

SYN-KEY12-UK-EU

Synergy Keypad Controller

User Manual

Version: 1.0.0



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Overview

This product is a 2-Gang Independent Ethernet Room Control Keypad. It is a compact and user-friendly control solution designed for small to medium-sized meeting rooms and education spaces. It features 11 programmable backlit buttons and a configurable rotary knob with LED indication and push function, together with multiple built-in control interfaces for flexible control of displays, projectors, and other AV devices. The device also allows users to configure button functions and port commands easily through the built-in Web UI, while also enabling basic configurations via API control, making it an efficient and customizable solution for room automation and AV system control.

Features

- 2-Gang independent Ethernet room control interface designed for education spaces and small to medium-sized meeting rooms
- 11 programmable backlit buttons with replaceable labels and removable button caps for flexible function identification
- One configurable rotary knob with LED indication and push function for customizable control operation
- Built-in IR receiver window for remote signal integration
- Integrated multiple control interfaces including RS232, GPIO, relay, and Ethernet for flexible device control
- Support for Power over Ethernet (PoE) with optional local power supply connection
- Customizable button and control port command configuration via built-in Web UI
- Supports for API control for basic configurations.
- Built-in Web UI for device information viewing, button configuration, network settings, and firmware upgrade.

Package Contents

- 1 x Keypad
- 1 x 2-Gang Wallplate Front Cover (Magnetic, White)
- 1 x 2-Gang Wallplate Front Cover (Magnetic, Black)
- 1 x Volume Knob (White)
- 1 x Volume Knob (Black)
- 1 x Phoenix Male Connector (3.5 mm, 5 Pins)
- 2 x Phoenix Male Connector (3.5mm, 3 Pins)
- 1 x Phoenix Male Connector (3.5mm, 2 Pins)
- 1 x Sheet of Label Stickers
- 11 x Button Keycaps
- 4 x Phillips Countersunk Head Self-Tapping Screws (ST3 x L12, Eco-Friendly Black Zinc Plated, Head Thickness 1.5mm, for EU Standard Installation)
- 4 x Phillips Countersunk Head Self-Tapping Screws (M3 x L10, Eco-Friendly Black Zinc Plated, Head Thickness 1.65mm, for EU Standard Installation)
- 2 x Phillips Countersunk Head Screws (Zinc Alloy (Color Zinc, RoHS Compliant), Head Thickness: 1.93mm, for UK Standard Installation)
- 1 x Quick Start Guide

Specifications

Technical

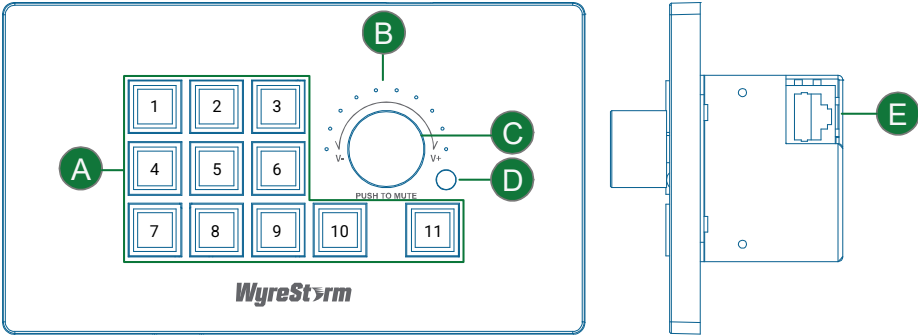
Commented [1]: 数量是 3

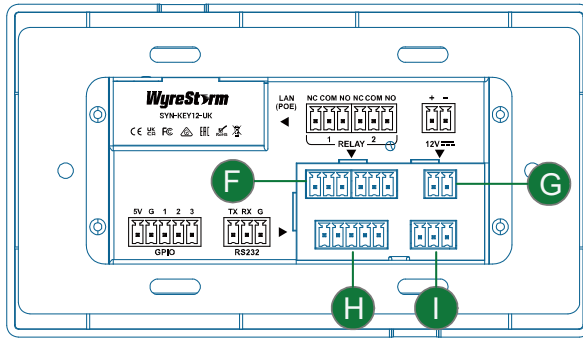
Ports & Buttons	11 x Buttons, 1 x Knob, 1 x GPIO (3.5mm, 5-Pin Phoenix Connector), 1 x RS232 (3.5mm, 3-Pin Phoenix Connector), 1 x RELAY (3.5mm, 6-Pin Phoenix Connector), 1 x DC 12V IN (3.5mm, 2-Pin Phoenix), 1 x LAN (POE)
Configure Methods	Web UI and API Commands

General

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 LAN (POE) port) Note: Power adapter is not included in the package.
Power Consumption (Max)	TBD
Device Dimension (W x H x D)	151mm x 44.9mm (not include knob height) x 86mm / 5.94" x 1.77" (not include knob height) x 3.39" (with magnetic front cover)
Product Weight	0.27kg / 0.60lb (Barebone Weight, excluding button keycaps, knob caps, and magnetic cover)

Panel Description





A	Buttons	Eleven buttons on front panel. The buttons are not defined by default. You can configure functions for the buttons through web UI (For More Information, please refer to "Web UI Configurations" section).
B	Volume LEDs	As you rotate the knob clockwise, the number of lit LEDs increase clockwise, and adjust knob counter-clockwise, the number of lit LEDs decrease counter-clockwise. Press the knob, all LEDs lights red. Press the knob again or rotate it, LEDs will back to previous status. Note: The knob is generally used to adjust the volume. The LEDs indicate the volume level. Pressing the knob mutes or unmutes the volume. All LEDs are red when the volume is muted. You can configure functions for the knob LED display time through web UI (For More Information, please refer to "Web UI Configurations" section).
C	Knob	By default, the knob has no predefined control function and can be customized via the built-in Web UI. Note: For more information, please refer to "Main" part on "Web UI Configurations" section.
D	IR Receive Window	Receive IR signals (mainly used for IR learning function).
E	LAN (POE)	Connect to a Network device for LAN control (telnet & web UI) and receive POE power supply.
F	RELAY	6-pin phoenix connector. For relay control.
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.

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.

About Power Supply:

The device supports local DC 12V/1.5A power supply, as well as power supply via the LAN (POE) port. When both local power and LAN (POE) are connected, local power supply takes priority.

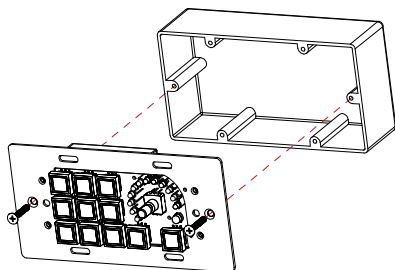
Installation

Steps to install the keypad on a wall box:

1. Install this device into the wall box using screws provided in the package.

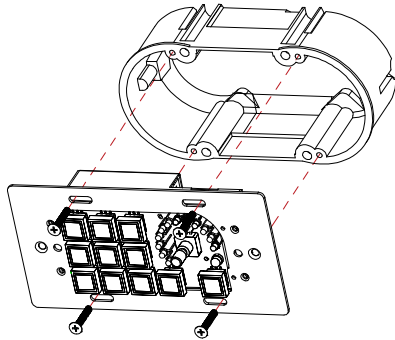
UK standard installation method:

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



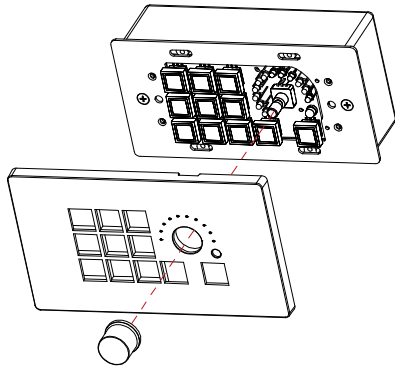
EU standard installation method:

Use the 4 x Phillips Countersunk Head Self-Tapping Screws (ST3 x L12, Eco-Friendly Black Zinc Plated, Head Thickness 1.5mm, for EU Standard Installation) 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.

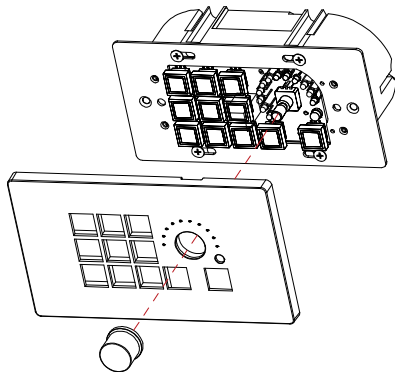


2. Cover the magnetic surface on the panel, and screw the knob cap onto the knob post.

UK standard installation method:



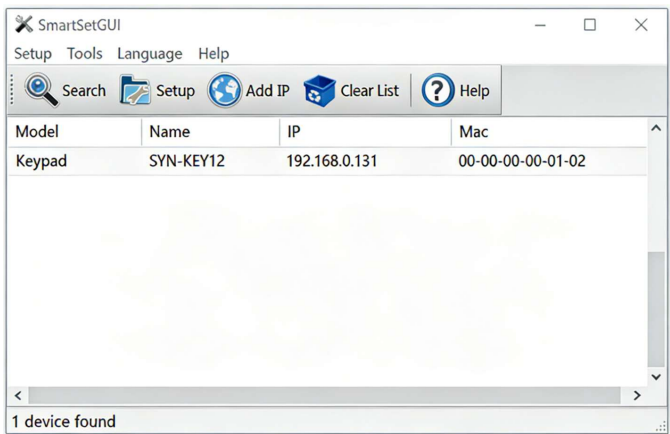
European standard installation method:



Obtain IP Address

Users can obtain IP address via the following ways:

- Send command “[GET IPADDR<CR><LF>](#)” to get IP address via RS232 (see “[RS232 Control](#)” section to get detail information).
- Use the tool such as “SmartSetGUI” to get IP address.
 - 1) Connect the keypad to an Ethernet Switch with DHCP Server, and connect the PC to the same Ethernet Switch.
 - 2) Ensure the SmartSetGUI tool is downloaded on your PC. Open the tool, click “Search” to get IP address of the keypad.



Web UI Configurations

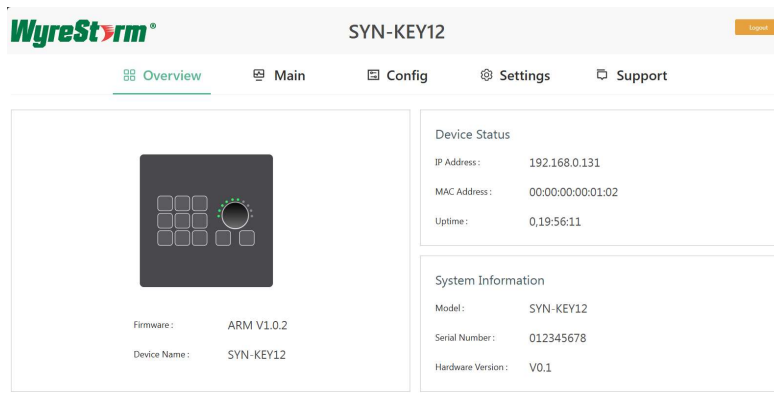
Before using the device, users need to configure the button functions via web UI.

The Web UI designed for the keypad is available for basic configurations and advanced settings. The Web UI can be accessed through a browser with latest version, e.g., Chrome, Firefox, Safari, Opera, IE, etc.

The default network mode of matrix is DHCP, ensure the network connected included a DHCP server.

Get Access to the Web UI

1. Connect the LAN (POE) port of the device to the network with DHCP server using a straight UTP cable, and connect your PC to the same network.
2. Get IP address via RS232 command “[GET IPADDR<CR><LF>](#)” or the “SmartSetGUI” tool (See “[Obtain IP Address](#)” section to get detail information), and input the IP address to the browser and press Enter key to enter the web UI login page.



Tips: In this web UI, for all sections that require input, a green border indicates correct input, while a red border indicates incorrect input; please correct and try again.

Example:

: Correct input.

: Incorrect input.

Configure Functions for Buttons and Knob

The keypad is primarily configured through the "Main" section of the Web UI. It is recommended to complete the configuration in the following order: [Create Device Library](#) → [Configure Commands for Added Devices](#) → [Device Instance Creation](#) → [Keypad Configuration](#).

Overview

Main

Config

Settings

Support

Device Type

Local Keypad

WyreStorm SYN-KEY12

Local Keypad

Build in

10 Commands

Search Command

All Categories

Name	Type	Category	Command	Action
GPI01 High	GPI0	GPI0 Control	SET GPI0_OUT_CTL1 ON ...	
GPI01 LOW	GPI0	GPI0 Control	SET GPI0_OUT_CTL1 ON L...	
GPI02 High	GPI0	GPI0 Control	SET GPI0_OUT_CTL2 ON ...	
GPI02 LOW	GPI0	GPI0 Control	SET GPI0_OUT_CTL2 ON L...	
GPI03 High	GPI0	GPI0 Control	SET GPI0_OUT_CTL3 ON ...	

Device Instances Creation

Name	Type	Connection	Action
This Device	WyreStorm SYN-KEY12	192.168.0.131 Local Keypad	

Keypad Configuration

Edit

Clear All

Click "Edit" to configure button mappings.

1

2

3

4

5

6

7

8

9

10

11

Device Instances : 1

Device Types : 2

Mapped Buttons : 0/11

Total Commands : 10

Button pressed - executing 0 command across 0 device

1. Create device library on the "Device Type" area

This step involves configuring commonly used controlled devices into the device library.

- Click "+" in "Device Type" area to add a device.

Add Device Type

Type Name *

Smart TV

Manufacturer *

Samsung

Model

UN55TU8000

Connection Type

Telnet

Description

Brief description of the device type

Cancel

Save

- Type Name (required): Input the device's name.

- **Manufacturer (required):** Input the device's manufacturer.
- **Model (optional):** Input the device model.
- **Connection Type (required):** Select the connection type (Telnet, RS232 and IR) according to actual connection.

When select RS232:

Connection Type
 RS232

Baud Rate
 9600

Parity
 None

Data Bits
 8

Stop Bits
 1

Select the corresponding RS232 parameters according to the requirements of the device.

When select IR:

Connection Type
 IR

Model
 Select

Select actual model according to the actual used port among P1, P2 and P3.

Note: P1, P2 and P3 indicates GPIO 1, 2 and 3 ports respectively. Please select the port set as IR OUT.

You can leave it blank at this point; you can make the selection in the "Device Instance Creation" section.

- **Description (optional):** Brief description of the device type.
- 2) Click "Save" to save the configurations. Or click "Cancel" to exit.
 - 3) The created device will show on the "Device" Type area.

The number of commands configured for this device and the device's connection type will also be displayed at the bottom and right of the device.

Device Type +

Local Keypad WyreStorm SYN-KEY12	Local Keypad Built-in	 
Matrix 0 command	Telnet	 

Moving the mouse over a created device entry will display edit and delete icons. Hovering the mouse over the corresponding icon will change the cursor to a hand and the icon to green; clicking this icon will allow you to editor delete the device.

Matrix

Telnet




0 command

- Click the icon , enter "Edit Device Type" window, "Type Name", "Manufacturer" and Description can be changed here.

Edit Device Type

Type Name *

Matrix

Manufacturer *

Wyrestorm

Model

MX-0804-EDU

Connection Type

Telnet

Description

Brief description of the device type

Cancel

Save

- Click , and click "Sure" in the popping window to delete the corresponding added device.

Delete Warning

Are you sure you want to delete this device type? This action cannot be undone.

Cancel

Sure

Note: Local Keypad can't be edit and delete.

You can continue add device on this area. It supports adding up to 50 devices.

Device Type

+

Local Keypad

Local Keypad

Built-in

WyreStorm SYN-KEY12

Matrix

Telnet

0 command

Smart TV

IR

0 command

Projector

RS232

0 command

2. Create command library for added devices

This step involves configuring the command library for the devices in the device library (such as power on/off, volume control, source switching, etc.).

Click to select the created device in “Device Type” area. The selected device item will change to light grey.

Device Type

+

Local Keypad

Local Keypad

Built-in

WyreStorm SYN-KEY12

Matrix

Telnet

0 command

Smart TV

IR

0 command

Projector

RS232

0 command

For example, the above figure indicates currently configuring commands for the matrix.

There are two methods to configure commands for the devices: Input commands or import command file / paste commands.

1) Input Commands

Click “+” button to input command.

When the device’s connection type is Telnet & RS232:

Add Command to Telnet Device

Command Name *

Enter command name

Category

Power, Volume, Input, etc.

Connection Type

Telnet

Command

Enter Command

Command Type

☒ ASCII
☐ HEX

End Flag

☒ CRLF
☐ CR
☐ LF
☐ NONE

Cancel

Save

Add Command to RS232 Device

Command Name *

Enter command name

Category

Power, Volume, Input, etc.

Connection Type

RS232

Command

Enter Command

Command Type

☒ ASCII
☐ HEX

End Flag

☒ CRLF
☐ CR
☐ LF
☐ NONE

Cancel

Save

- Command Name (required): Input the command name, such as "Power on".
- Category (optional): Input command category.
- Connection Type: shows the connection type selected in "Device Type" creation.
- Command: Input the command such as "SET CEC_PWR out1 on".
- Command Type: Check the circle in front of ASCII or HEX to select command type. Default setting: ASCII.
- End Flag: Check the circle in front of CRLF, CR, LF or NONE to select end flag. Default setting: CRLF.
CRLF: Carriage Return + Line Feed;
CR: Carriage Return;
LF: Line Feed;

• Description (optional): Input the command description.

Click "Save" to save the command or click "Cancel" to exit.

2 Commands

Search Command

All Categories

+

Name	Type	Category	Command	Action
Power On	Telnet	Power	SET CEC_PWR out1 on	
Power Off	Telnet	Power	SET CEC_PWR out2 off	

When the device's connection type is IR:

Add Command to IR Device

Command Name *

Enter command name

Category

Power, Volume, Input, etc.

Connection Type

IR

Command

Enter Command

Learn IR Code

Command Type

☐ ASCII
☒ HEX

End Flag

☐ CRLF
☐ CR
☐ LF
☒ NONE

Cancel

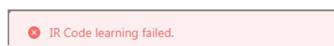
Save

- Command Name (required) Category and Connection Type are same with telnet and RS232.
- Command: Input IR Command.

Learn IR Code: Click the button, and point the device's IR remote to the IR receive window and press the corresponding function button, for example, configure the IR command of Power on, click the Learn IR Code button, point the device remote to the IR receive window of the keypad and press Power on button. The IR command will show on the Command box.

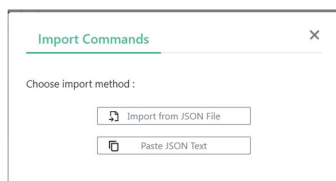


Note: The IR Learning function has a timeout duration, which defaults to 10 seconds. If the aforementioned operations are not performed within this timeframe, the following message will be displayed. This duration can be configured via API commands.



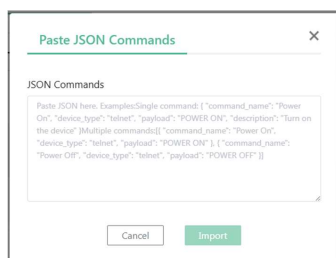
2) Import or paste JSON commands

You can also click "📄" to enter the following window:



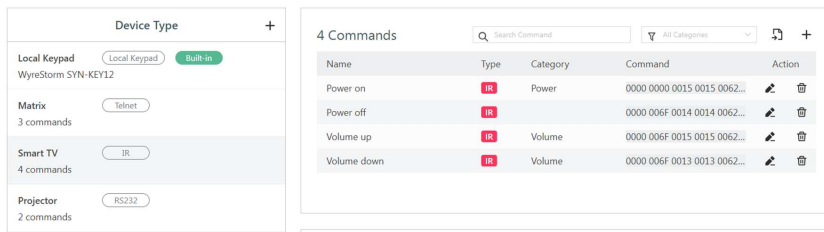
Import from JSON File: Click to select a json file from local PC.

Paste JSON Text: Click to enter the following window, and paste JSON text on the box.



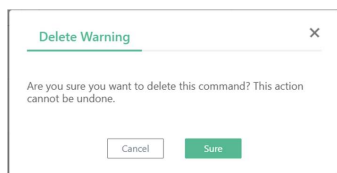
Note: Imported and pasted commands must be in JSON format.

Complete the configuration of the command library for each device in accordance with the method described above. You can configure 50 commands for each device.



Hover your mouse over the Edit icon (✎); it will turn green. Click it to enter the command editing interface, where you can modify the corresponding command.

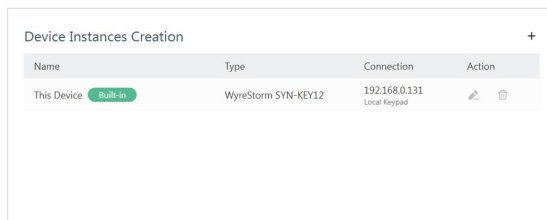
Hover over the Delete icon—which will also turn green—and click it; then, select "Sure" in the pop-up dialog box to delete the corresponding command.



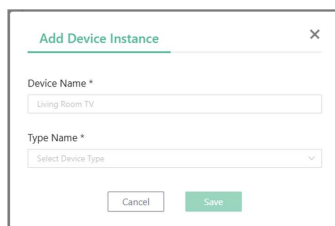
3. Device Instance Creation

This step is to create a use case for the devices added in the device library by configuring the pre-configured device according to the actual situation.

This device is already configured and cannot be deleted or changed. The model number is displayed here.



1) Click "+" button to enter the following window:



- Device Name (required): Input the device name, for example: Living Room TV.
- Type Name (required): Click to select the device from the drop-down menu (the devices created in device type area).

For example, if the matrix in the device library used in Meeting Room 1, an instance can be created as follows:

If you previously selected Telnet as the connection type, you must enter the device's IP address and port number (default: 23) in this scenario example. You can also set if enable Authentication Required. Default setting is disabled.

If enable "Authentication Required", you can input username and password for login the matrix.

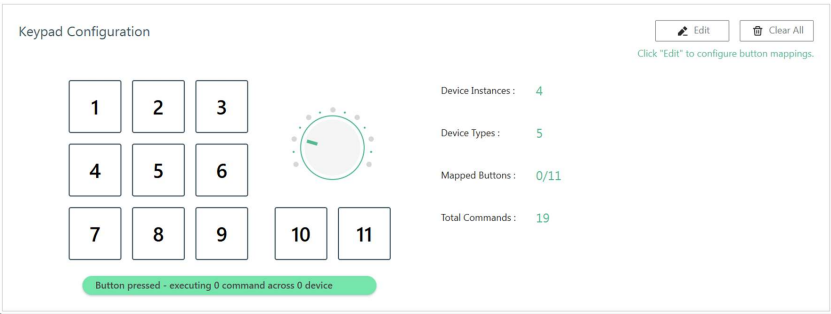
If the device's connection type is RS232, set the correct RS232 parameters according to the actual requirements.

If the device's connection type is IR, select the GPIO port to be used as IR OUT according to the actual situation (required).

2) Click "Save" to save the configuration or cancel to cancel the configuration.

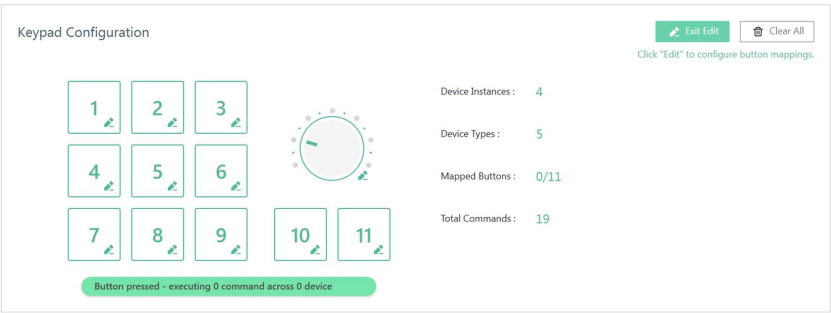
Complete the scene configuration for all required equipment based on actual conditions.

4. Keypad Configuration

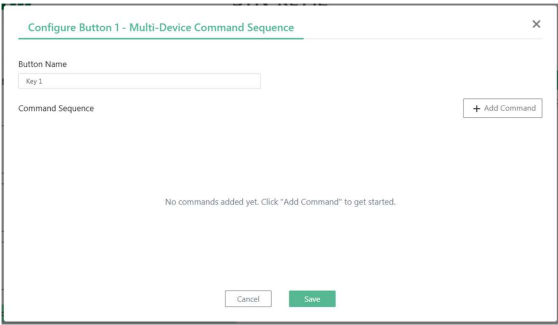


This interface will display the number of instances, device types, mapped buttons, and the total number of commands configured in the previous steps. Click the corresponding button, it will display the command number configured and device number controlled of this button.

- 1) Click " Edit" button to enter button edit mode, as shown in the following figure.



- 2) Move the mouse over the corresponding button icon. When the mouse pointer changes to a hand shape and the button icon turns green, click to enter the following interface to configure commands for that button.



- Button Name: Input a name for the button.

- Command Sequence: Click “” to add the first command.

Configure Button 1 - Multi-Device Command Sequence

Button Name

Key 1

Command Sequence

+ Add Command

Order	Device	Command	Delay (ms)	Action
1	Unknown Device	Unknown Command	100 ms	 

Cancel

Save

Click “” button enter command edit button.

Order	Device	Command	Delay (ms)	Action
1	Unknown Device	Unknown Command	100	 

- ✓ Device: Click to select the device you wish to control with this button from the drop-down menu. These device names appear as the names created in the "Device Instance Creation" section.
- ✓ Command: Click to select the command to be sent to this device from the drop-down menu. The drop-down menu displays the names of the commands configured for this device within the Command Configuration section.
- ✓ Delay (ms): Input delay time. It is the time interval between pressing a button and sending the command.

Click “” to save the command to this button.

Order	Device	Command	Delay (ms)	Action
1	Meeting Room 1 Matrix	Power on	100 ms	 

: Click to delete the corresponding command.

Click “Save” to save the command to this button.

A single button can be configured with a maximum of 20 commands from the same or different devices. Please configure the commands in the order you wish to send them.

Configure Button 1 - Multi-Device Command Sequence

Button Name

Key 1

Command Sequence

+ Add Command

Order	Device	Command	Delay (ms)	Action
1	Meeting Room 1 Matrix	Power on	100 ms	 
2	This Device	GPIO1 High	100 ms	 
3	Meeting Room 2 TV	Power off	300 ms	 

Cancel

Save

For example, in the above example, after pressing the button, the first "Power on" command is sent to "Meeting Room 1 Matrix" after 100ms, the second "GPIO1 High" command is sent to the local GPIO 1 port after another 100ms, and the third "power off" command is sent to "Meeting Room 2 TV" after another 300ms.

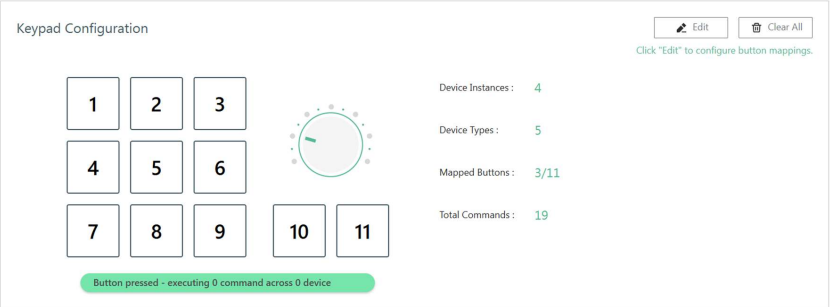
- 3) Move your mouse over the knob icon. When the mouse pointer changes to a hand shape, click the icon to enter the following interface to configure the knob.

- Knob Name: Input a knob name.
- Device Name: Click to select the device you wish to control with the knob from the drop-down menu. These device names appear as the names created in the "Device Instance Creation" section.
- Commands for Audio Levels:
 - ✓ Mute / Unmute: Click to select the command sent after pressing the knob; the command takes effect immediately upon pressing.
 - ✓ Level 1~10: Select the commands to send when rotating the knob from the drop-down menu. Rotate the knob clockwise to send the command the next level selected, and rotate it counterclockwise to send the command the previous level selected. The LEDs are used to indicate the command level sent. For example, turning the knob clockwise illuminates one LED, indicating that the command for the next level has been sent. Conversely, turning the knob counterclockwise turns off one LED, indicating that the command for the previous level has been sent.

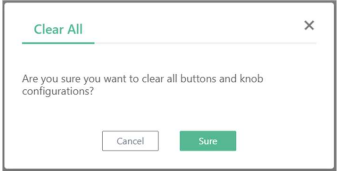
Click "Save" to save the configurations.

Note: The knob can only be configured with control commands for one device, and the configured commands take effect immediately without any time required.

- 4) Click "Exit Edit" button to exit button edit mode. This completes the configuration of commands for the buttons and knobs.

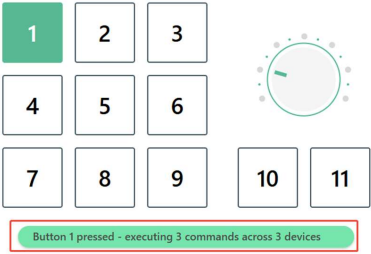


If you want to clear all configurations: Click "  Clear All " button and then click "Sure" in the popped window to delete all button and knob configurations.



Clicking the corresponding button will display the number of commands configured for that button and the number of devices it controls in the green section below.

Keypad Configuration



Other Web UI Configurations

1. Overview

This section shows the device's basic information, such as firmware version, device name, IP address, MAC address, Uptime, and system information.

2. Config

1) GPIO

This section is used to configure the functionality of the GPIO ports.

- Port Name: Input a name for GPIO.
- Port Type: Select the port type for the corresponding port from the drop-down menu between IR Output and Digital Output. Default setting: IR Output.

Changes take effect immediately.

2) RELAY

This section is used to configure the functionality of the RELAY ports.

- Port Name: Input a name for RELAY.
- Default Mode: Check the box to set the RELAY port mode to open or close. Default setting: Open.

When it is set to "Open", NO and COM pins of the selected relay port are connected, and NC and COM pins of the selected are disconnected. When it is set to "Close", NC and COM pins of the selected relay port are connected, and NO and COM pins of the selected relay port are disconnected.

3) LED Indicator

This section is used to set the display status of the LEDs above the knob.

LED Indicator behavior when non-triggered: Check the circle to set the LED indicator behavior when there's no operation of the knob. Default setting: Always ON.

When set it to "OFF":

Delay Time(s): You can Input or click the up and down arrow to set how long the LED indicators will stay on when the knob is not operated. Default setting: 10s.

3. Settings

1) General Settings

Device Name

Device Name:

SYN-KEY12

Note: The device name must be 1 to 31 characters long, using only letters, numbers, spaces, hyphens, or underscores. It must start and end with a letter or a number.

Apply

IP Settings

IP Method:

☐ Static

☒ DHCP

IP Address:

192.168.0.131

Subnet:

255.255.240.0

Gateway:

192.168.2.1

Note: LAN Module will automatically reboot after changing Network setting.

Apply

- Device Name: Input a device name.

Note: The device name must be between 1 and 31 characters in length and may include only letters, numbers, spaces, hyphens, or underscores. It must start and end with a letter or a number.
- IP Settings: This section is used to set between the static and dynamic IP address.
 - ✓ DHCP (Default): When enabled, the IP address of the Matrix is assigned automatically by the DHCP server connected.
 - ✓ Static: When enabled, set up the IP address manually.
 - ✓ Apply: Click to enable the network setting.Note: LAN module will automatically reboot after changing Network setting.

2) System Settings

System Settings

Web Login Password

Current Password:

New Password:

Confirm New Password:

Password must be 8 to 24 characters in length.

Apply

System

Factory Reset

Reboot

Export Log

Export Device setting

Import Device setting

- Web Login Password: Change login password.

Click the blank box of "New Password" will prompt you to enter the password requirements, as shown in the image below.

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Technical Support: 844.280.WYRE (9973)
Support@WyreStorm.com

● 8 to 24 characters in length

● At least one lower-case letters (a-z)

● At least one upper-case letters (A-Z)

● At least one digit (0-9)

● At least one special character (~!@#5%^&*0_+==
[]{}~"\'_<->/?)

1

When all the checkmarks next to the requirements turn green, it means the entered password meets the requirements.

● 8 to 24 characters in length

● At least one lower-case letters (a-z)

● At least one upper-case letters (A-Z)

● At least one digit (0-9)

● At least one special character (~!@#5%^&*0_+==
[]{}~"\'_<->/?)

Enter the password again and click "Apply".

- System:
 - ✓ Factory Reset: Click the button to set the device to factory defaults.
 - ✓ Reboot: Click the button to reboot the device.
 - ✓ Export Log: Click to export log to local PC.
 - ✓ Export Device setting: Click to export all device settings on the web UI as a .bin file to local PC.
 - ✓ Import Device setting: Click to Import a device setting .bin file from local PC.

4. Support

1) Device Information

Shows device information includes device model, current firmware version, and build time.

▼ Device Information

Device Model:	SYN-KEY12
Current Version:	ARM V1.0.2
Build Time:	2026-03-23 11:43:06

2) Firmware Update

▼ Firmware Update

Select the firmware files

Upgrade & Reboot

Note: Do not unplug the device while upgrading.

Click "Select the firmware files" to select upgrade file from local PC, and click "Upgrade & Reboot" to upgrade firmware.

Note: Don't power off the device during the upgrade process.

3) Support

▼ Support

Toll free: (844)-280-WYRE (9973)

Email: support@wyrestorm.com

Get support toll free number and email.

You can click the green email to select one way to send email to get support.

Command Control

The API commands support basic setup and query functions, such as viewing basic device information (e.g., model, usage time, IP address, version information, etc.), setting GPIO and RELAY modes, volume-related settings (e.g., volume adjustment steps, level, etc.), button settings (e.g., backlight color), port and device aliases, knob indicator light constant on/off settings, infrared learning related functions, IP address related functions, system information queries, and resetting and restarting the device.

Detail API command information, please refer to the separate document "*API Command Set_SYN-KEY12*".

RS232 Control

Users can control the keypad via RS232 port. Connect a control PC or control system to the RS232 port of the device. Power on the device. A professional RS232 serial interface software (e.g., Serial Assist) may be needed as well.

Before executing the API command through RS232 serial connection, please ensure RS232 interface of the device and the control PC are configured correctly.

Baud Rate	115200 bps
Data Bits	8 bits
Parity	None
Stop Bits	1 bit
Flow Control	None

Telnet Control

Connect a control PC to the LAN port of the device. Before you intend to control the device through telnet API, you shall establish connection between this device and your computer.

The form of the command for telnet connection is below:

telnet ip (port)

- ip*: The device's IP address.
- port*: The device's port number, this is non-required for some Telnet control tools. Default setting is 23.

For example, if the device's IP address is 192.168.11.143, the command for telnet connection shall be the following:

telnet 192.168.11.143

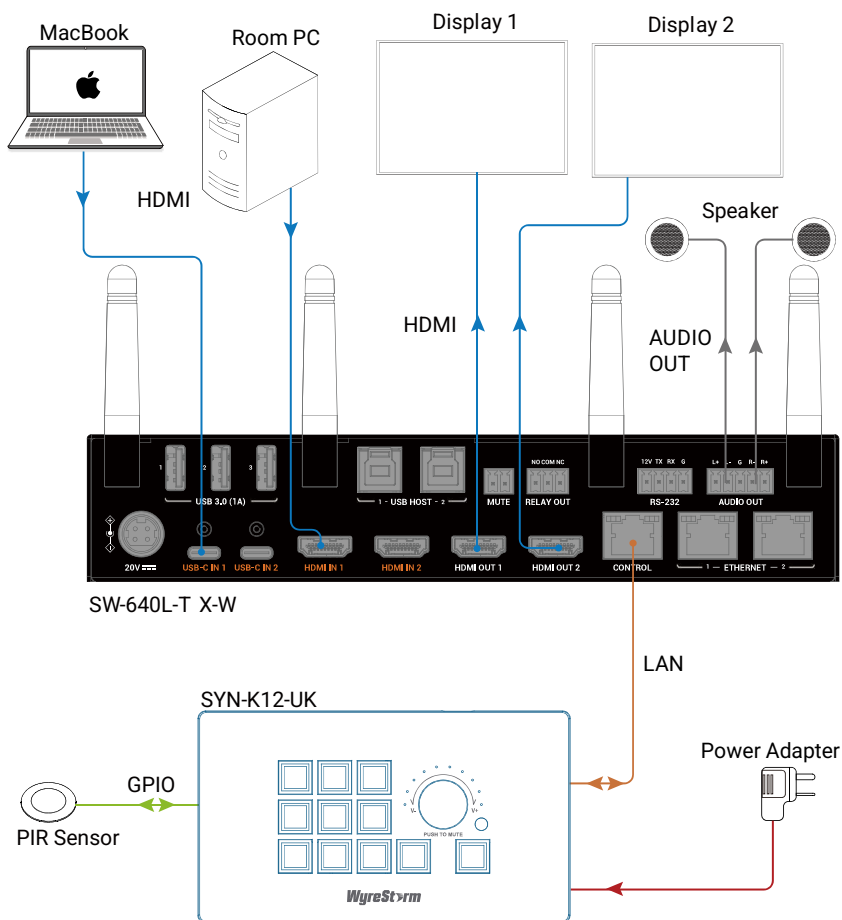
Wiring

Warnings:

- Before wiring, disconnect the power from all devices.
- During wiring, connect and disconnect the cables gently.

Before using the keypad, please configure it as required via web UI (refer to "[Web UI Configurations](#)" section).

Meeting Scenario

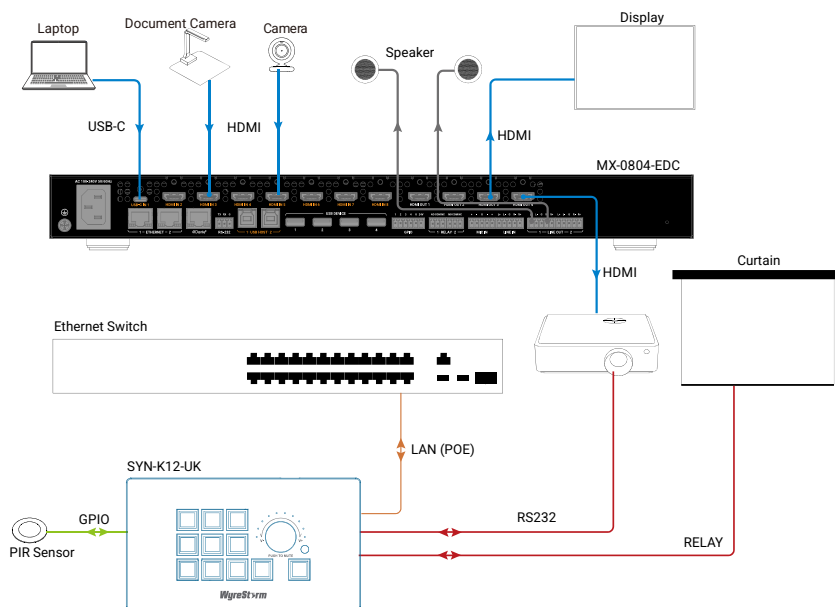


Description:

Buttons: Source switching / display power on / off;

Knob: Volume adjustment and audio mute / unmute.

Education Scenario



Description:

Buttons: Source switching or power On/Off the display / projector;

Knob: Volume adjustment and mute / unmute audio output.

GPIO: Connect to sensor or set to digital out;

Relay: Control the raising and lowering of the projector screen;

RS232: Bi-directional serial communication to control the projector.

