

Synergy™ 12-button Keypad Controller

SYN-KEY12-UK-EU

WyreStorm® Quickstart Guide

💡 WyreStorm recommends reading through this document in its entirety to become familiar with the product's features prior to starting the installation process.

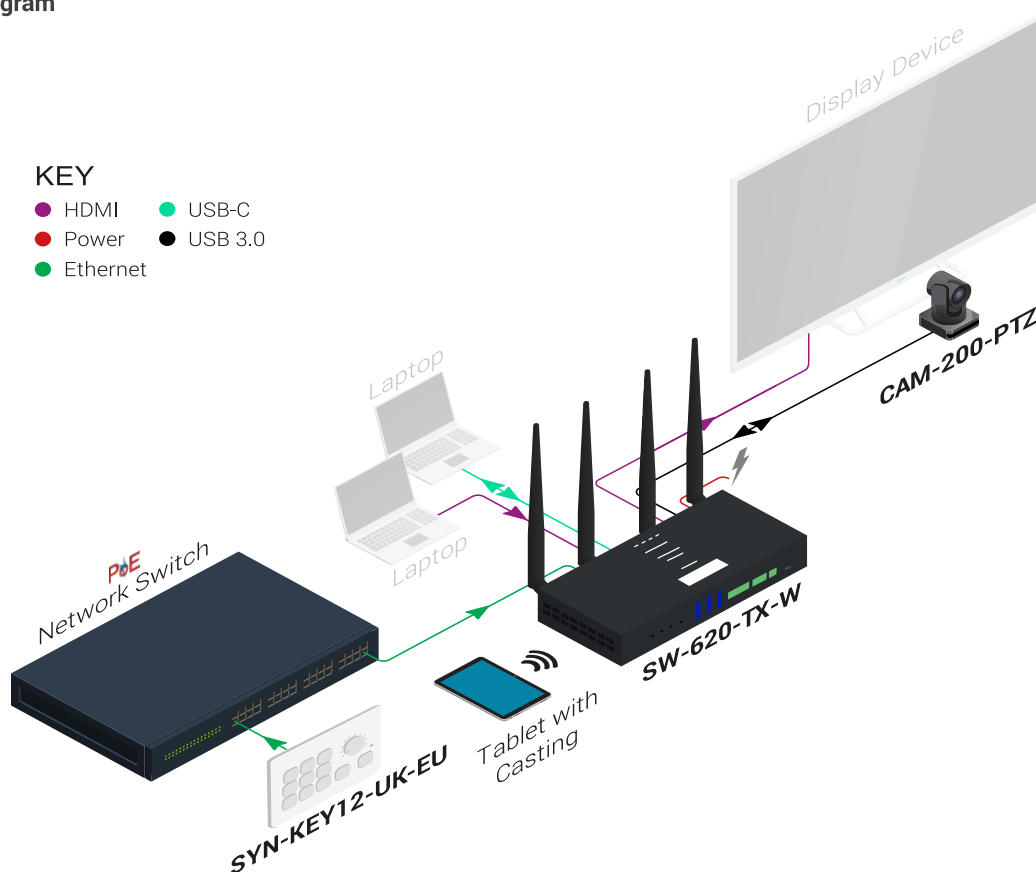
⚠️ IMPORTANT! Installation Requirements

- Read through the Wiring and Connections section for important wiring guidelines before creating or choosing premade cables.
- Visit the product pages to download the latest firmware, document version, additional documentation, and configuration tools.

In the Box

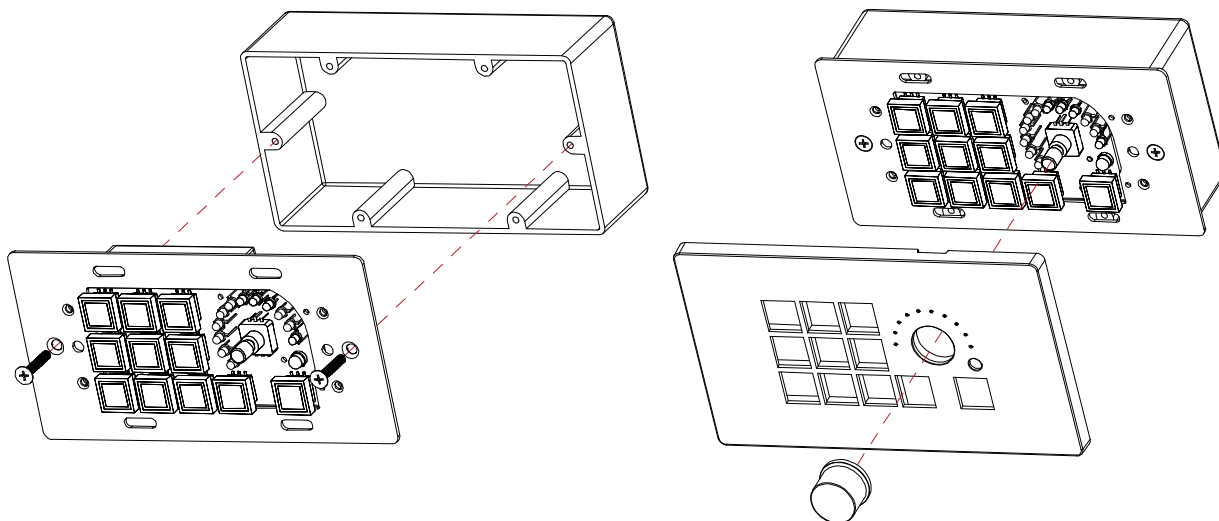
1x SYN-KEY12-UK-EU
2x Wall plate Front Covers (White/Black)
1x 2-Pin Phoenix Connector
2x 3-Pin Phoenix Connector
1x 5-Pin Phoenix Connector
2x Volume Knobs (White/Black)
1x Sheet of Label Stickers
11x Button Keycaps
1x Quickstart Guide

Basic Wiring Diagram



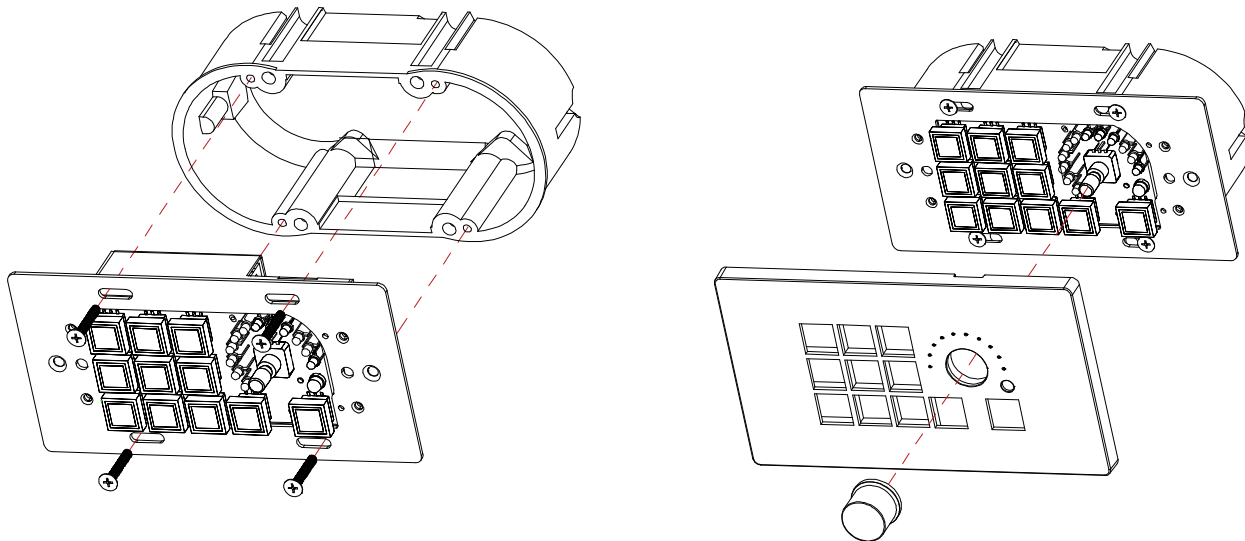
UK Installation Method

Use the 2 x Phillips Countersunk Head Screws (Zinc Alloy (Color Zinc, RoHS Compliant), Head Thickness: 1.93mm, for UK Standard Installation) in the package.



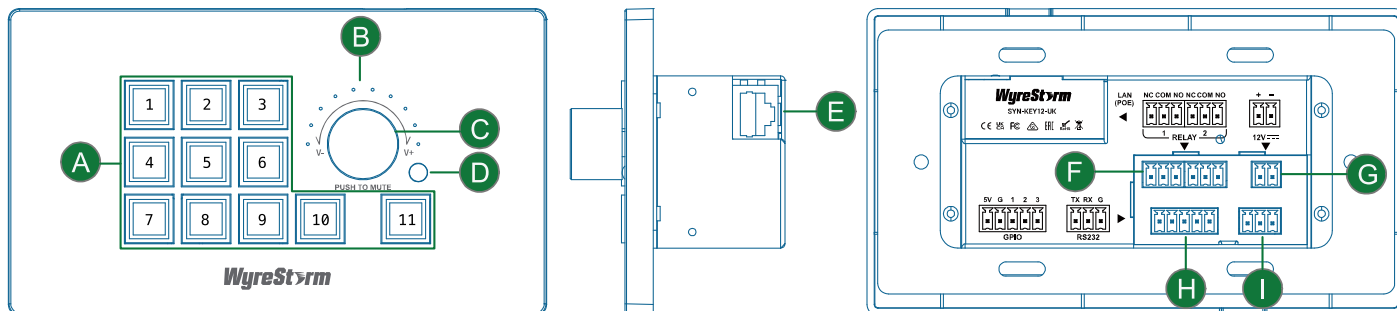
EU Installation Method

Use the 2 x Phillips Countersunk Head Screws (Zinc Alloy (Color Zinc, RoHS Compliant), Head Thickness: 1.93mm, for UK Standard Installation) in the package, or 4 x Phillips Countersunk Head Self-Tapping Screws (M3 x L10, Eco-Friendly Black Zinc Plated, Head Thickness 1.65mm, for EU Standard Installation) in the package.



⚠ Wiring and Connections

WyreStorm recommends that all wiring for the installation is run and terminated prior to making connections to the switcher. Read through this section in its entirety before running or terminating any wires to ensure proper operation and to avoid damaging the equipment.



A	Buttons	Eleven configurable buttons on front panel.
B	Volume LEDs	The knob is usually used to adjust device volume, with LED's indicating the volume level. Pressing the knob mutes the volume and turns all LEDs red. When unmuted previously lit LED's with light up. You can configure functions for the knob LED display time through web UI.
C	Knob	By default, the knob has no predefined control function and can be customized via the built-in Web UI.
D	IR Receive Window	Receive IR signals (used for IR learning function).
E	LAN (POE)	Connect to a POE Network switch for control (telnet & web UI) and power.
F	RELAY	6-pin phoenix low voltage relay connector.
G	12V	2-pin phoenix connector. Connect to a DC 12V/1.5A power adapter (not included in the package).
H	GPIO	5-pin phoenix connector. For GPIO control or IR control (default). The function can be set via built-in web UI.
I	RS232	3-pin phoenix connector. Connect to a RS232 device for bi-directional serial communication.

Setup and Configuration

SYN-KEY12-UK-EU is set to DHCP by default, by noting devices MAC address and scanning the network with 3rd party tools such as SmartSetGUI or Advanced IP Scanner, you can find its current IP address. Alternatively you can also setup IP address binding by MAC address, if your router supports it.

Access the SYN-KEY12-UK-EU's settings through its Web User Interface by entering the unit's IP address into your preferred web browser.

Instructions Regarding Button Backlights and Knob Indicators:

Power On: All Buttons and knob LEDs blink four times. Then all button backlights are off, and knob LEDs back to previous status. This indicates the device has completed the power-on initialization process.

Upgrade: All knob LEDs blink red then off. After a few seconds, all Buttons and knob LEDs blink four times, and then all button backlights are off, and knob LEDs back to previous status. This indicates the device has completed the upgrade and rebooted successfully.

Combo Button Function Description:

Hold and press button 1 and 9 for about 5s to reset IP mode and web UI login password to factory defaults. All buttons backlights blink blue for 5 times and then off indicates the operation is successful. Default IP mode: DHCP; default web UI login password: admin.

Hold and press button 1 and 9 for about 15s to reset the device to factory defaults, all button backlights blink blue very fast and then off. Then all button backlights and knob LEDs blink green four times the off indicate the device is reset and reboot successfully.

Hold and press the button 3 and 7 for about 5s to reboot the device, all button backlights blink blue, and then off. After a while, all button backlights and knob LEDs blink green four times. This indicates the device reboot successfully.

Specifications

Audio and Video	
Ports & Buttons	11x Buttons, 1x Knob, 1x GPIO (3.5mm, 5-Pin Phoenix Connector), 1x RS-232 (3.5mm, 3-Pin Phoenix Connector), 1x RELAY (3.5mm, 6-Pin Phoenix Connector), 1x DC 12V IN (3.5mm, 2-Pin Phoenix), 1x LAN (POE)
Configure Methods	Web UI and API Commands
Operating Temperature	0°C to 45°C (32°F to 113°F)
Storage Temperature	-20°C to 70°C (-4°F to 158°F)
Humidity	10% to 90%, non-condensing
ESD Protection	Human-body Model: ±8kV (Air-gap discharge), ±4kV (Contact discharge)
Power Supply	DC 12V/1.5A, or receive power via POE (Note: Power adapter is not included in the package)
Power Consumption	1.7W
Device Dimension	(W x H x D, with magnetic front cover, not including knob height) 151mm x 44.9mm x 86mm / 5.94" x 1.77" x 3.39"
Product Weight	2x 8-pin RJ-45 for API control (Telnet, TLS, HTTP/HTTPS for webUI)

Note: WyreStorm reserves the right to change product specification, appearance or dimensions of this product at any time without prior notice.

Warranty Information

WyreStorm Technologies ProAV Corporation warrants that its products to be free from defects in material and workmanship under normal use for a period of five (5) years from the date of purchase. Refer to the Product Warranty page on wyrestorm.com for more details on our limited product warranty.

