SynQ Prox Mobile App

Installation Guide

August 2020

Table of Contents

What is SynQ Prox? ..... - 3 -

Download the App ..... - 3 -

Get Started ..... - 3 -

Using the App ..... - 4 -

Installation Instructions ..... - 5 -

Setting Dealer Code ..... - 6 -

Activate Site Card ..... - 7 -

Setting Site Code / Registering Access Point on Web Portal ..... - 8 -

Set Name ..... - 9 -

Set Transmitting Power Level ..... - 10 -

Strike Mode Settings ..... - 11 -

Wiegand Mode Settings ..... - 12 -

Relay Mode Settings ..... - 13 -

Factory Reset ..... - 14 -

Troubleshooting ..... - 15 -

What is SynQ Prox?

SynQ Prox is an access control solution that allows individuals to access a secured area using an Android or iOS smart device.

Download the App

1. Download SynQ Prox from the Google Play Store for Android devices or the App Store for iOS devices.

Get Started

1. Phone App services must be enabled for the app to function properly. Android also requires Location services to be enabled for proper the app's low energy function.

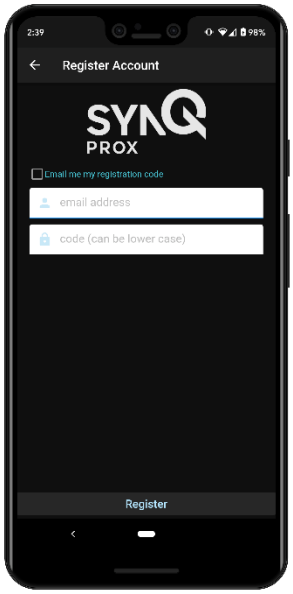
   Note: SynQ does not track nor store your location data.

2. Open the app.
3. Click “Get Started” at the bottom of the screen.
4. Enter your email address and the registration code you received via email when your access control administrator created a profile and assigned you a virtual access card.

   If you did not receive a code, select “I need a registration code,” enter your email address, and click “Request Code.”

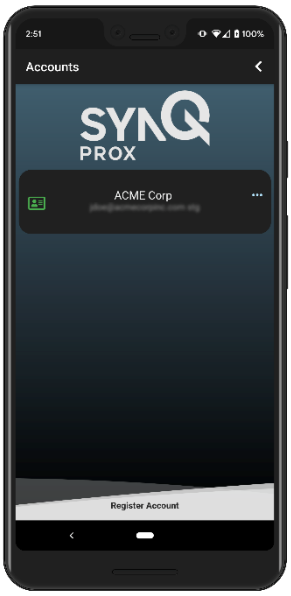
   Note: Your access control administrator must create a profile and assign you a virtual access card the Web Portal prior to the request.

   Note: Be sure to check your spam folder if you are unable to find the email.

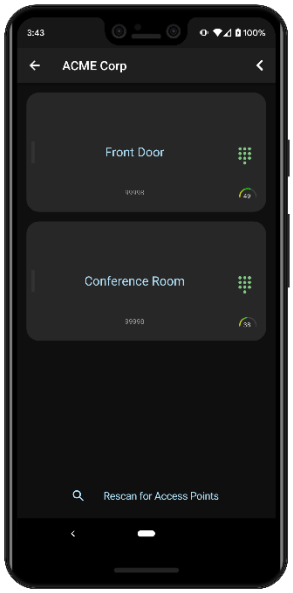


5. Click “Register.”

Using the App



1. Upon successful registration, the account screen will show your account(s).
2. The card icon will appear green if your account is valid and your virtual access card is active.
3. Click the three dots to the right of your account to remove the account from the device.
4. Click “Register an account” to add other accounts where you have access.
5. Click the icon in the upper right hand corner to change the theme and access the “About” screen.
6. Select the account where you need to gain access to see the virtual card screen.



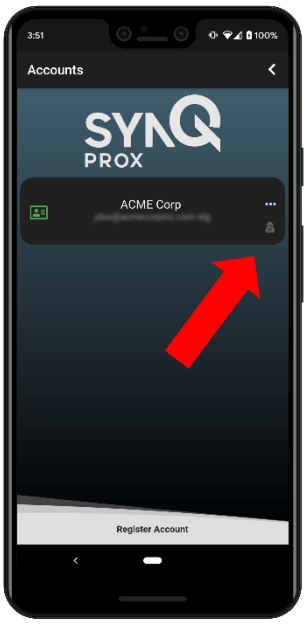
7. You will see all of the available access points that are within range. If you do not see your access point or want to refresh the screen, click “Rescan for Access Points” at the bottom of the screen.
8. Click anywhere within the card to submit your virtual credential for access.

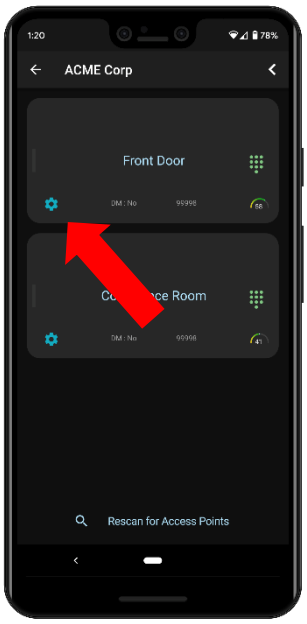
9. If a pin is also required for access, click the green keypad icon, enter your pin, and click the green send icon.

Installation Instructions

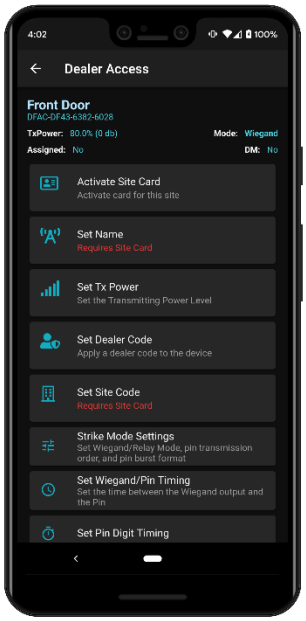
1. If your account administrator has enabled you as a certified reseller or technician in the web portal, you will see a technician icon on the associated account in the bottom right hand corner.

2. To enter the Dealer Access or Technician screen, select the technician account, and click the gear icon in the bottom left corner of the access point.





3. You will see the Dealer Access screen with configuration options for the SynQ hardware.



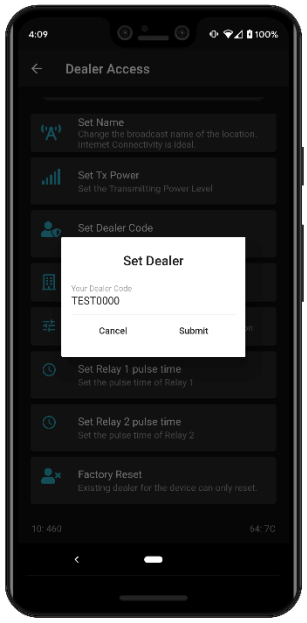
Setting Dealer Code

Note: <u>Setting the dealer code will ensure that other technicians without a matching dealer code will be unable to change settings on the SynQ device</u>. Additionally, the SynQ hardware will ignore any credentials that do not have a matching dealer code.

1. Select “Set Dealer Code”.

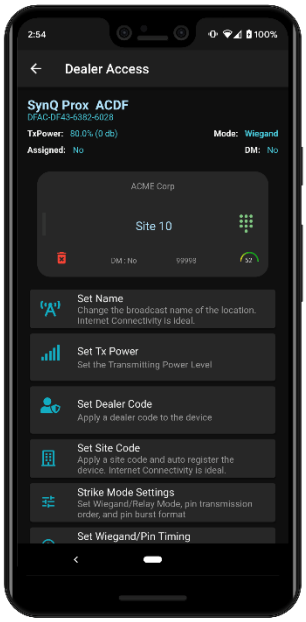
2. The dealer code associated with your account will auto populate.

3. Click submit.



Activate Site Card

Note: A site card must be activated in order to set site code and register the access point on the web portal. Once the access point is registered, a site card must be activated to change settings on the access point.



A site card can be used to test a device with a virtual credential from the customer's card block. This card will exhibit the same formatting (bit length, facility code, etc.) as the customer site, as well as the correct site code.

1. To activate a site card, select "Activate Site Card".

2. Enter the site code of the corresponding site. This can be found in the web portal: Company Details >>> Company ID / Site Code
    a. Note, the customer must have available cards in their card block in order to receive a card.
    b. Note, if installing at your own site, enter your site code. The app will use your own card details and not burn a card from your block.

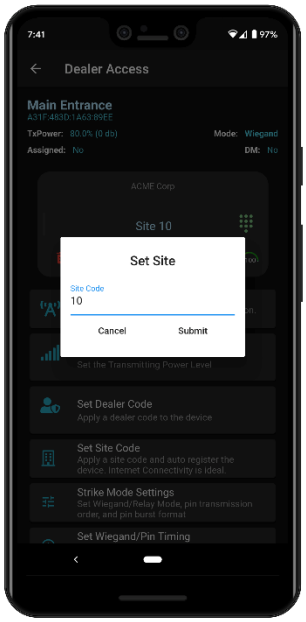
3. Click Submit.

4. If you have previously activated a facility card on your device, the same credential will be assigned to you.

5. To remove a facility card from your device, click the garbage can icon in the bottom left corner of the device.

Setting Site Code / Registering Access Point on Web Portal

Note: Setting the site code will cause the SynQ hardware to ignore any credentials that do not have a matching site code when the dealer code is set.



1. Select “Set Site Code”.

2. The Site Code will auto populate with the corresponding site code of the Site Card.

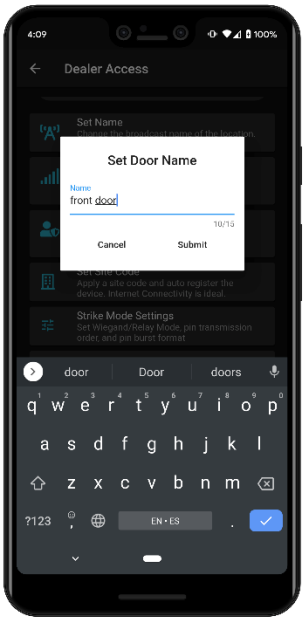
3. Click Submit.

Registering Access Point

4. If the site has Access Point Management enabled, the “Register Device” will appear. Click “Register Device”, the access point will be uploaded to the web portal and the site code will be set in the device.
    a. From the web portal, users can then be granted access to that access point.

5. **If the site has Access Point Management enabled, users must be granted access to the access point in the web portal or they will be unable to view the access point in the app.**

Set Name



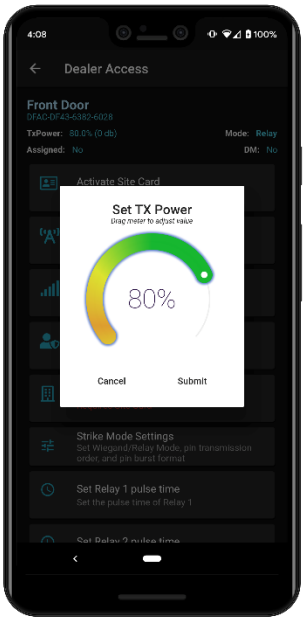
Note: Setting the name will update the name in the web portal if Access Point Management is enabled.

1. Select “Set Name”.

2. Enter the name that will be broadcast by the device. For example, “Main Gate” or “Front Door”.
    a. Note: the device name has a limit of 15 characters.

3. Click Submit.

Set Transmitting Power Level



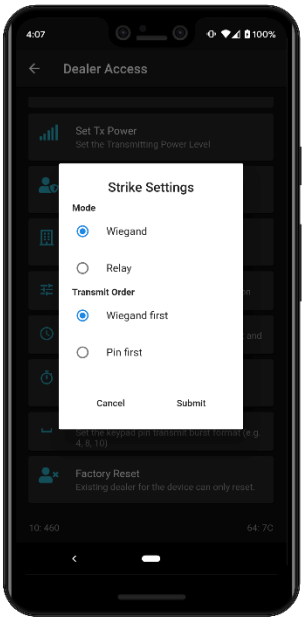
1. Transmitting power level impacts the strength of the App signal and ultimately the range from which a mobile device can detect the access point.

2. Select “Set Tx Power”

3. Select the appropriate transmitting power level for the device.
    a. Note: setting the device to ‘Min’ will make it visible within <5 feet and setting the device to ‘Max’ will make it visible within 100+ feet depending on the environment / obstructions.

4. Click Submit.

Strike Mode Settings



SynQ hardware has two strike mode settings: Wiegand Mode and Relay Mode. Wiegand Mode will cause the SynQ hardware to output the mobile credentials in the Wiegand protocol for an existing access control system.

Relay Mode, or standalone mode, will enable the end user to select the 1st or 2nd relays on the hardware.

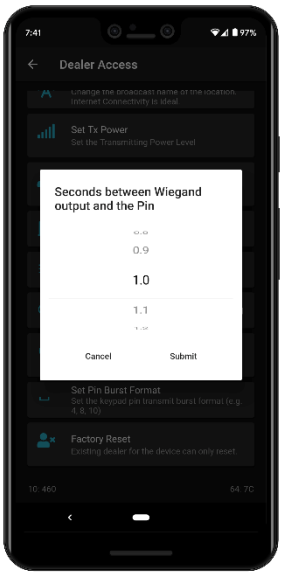
1. To set the strike mode, select “Strike Mode Settings”.

2. Select “Wiegand” or “Relay”.
    a. Note: if you select Wiegand, also select either “Wiegand first” or “Pin first”. This will determine the order of the Wiegand/Pin output from the hardware to match the settings of the existing access control system.

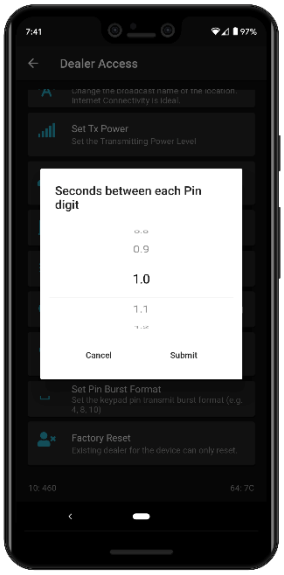
3. Click Submit.

Wiegand Mode Settings

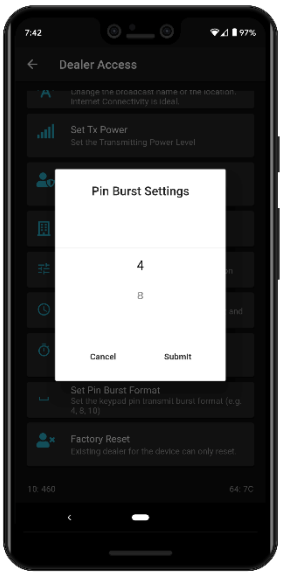
1. Wiegand / Pin Timing – Set the seconds between the Wiegand output and Pin output
    a. Select “Set Wiegand/Pin Timing”
    b. Pick the number of seconds between the outputs.
    c. Click Submit.



2. Pin Digit Timing – Set the amount of time between pin digits.
    a. Select “Set Pin Digit Timing”
    b. Pick the number of seconds between the outputs.
    c. Click Submit.

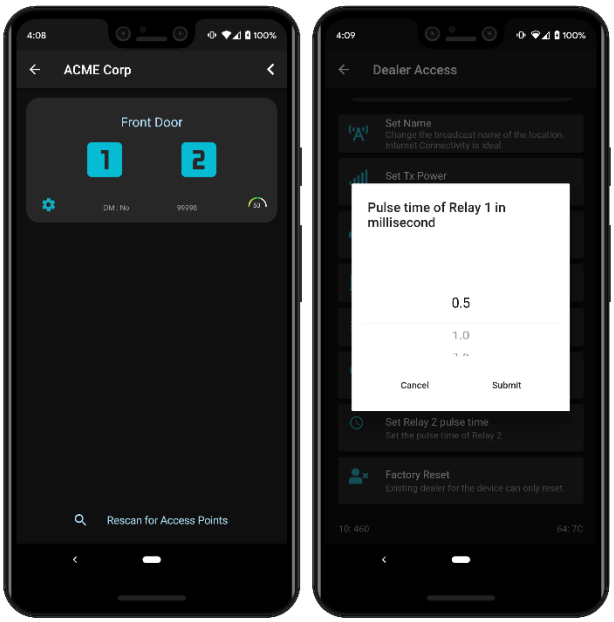


3. Pin Burst Format – Set the keypad pin transmit burst format (e.g. 4-bit, 8-bit)
    a. Select “Set Pin Burst Format”
    b. Select the appropriate format
    c. Click Submit.



Relay Mode Settings

1. Relay Pulse Time – set the pulse time of Relay 1 and Relay 2.
    a. Select “Set Relay 1 pulse time” or “Set Relay 2 pulse time”
    b. Select the pulse time in half-second intervals.
    c. Click Submit.



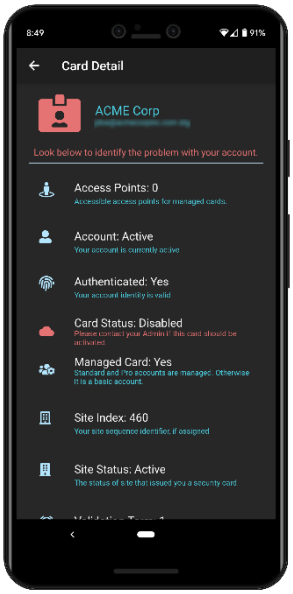
Factory Reset

Note: if a dealer code is set in the hardware, your dealer code must match in order to reset the device to factory settings.

1. Click “Factory Reset”

2. Click “Yes”

Troubleshooting



Account / Card Issues

1. If your account or card is experiencing problems, a red icon should appear next to the account.

2. Click on the icon to see the Account / Card Details screen.

3. The problem should be highlighted in red. For example:
    a. Card Status: Disabled
        i. This means your card has been disabled in the web portal. Contact your administrator to activate the card.
    b. Card Status: Expired
        i. This means your card has expired. Contact your administrator.
    c. Account: Disabled
        i. This means your account has been disabled in the web portal. Contact your administrator to activate the card.
    d. Authenticated: No
        i. For security purposes, you must re-register your account on your mobile device. If you are unable to re-register the account, check with your system administrator to ensure you still have an account at that location.

Access Point Issues

1. If you are unable to see access points, try the following steps:
    a. Ensure you are close enough to the access point to be within Bluetooth range.
    b. Click on the green / red icon next to your account to view the account details screen:
        i. Is Managed Card = Yes? If yes, Access Points should reflect the number of access points you have access to. If it doesn't, check with your administrator to ensure you have access to those access points.
        ii. Is Managed Card = No? If no, contact your administrator to ensure access point is online.

Other Issues

1. Are you experiencing other issues? Try the following:
    a. Quitting the app and relaunching.
    b. Removing your account and adding again.
    c. Uninstalling and reinstalling the app. Note: this will remove your account data.

WIRING

RED = 8-24 VDC

BLACK = GND

GREEN = Wiegand D0 / Relay 1

YELLOW = Wiegand D0 Pullup (Optional if not provided by reader or panel)

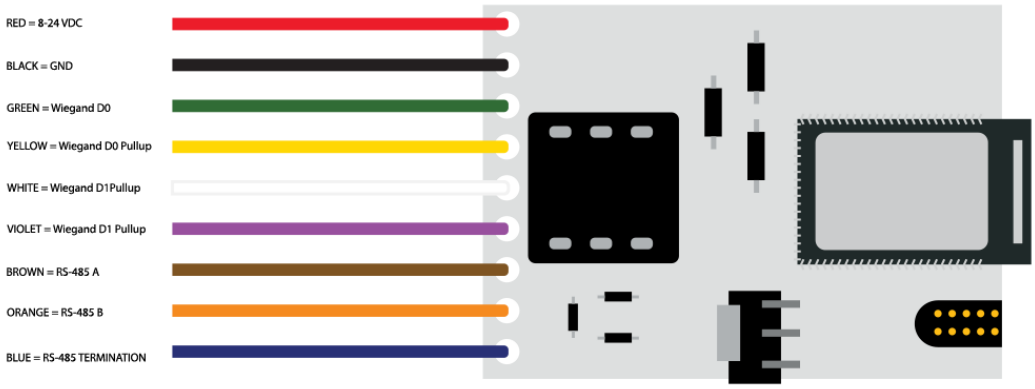
WHITE = Wiegand D1/ Relay 2

VIOLET = Wiegand D1 Pullup (Optional if not provided by reader or panel)

BROWN = RS-485 A

ORANGE = RS-485 B

BLUE = RS-485 TERMINATION (Optional with SynQ if not provided by reader)



Transmitter SOLUTIONS®