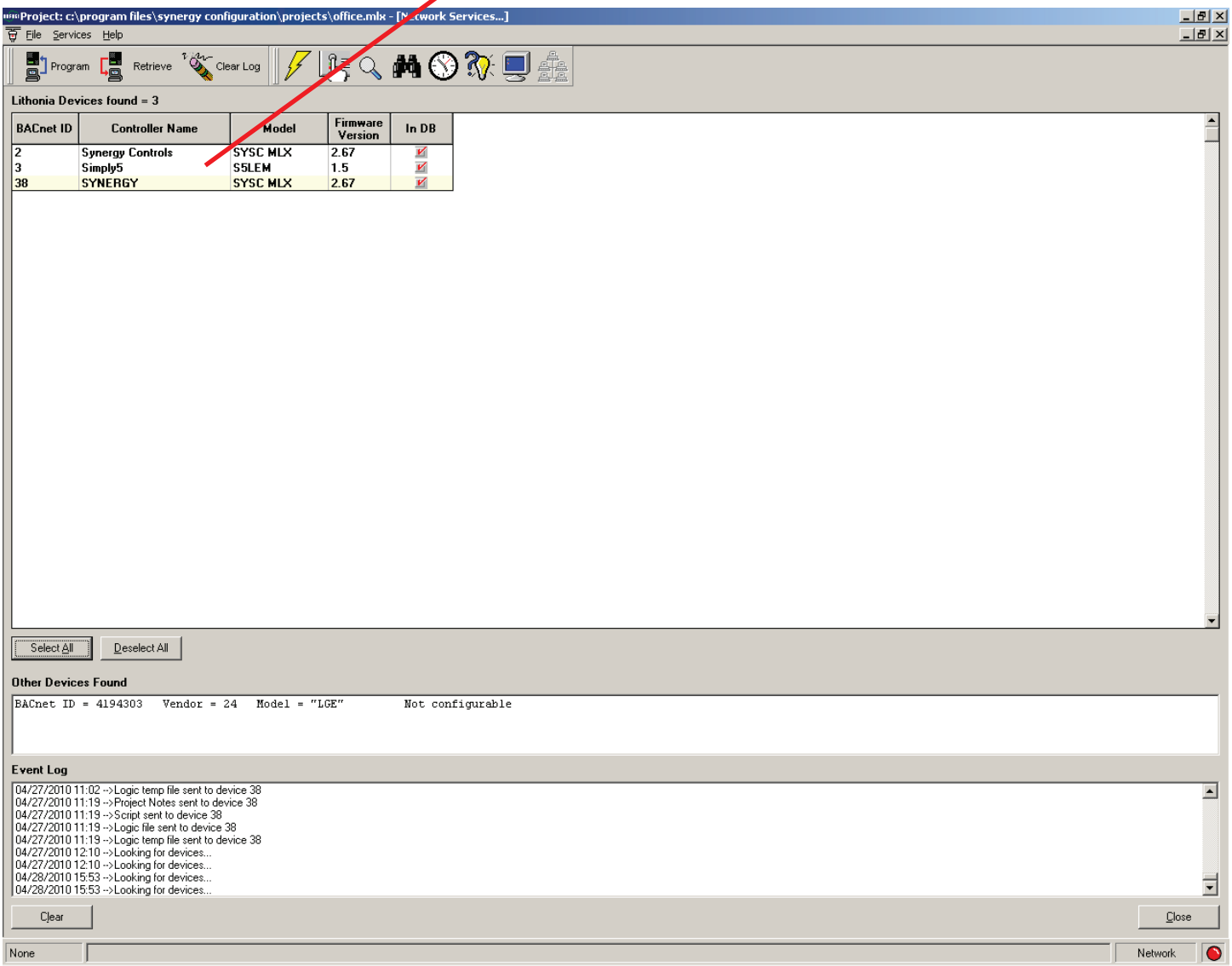
STEP 2:

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



Retrieving and Programming Synergy Controller Configuration using SYSW Config

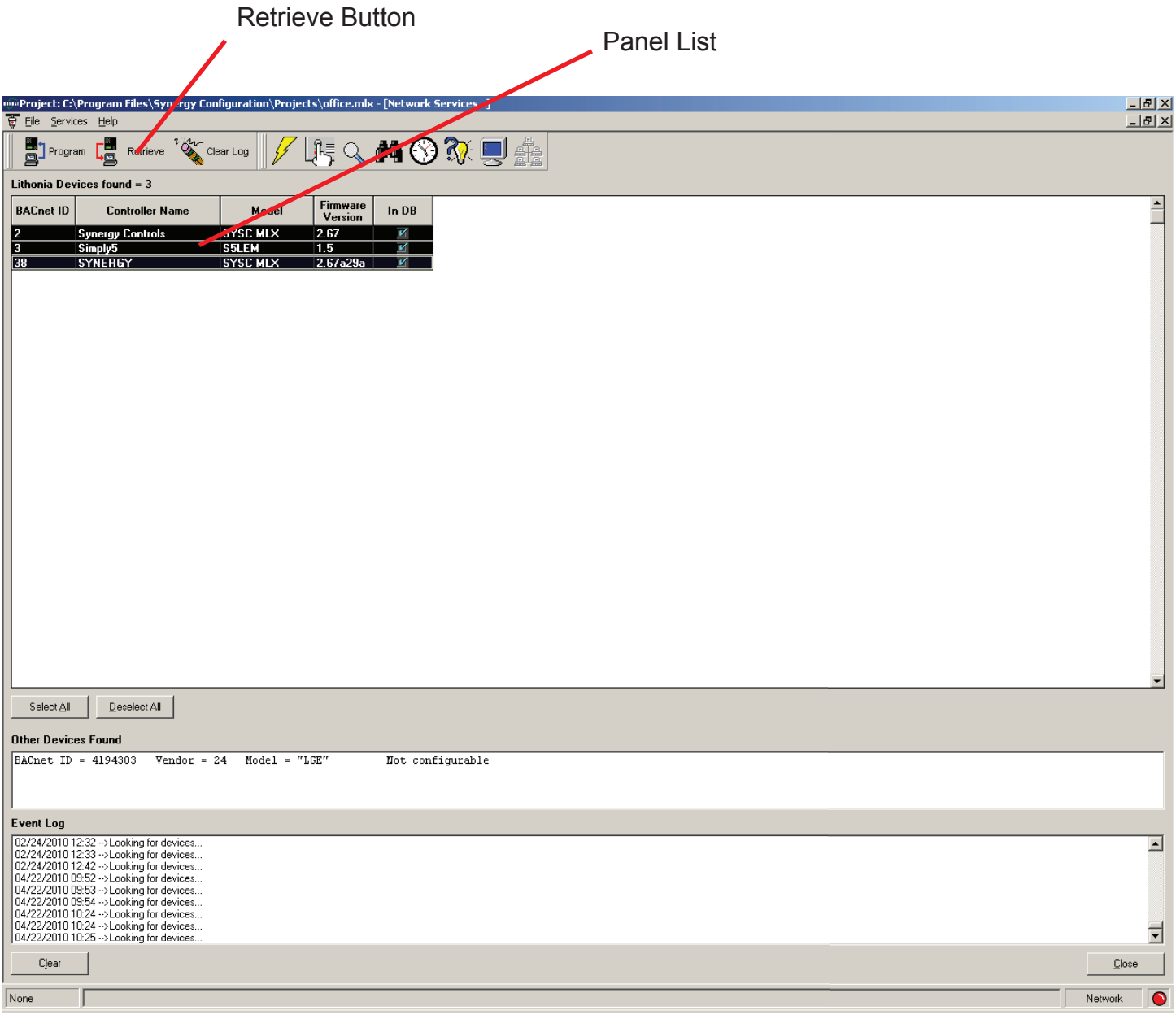
STEP 3:

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.



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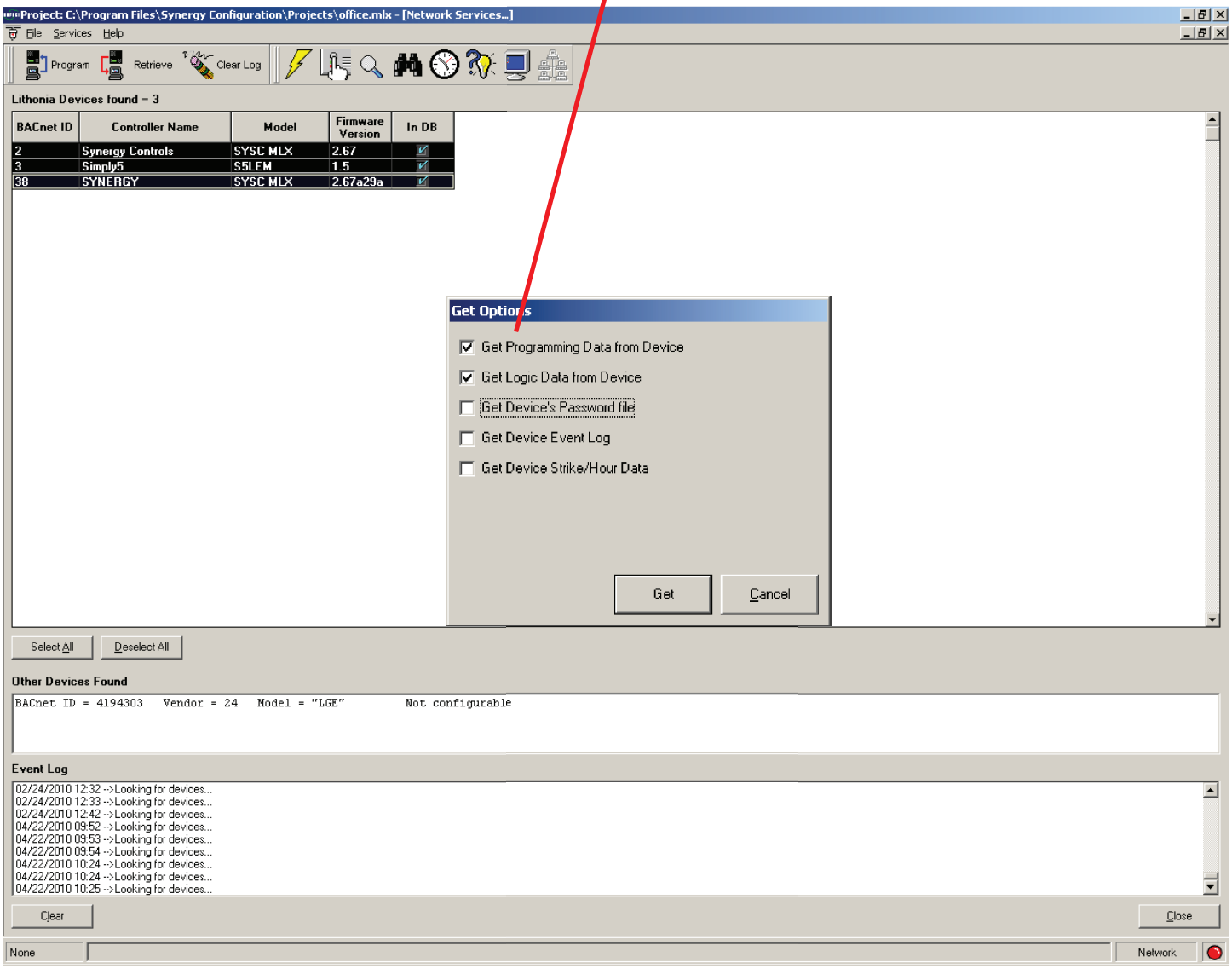
STEP 4:

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

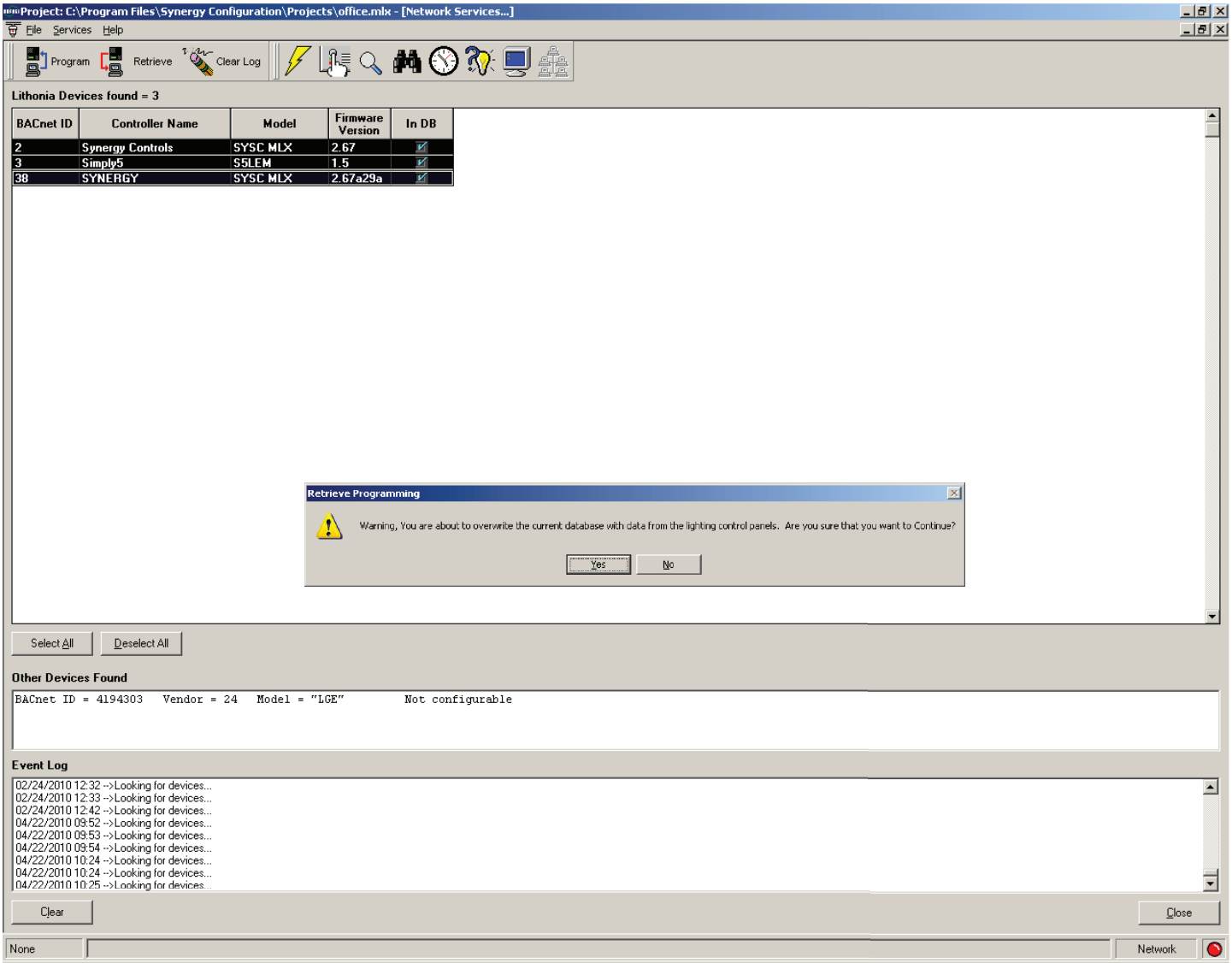
B. Click the GET button.



Retrieving and Programming Synergy Controller Configuration using SYSW Config

STEP 5:

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



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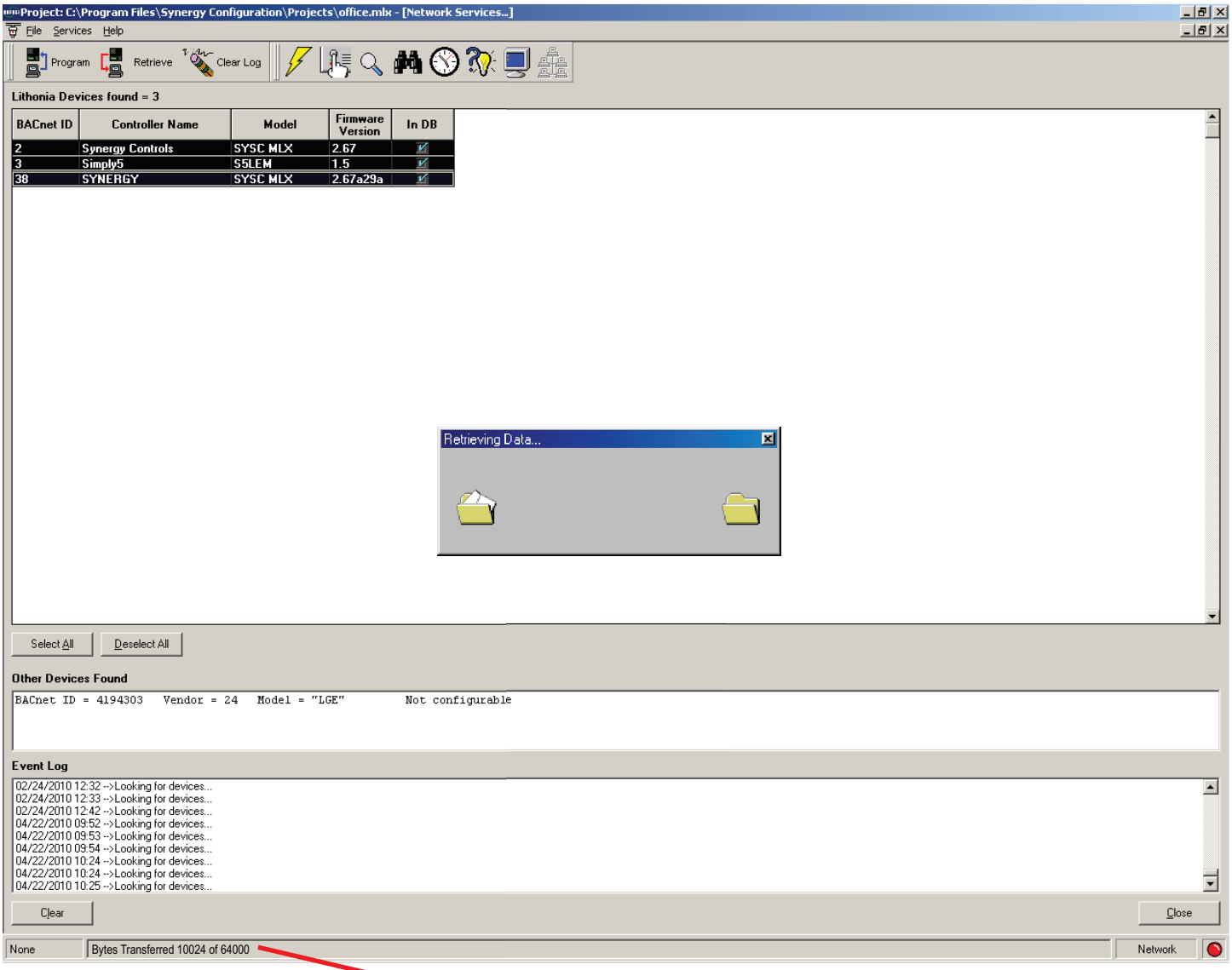
STEP 6:

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



Bytes Transferred

Retrieving and Programming Synergy Controller Configuration using SYSW Config

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.

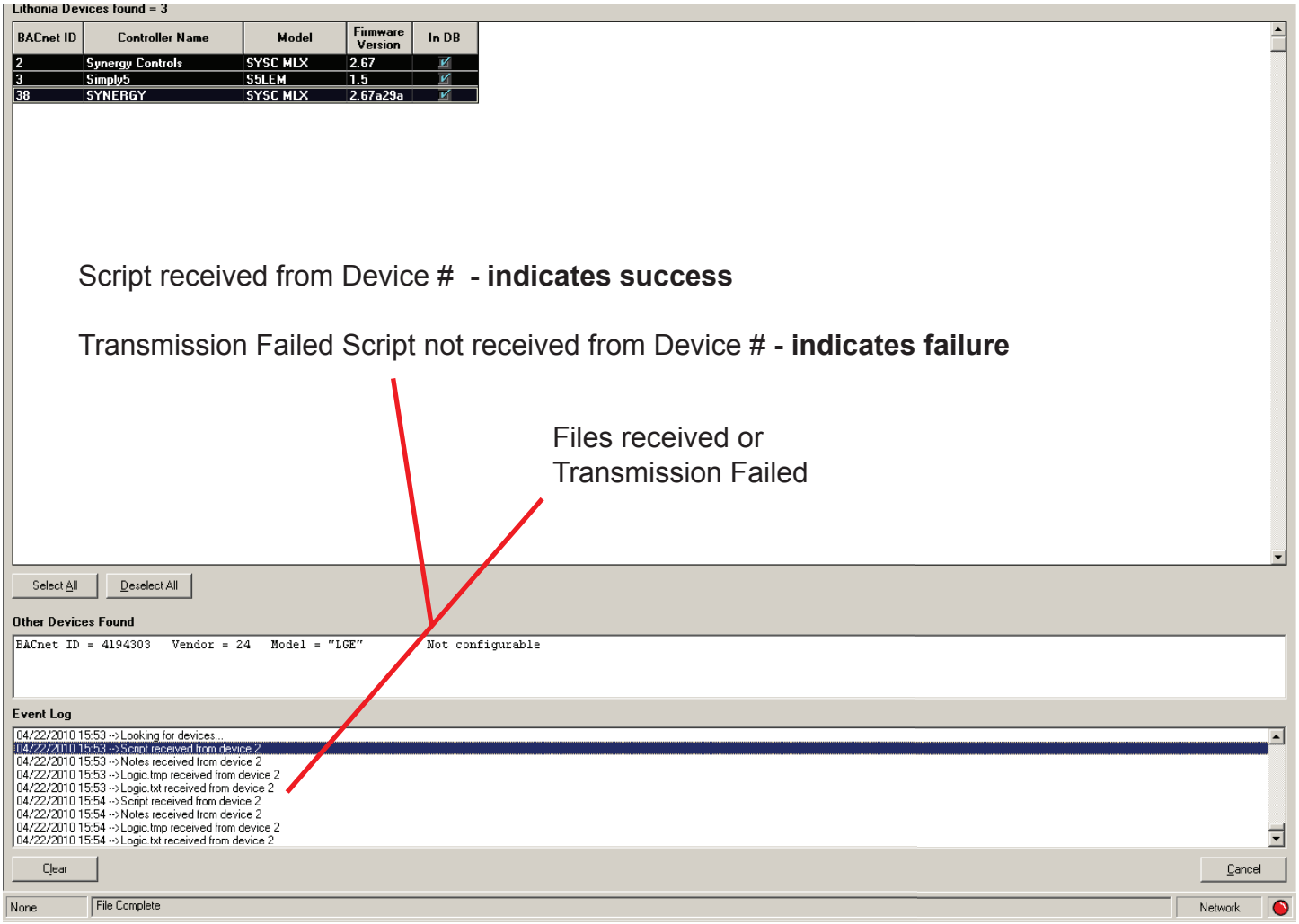
HOWEVER:

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.



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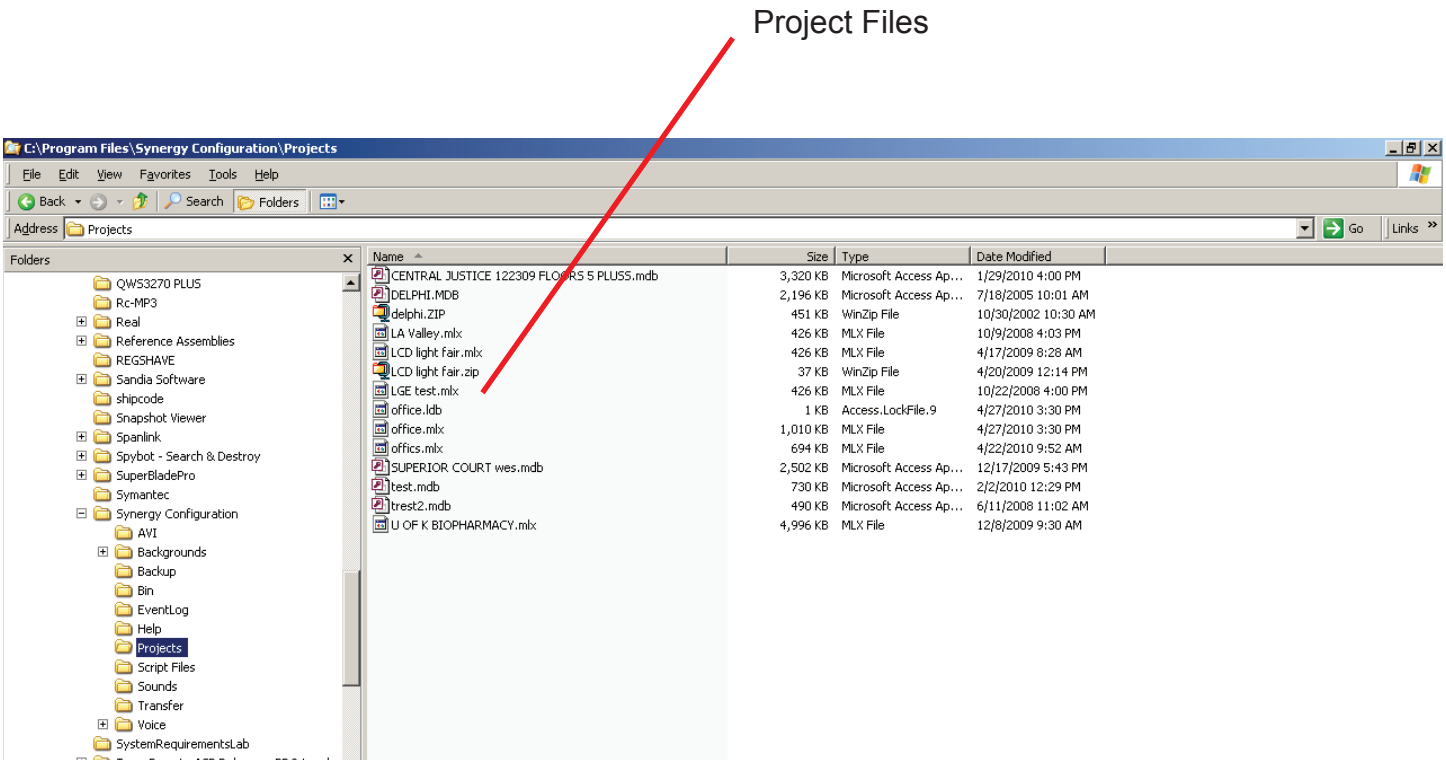
E-Mailing the configuration (.MLX) file

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.

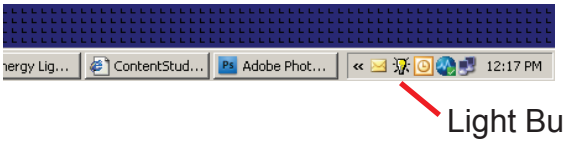


Retrieving and Programming Synergy Controller Configuration using SYSW Config

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

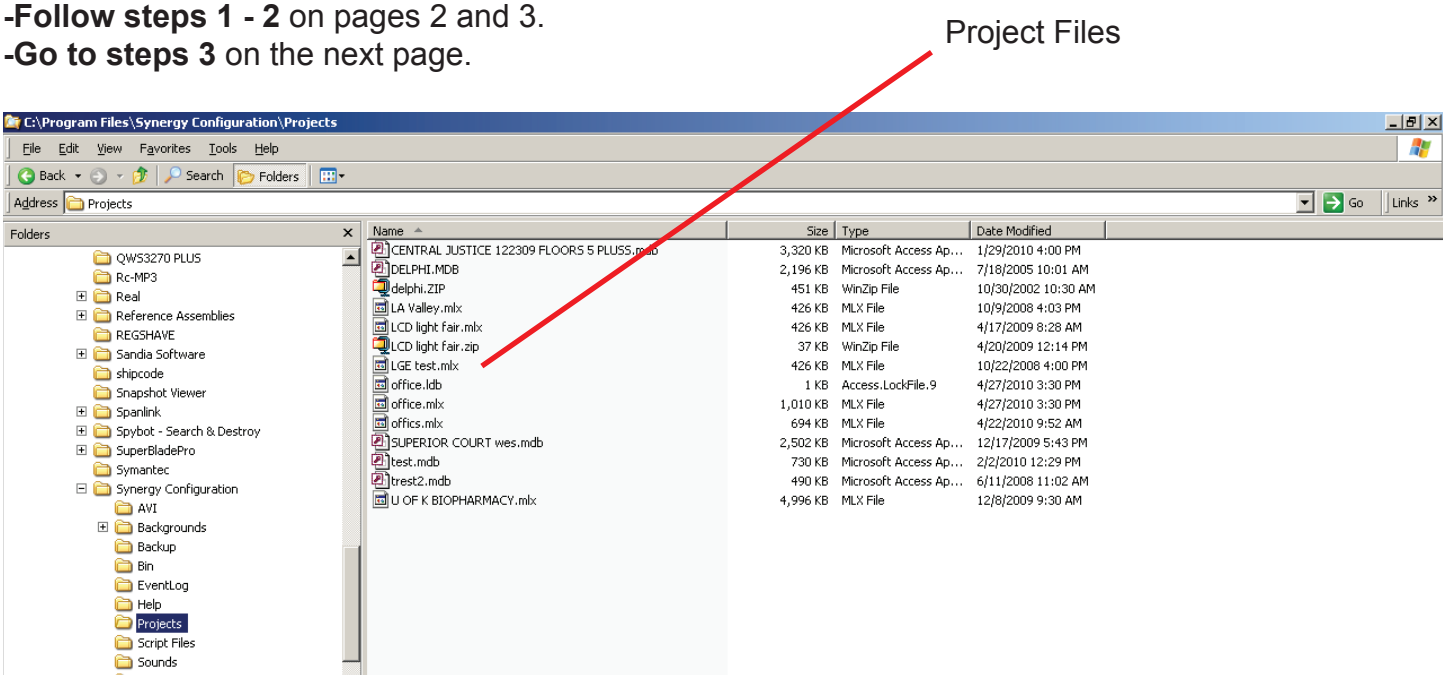
The Synergy Config program defaults to installing in the C:\Program Files\Synergy Configuration Folder. The configuration file (database) is located in C:\Program Files\Synergy Configuration\ Projects. If your files are not installed in the default location, you will need to determine the path before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

A. Make sure the Synergy Configuration program is closed.
B. 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.



C. 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 it edit it.
D. 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.



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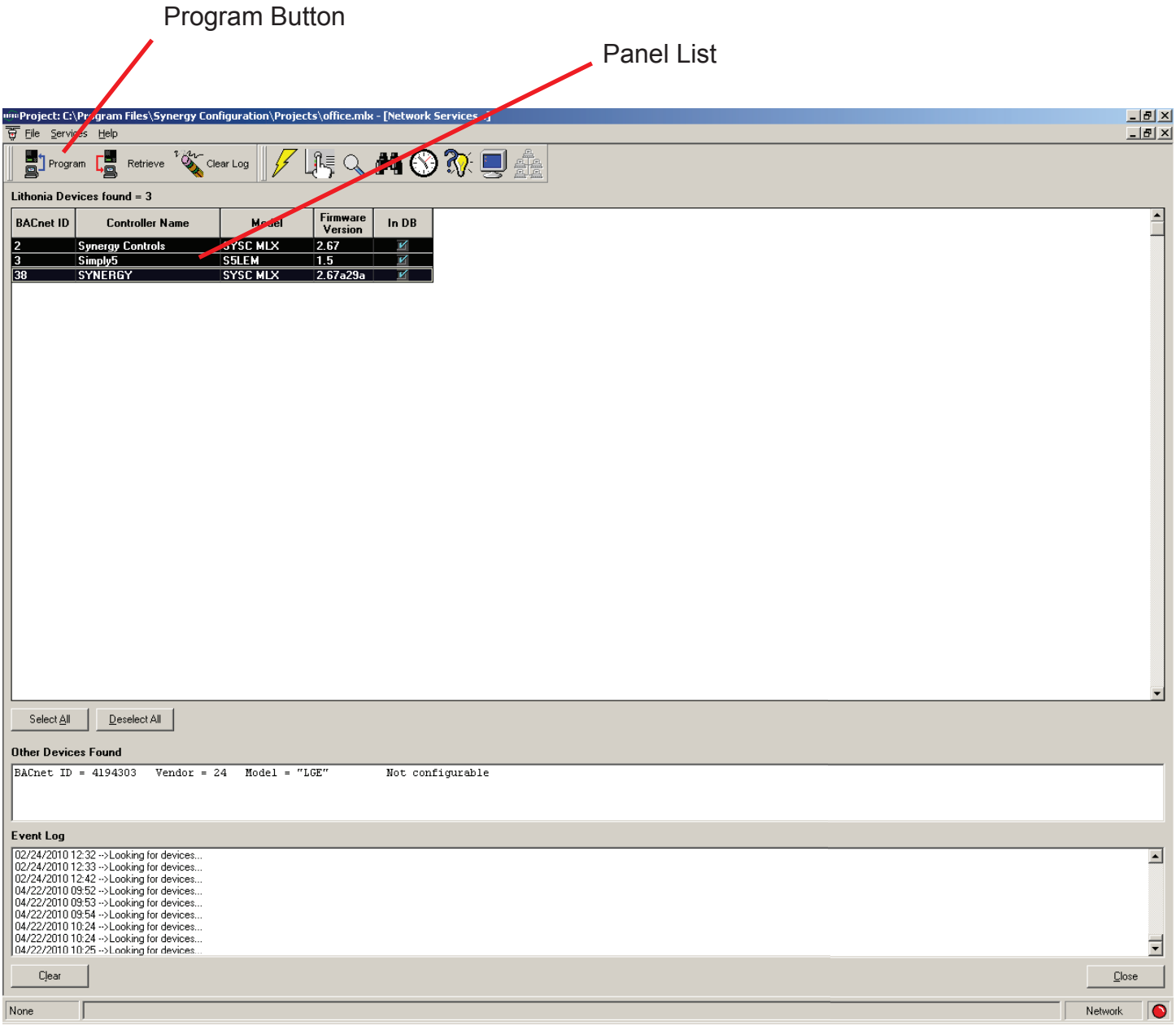
Retrieving and Programming Synergy Controller Configuration using SYSW Config

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.



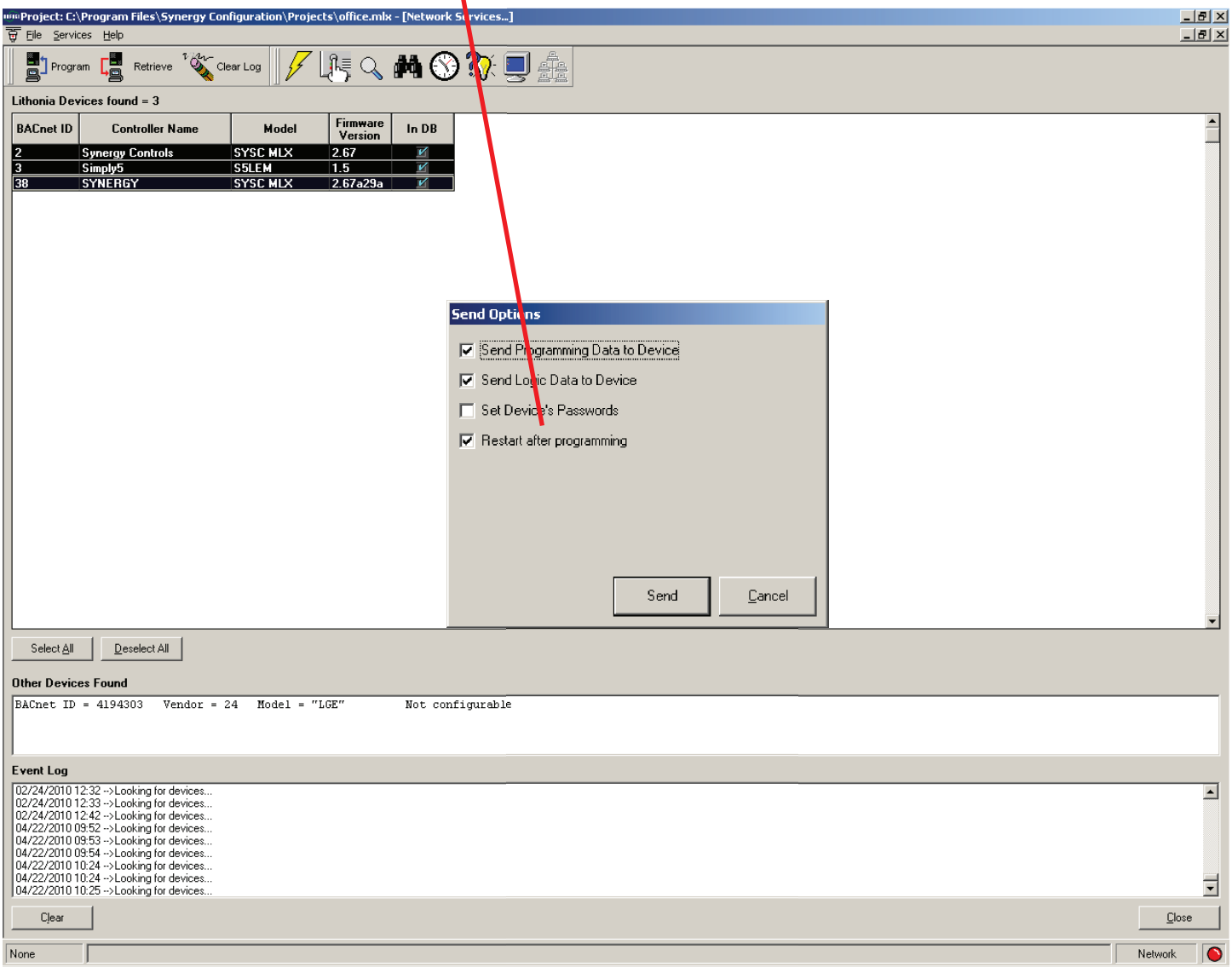
Retrieving and Programming Synergy Controller Configuration using SYSW Config

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. Programing changes **only** take effect after a controller restart.

B. Click the SEND button.



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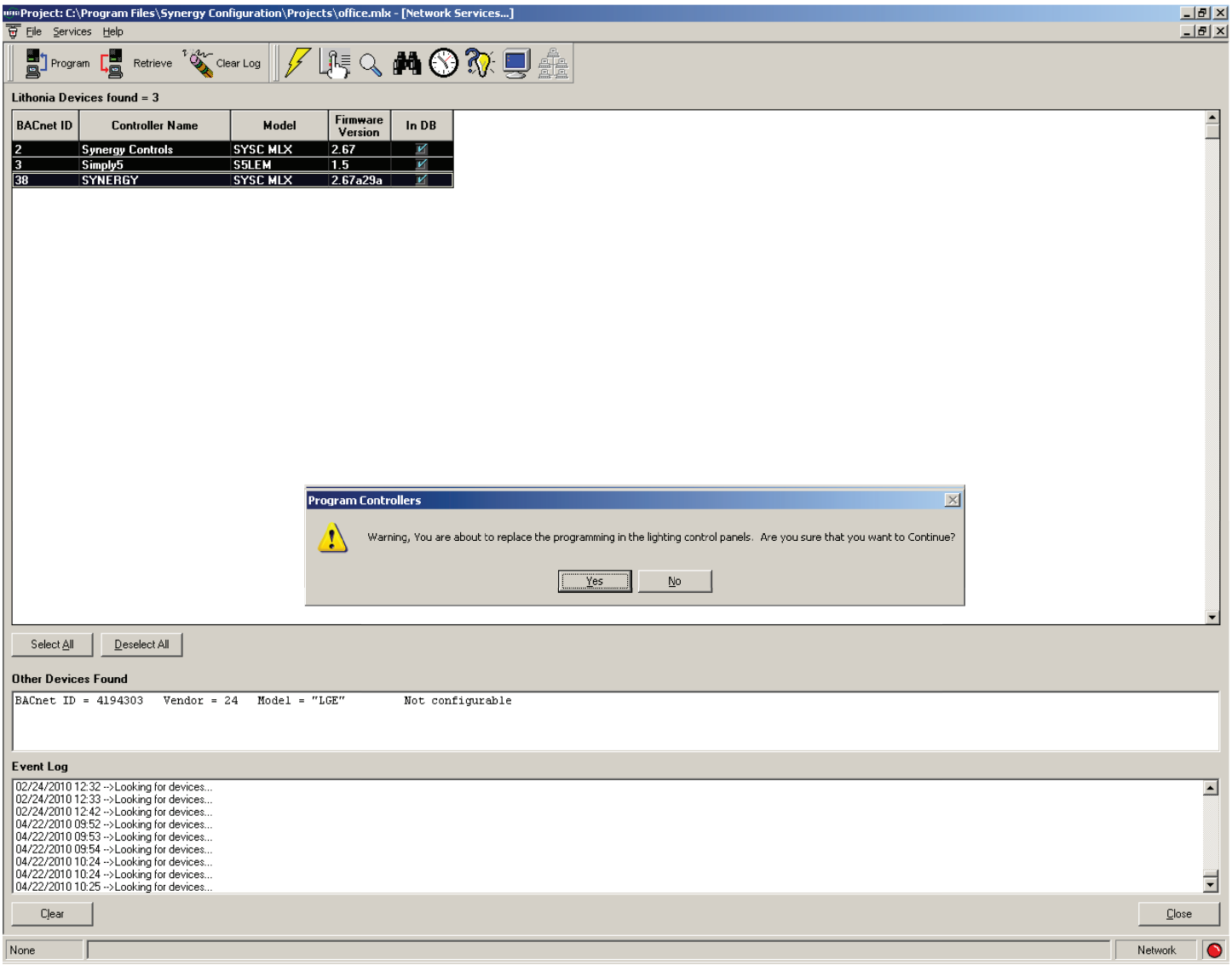
STEP 4:

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



Retrieving and Programming Synergy Controller Configuration using SYSW Config

STEP 5:

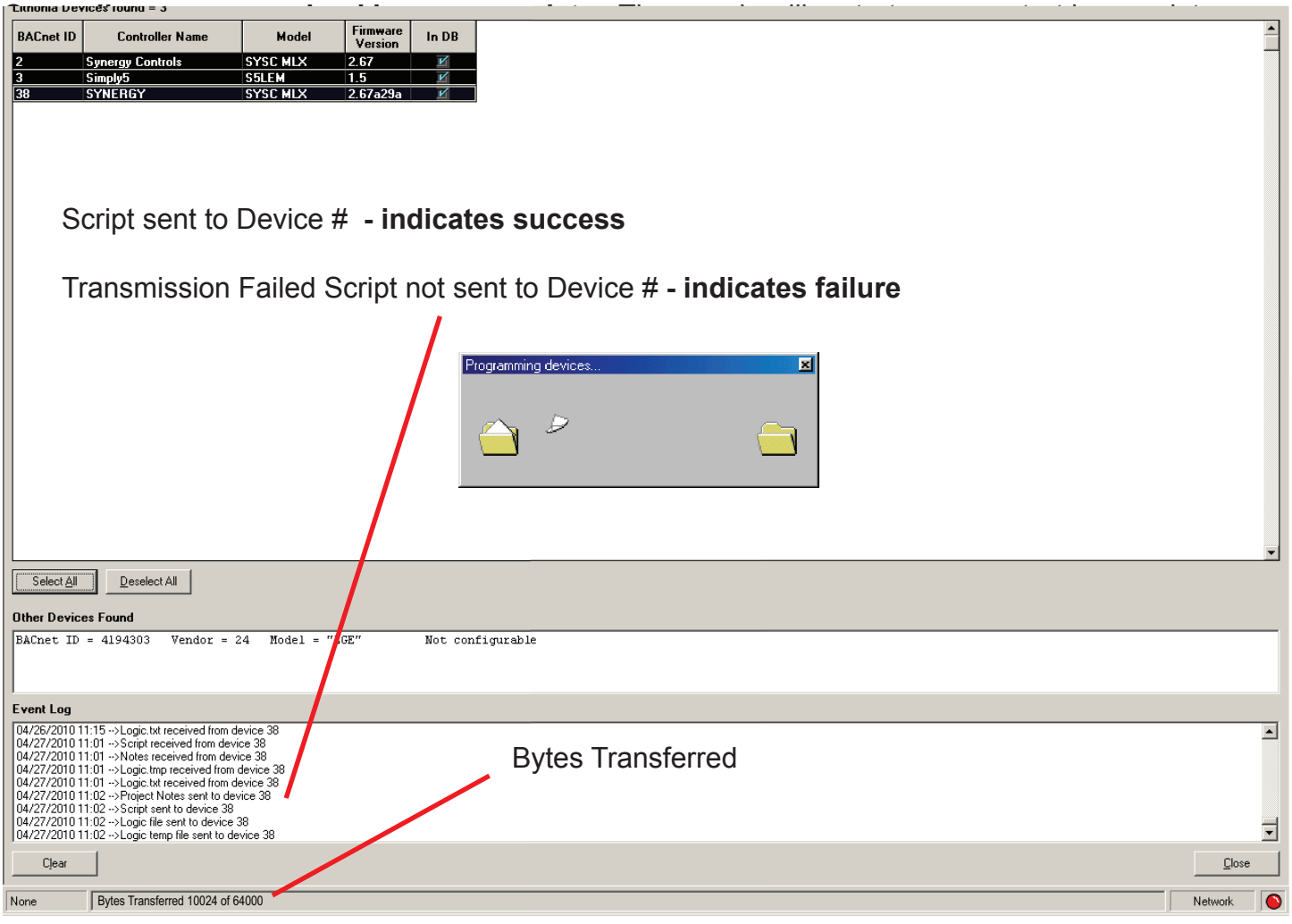
Depending on the speed of your PC, the number of panels and length of your network, a Programming Data box may pop up. On faster networks the box may not appear, don't be alarmed if it does not.

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.



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