ICE COBOTICS

i-SYNERGY Desktop Manual

CONFIRM CLEAN & OPTIMIZE CLEANING PERFORMANCE



Table of Contents

i-SYNERGY Defined

Get Started

Manage Your Account

Reporting



3

4

7

i-SYNERGY Defined

What is i-SYNERGY

ICE Cobotics' fleet management software, i-SYNERGY, is a remote monitoring system designed to improve cleaning efficiency. Through any device, end-users are able to track the location of their entire fleet, monitor machine usage, and track and respond to alerts and notifications.

Benefits of i-SYNERGY

Increase Cleaning Productivity & Efficiency

- Optimize Performance: Compare routes by day, week, or month.
- · Reduce Downtime: Use alerts to reduce downtime and increase productivity.
- **Reduce Time On Site:** Instead of traveling to each site to evaluate progress, check all sites you manage from a remote location. You'll save time and money and ultimately improve ROI.
- Measure ROI: Set Clean Score based on industry and building size so you can meet goals, measure progress, and impact ROI.





6 20 16 31

E.E., CALL

ICE COROTICE

ÓO'

How to Sign in to i-SYNERGY on the desktop?

- 1. Customer Portal Url: https://isynergy.icecobotics.com
- 2. Sign in to Customer Portal with your account





Settings

- 1. View Profile info
- 2. Click "Account Security" to jump to Security page
- 3. Change Password or Email

ICE COBOTICS	ADCOUNT / Account Account	Server time: 2022-11-28 09:36:26 EST	🛓 ICOps Demo 🚯 English 👻 🧰 🔘 🕞
REPORT			
A Dashboard			
III Usage Record	IC - Operations		S Account security
Location			
🦪 Machine	Basic info.	Push message	
ACCOUNT	Dear ICE users in order to have better after-sales service and user experience, please complete the below	v info. Inner	
Account	Company name: 10 - Operations User name: ICOps Demo Phone:	Email Message	
	Shipping address	•	

Password/Email		
Password	It is recommended that you change your password regularly to ensure account security: Con	tains at le (1) Setted Change
Email	Used to receive notification after bindings. Or used to reset passwords	① Set Change

Old Password			
New Password			
Be at least 8-16 cha	aracters in length	n, must contain ar	iy two kinds of num
Confirm the new passw	ord		
Password 8-16 digi	ts, must contain	any two kinds of	numbers, symbols ;

Manage Your Account

How to Assign Machines

REPORT	Department/User Location/Site			
	Department Q Department Name rises	User Q User Name CT 16 (IC hin) Auto Setup C 15 (K p) Auto Setup	To Be Assigned Assigned C Serial No./Machine Name Model Serial No. Machine Name Location Cobi18 60401100210 Burst01 P 231 @ Assign	
1. Click "Machine	Assignment" on the left h	nand side	Assign Machines to Department/User Department/User Department/User Department/User Department/User Reference Kr pp Kr prises Kr pp	×
3. Click the "To Be	e Assigned" Tab		Cancel	Confirm

4. Select a machine to assign to departments or users, for example a department could be: CleanMart Operations

How to Transfer Machines

Department/User Location/Site						
Location	Site	Pil 231				
Q Location Name	Q Site Name	⇔ Transfer	Q Serial No./Machir	e Name		\supset
Machine without assigned Location	Machine without assigned Site	Serial No.	Model	Site	Service Co.	
Pik 9		60401100210	Cobi18	-	H 🗢 Transfer	
# Main Office			Transfer Machine			·····
			Q Location Name		Site Q Site Name	
1. Click "Location/Site" Tab					I Floor 1	
2. Select a department			9			
3. Click the "Transfer" button	to transfer machine to locatio	on or site	Main Office > Floor 1			
					(Cancel Confirm

How to Add a Location

1. Add a location by clicking the "Location Button"

How to Edit or Delete a Location

 Edit or delete a location by clicking on an already assigned location name to edit or remove the location.

ICE COBOTICS	FLEET / Location			Server time: 2022-11-28 09:37:48 EST	🛓 ICOps Demo 🚿 English 👻	🔺 (0) 🕞
REPORT Dashboard Usage Record	 IC - Operations Location Tag 			•	Q Location Name	+ Loator
	Location Name	Contacts	Address	Ма	chine Qty	<u> </u>
Machine Account	IC - Warehouse				79	>
 Account 	Total 1 Records				8/xxxx V	1/1 >>
Add Tag		×	Add	I Location		×
* Tag Name			+ Loca	ation Name		
	Cancel	Confirm	PL	ion Tag Is select		dd Tag
			Conta	act		
			Phone	e		
			Locati	ion Address		~

How to Add, Edit or Delete a Site

- 1. View Site List
- 2. Add Site by clicking on the "Tag button"
- 3. Edit/Delete Site Tag by clicking the blue text
- 4. Set Goal for site by clicking on the blue text
- 5. Click "Assign Machine" button to jump to "Machine Assignment" page

ICE COBOTICS	FLEET / Location / Site		Server time: 2022-11-	-28 09:38:13 EST	💄 ICOps Den	10 🔇 English 🔻	•	0)
REPORT	B IC - Warehouse Site Tag All				• a	Site Name		+ 500 (III)
CCC Location	Site Name	Goal-Area Cleaned	Goal-Time Cleaned	Machine				~~
Machine ACCOUNT	SWAP	499.99 ft²	15min	Qty 1	Set Goal	Assign Machine	Edit	Delete
💠 Account	🧮 SwapTest	- ft²	-min	2	Set Goal	Assign Machine	Edit	Delete
	Inventory RTS	1499.96 ft ²	45min	76	Set Goal	Assign Machine	Edit	Delete
	Total 3 Records				8/xxx	α~ (1/1	\odot
			_					
Edit Site		×	Set Goal					×
Floor 1			Main Office Floor 1 5999.96ft ² 110min					
Site Tag eee	· · ·	Add Tag	• Goal-Area Cleaned (ft	²/day)				
	Cancel	Canfirm	Goal-Time Cleaned (m	in/day)				
					Capital		Conf	

How to Edit, Enable and Suspend Machine Users

- 1. Click on "User Setting"
- 2. View User List
- 3. Add/Edit/Enable/Suspend User
- 4. Reset Password



How to Edit User Settings

ICE COBOTICS	ACCOUNT / User Setting Server time: 2022-12-05 16:10:58 EST 🛓 Admin Demo 🚯 English 👻 🍂 (0) 🕞
REPORT	User Department Role
Dashboard	User Lis ICOps Demo
PLEET	+ Add Enable Suspend Q clientcare+icdemo@icecobotics.com Department Organization Machine
Location	Code User Name Account ID TEL Q. Name
s Machine	ICOps Demo CT300073 - Edit More - IC - Operations
Machine Assignment	
ACCOUNT	
Account	

Edit Department

- 1. User Setting tab on the left
- 2. Click "Department" Tab
- 3 Add / Edit / Enable /Suspend Department
- 4. Click a department, and select some users to join to this department

Edit Roles

- 1. Click "Role" Tab
- 2. Add / Edit / Enable /Suspend Role
- 3. Click a role, and select some function to grant to this role

Q Dep.name	se Add								
		Delete					Q Name/Login ID/	/Phone/Email	
Ki ses(2)	User Code	Name	Account ID	Tel	Email	Status ~	Join time	Assignment Rules	
	0 ·	IC. Jin	C ⁻ 16	-	cl .com	Activate	2022-08-24 10:43:32	Auto Setup	Delete
	20220824	Kr kop	CTr 5	12 70	kr .com	Activate	2022-08-24 10:36:07	Auto Setup	Delete



Reporting

How to Export Site Data

- 1. Click usage record in the left navigation bar
- 2. View by day, week, month, season or year
- 3. Adjust dates as needed
- 4. Export Excel

ICE COBOTICS	REPORT / Usage Record Server time : 2023-01-24 12:45:04 EST 🛓 Bryan Showers 😗 English * 🌲 🔯 🕞
REPORT	Day Week Month Season Year Q. Serial No.
Usage Record	Medel Lacation Service Co.
FLEET	Pis select
Location	Distributor Date
Carl Machine	2023-01-23 – 2023-01-24
Machine Assignment	Filter Item: 2023-01-23 00.00.00-2023-01-24 23:59:59 × Cover
B User Setting	
Account	# Date Model Serial No. Manual Area Cleaned Manual Time Cleaned Autonomous Area Cle Autonomous Time Cle Teaching Area Cleane Teaching Time Clear
	1 2023-01 Cobi18 604011 4815.6 00.55 hzm
	2 2023-01 Cobi18 604011 10712.98 01:58 hrm
	3 2023-01 Cobi18 604011 10523.53 01.52 htm
	4 2023-01 Cobi18 604011 5177.16 00:53 hzm
	5 2023-01 Cobi18 404011



How to Export Machine Data

- 1. Click Machine in the left navigation bar
- 2. Click on machine
- 3. Click cleaning record

- 4. Adjust dates as needed
- 5. Export





Thank You



Contact Info

ICE Cobotics 833-423-7626 clientcare@icecobotics.com us.icecobotics.com