Synergy Order App - Activating a Device (Basic Mode)

A new device that is not activated works in Basic mode. This guide shows how to check your licence and send a request to Synergy to activate the device.

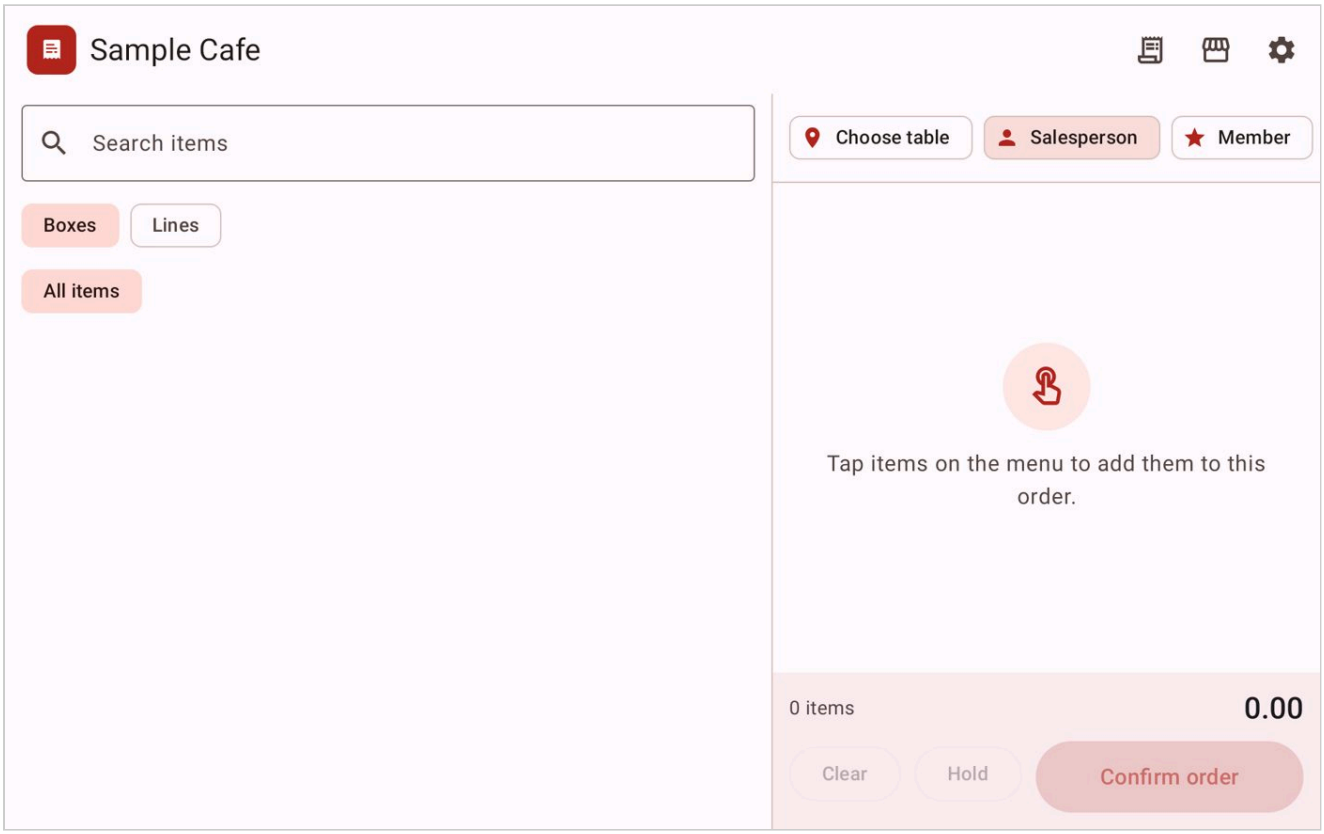
Before you start

- Have the device name, shop name, contact phone and e-mail address ready.
- Use an e-mail address you can read, because renewal codes are sent to it.

Steps

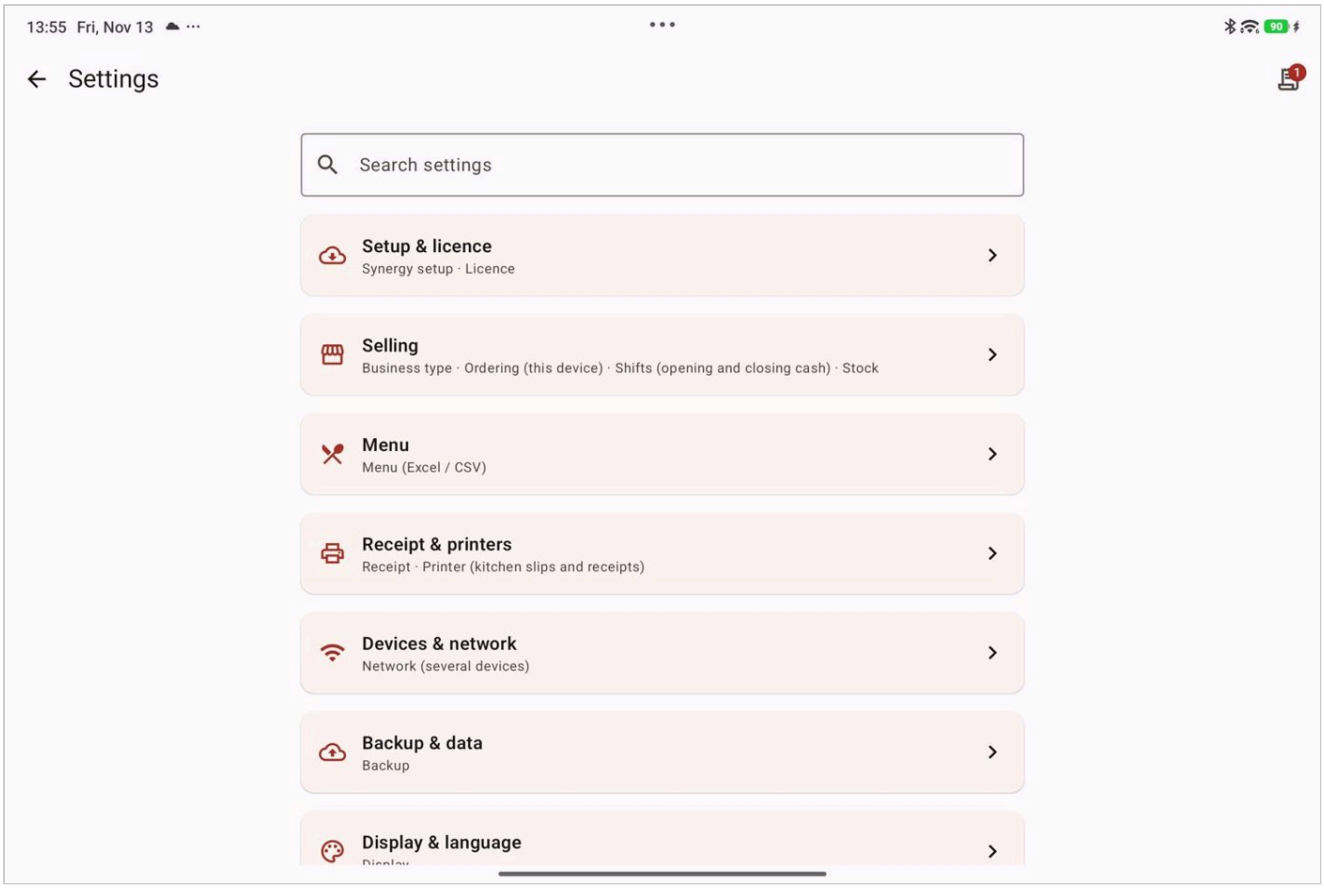
1. Start on the order screen

The Order App is open on a device that is not activated yet (Basic mode).



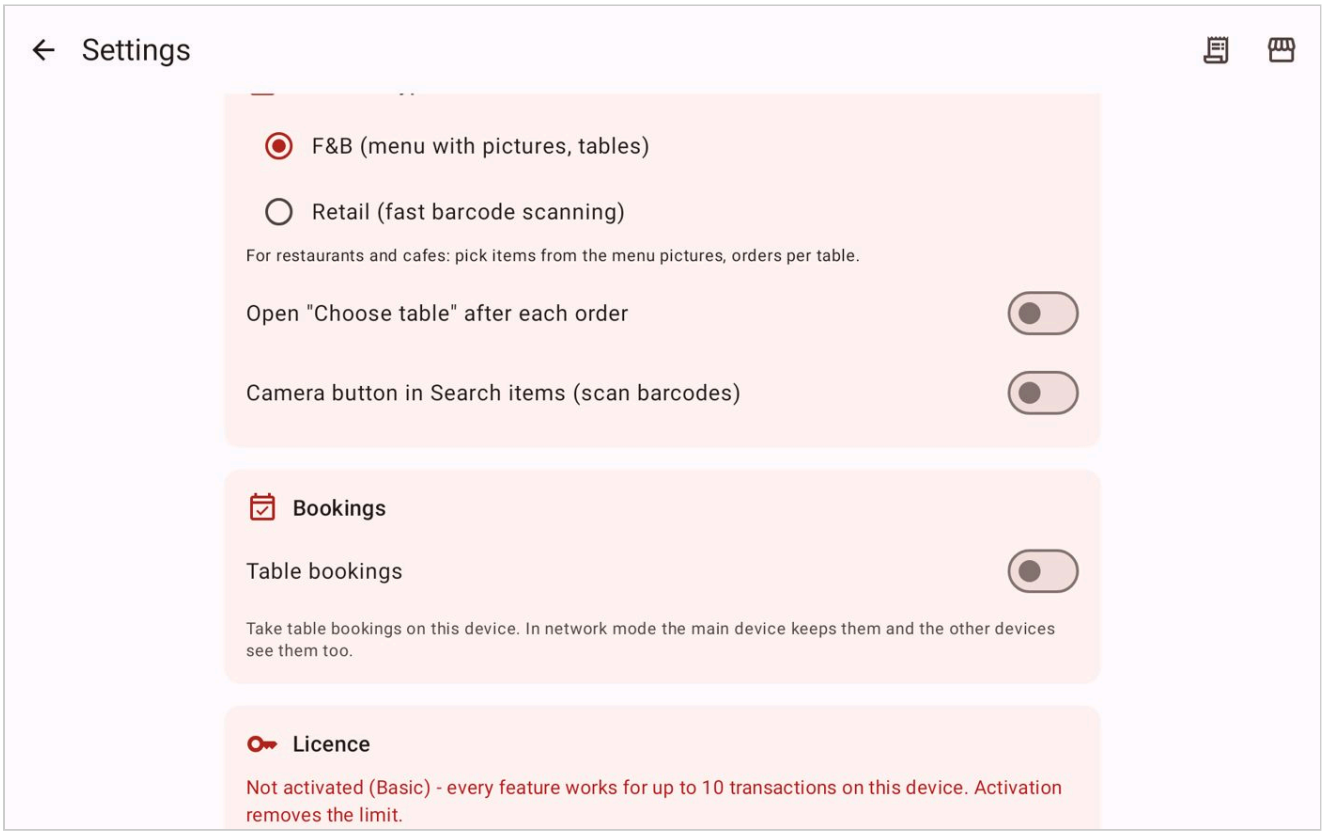
2. Open Settings

Tap the gear icon to open Settings. Settings opens on a list of groups.



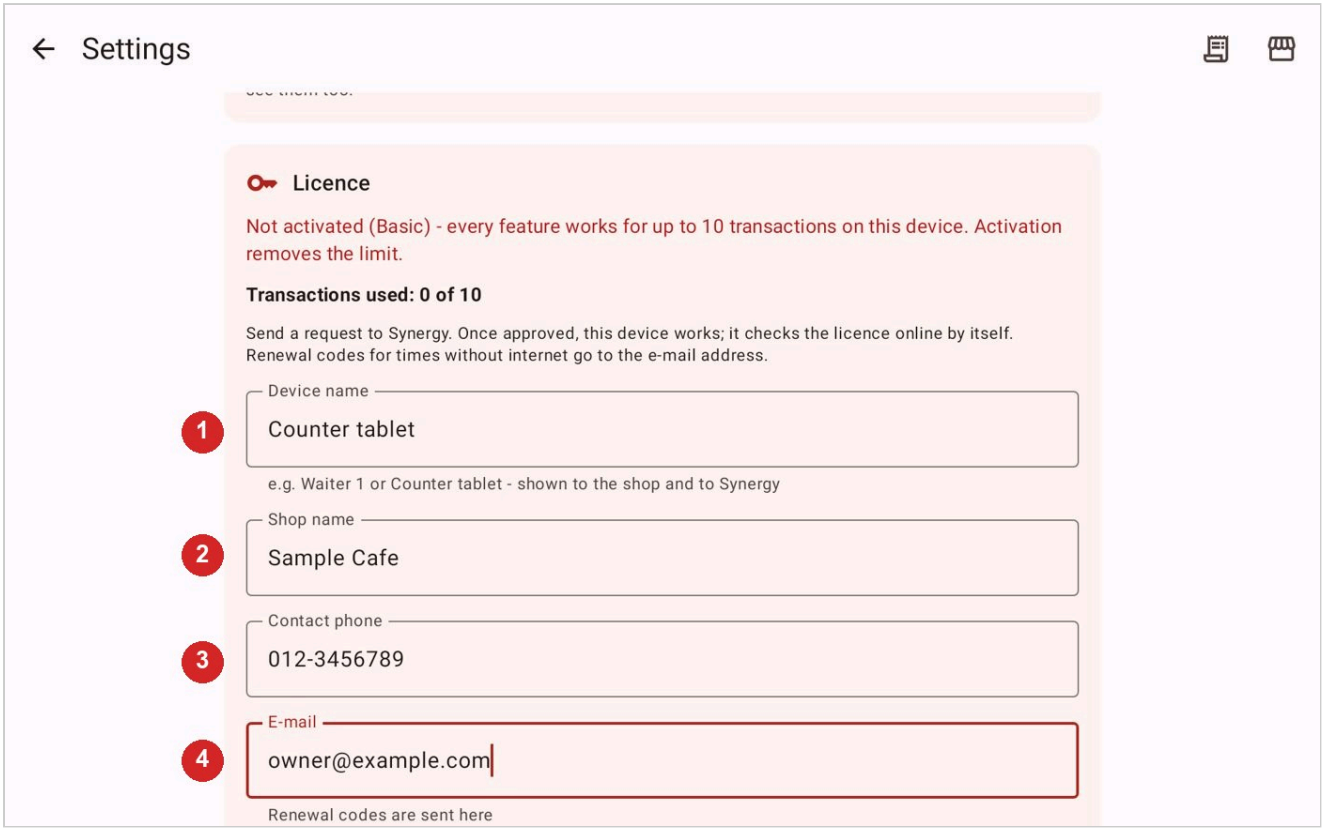
3. Find the Licence card

Open the group Setup & licence and find the Licence card. It says Not activated (Basic) and shows Transactions used: 0 of 10.



4. Fill in your details

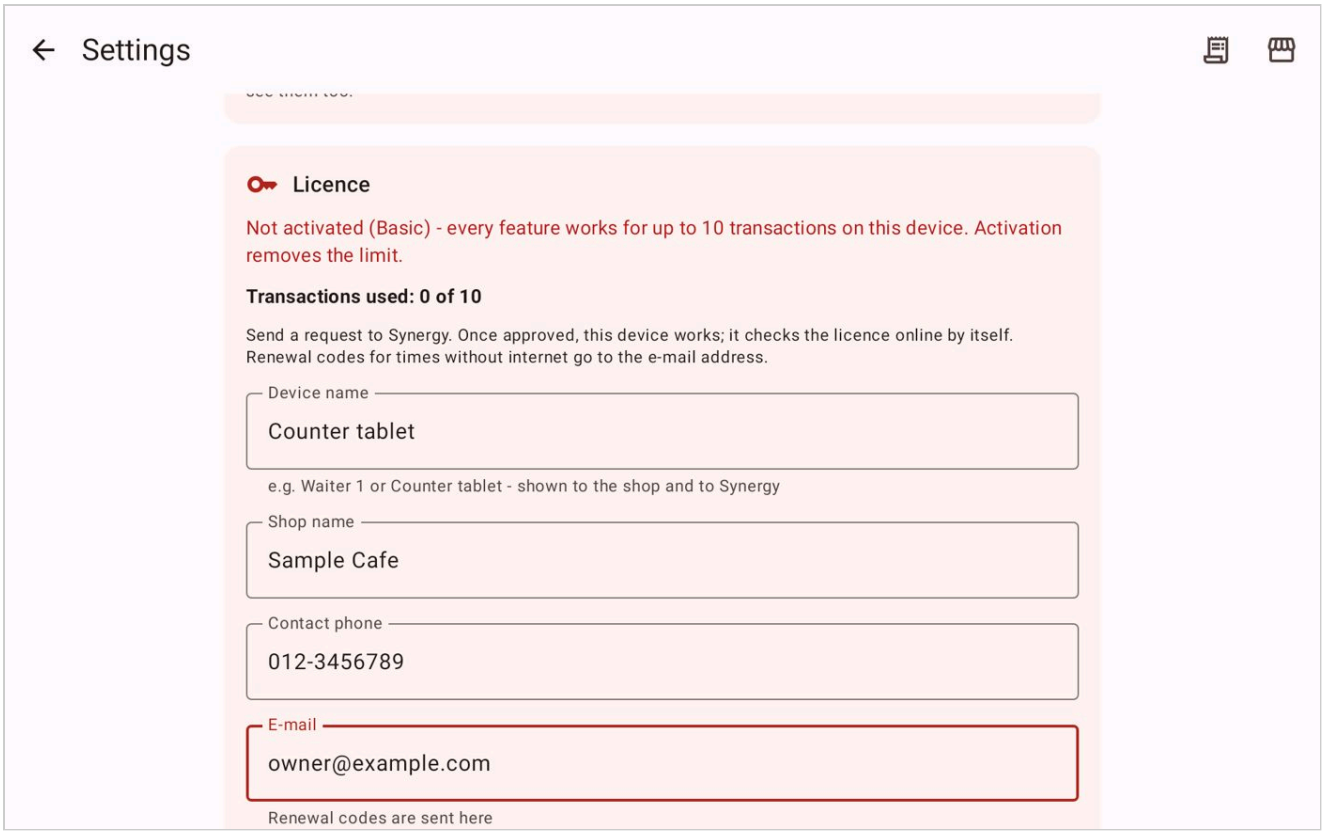
Fill in your details in the Licence card.



Step	What to do
1	Type the device name.
2	Type the shop name.
3	Type the contact phone.
4	Type the e-mail.

5. Send the request

Tap Send request.



Tips

- A device that is not activated has every feature for up to 10 transactions. The Licence card shows 'Transactions used: n of 10'.
- After 10 transactions, new sales need activation. Past sales, reports and exports stay open. Activation removes the limit.
- Synergy approves the request, and the screen checks every 30 seconds.
- Renewal codes, for times without internet, are sent to the e-mail address you entered.

Order App (screens from build 2026-11-13A) - Guide date 2026-11-13.