Synergy Acc2026 - PC Slow, Lagging or Hanging

Use this guide when the software or POS is slow, lags at the counter, or the PC hangs. It lists the checks in order.

Before you start

- Know which PC it is: the main PC or a client PC
- Know how much RAM the PC has

Steps

1. Open Task Manager

On the PC that is slow, open Task Manager and look at CPU, RAM and disk.

2. Check the RAM percentage

If RAM is near 80-90%, the software will hang.

3. Close heavy programs

Close programs such as Chrome and WhatsApp.

4. Keep the POS PC simple

Do not run many programs at the same time on the POS PC.

5. Check how much RAM you have

If the PC has only 4GB, upgrade the RAM. At least 8GB was advised for a 4GB PC, and 16GB where memory stayed high all the time.

6. After a RAM upgrade

After upgrading the RAM, you may need to reinstall the software. In one case the PC then ran fine.

Tips

- Common causes are only 4GB RAM, and a browser and chat apps open at the same time.

Common problems

It still lags after closing programs and with enough RAM

Contact Synergy support. Have the PC specs and a Task Manager screen ready, and say whether it is the main PC or a client PC.

The main PC is frozen or will not start

See the guide on the main PC being off, frozen or not starting.

Draft: written from Synergy's support notes (checked by AI against the program), not yet reviewed by Synergy staff.

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