

**SHARP**

**SYNAPPX™**



**SYNAPPX™ GO**

**For Collaboration**

# **Administrator Setup and Configuration Guide**

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# Synappx Go for Collaboration Overview

Synappx Go helps to bridge the gap between in-office and remote employees and makes hosting meetings and sharing content for users and IT administrators easier. Users can enjoy the simplicity of scanning a QR code or tapping the NFC tag to start a meeting, connect automatically to the in-room camera and audio, and instantly to remote and on-site audiences.

The intuitive app allows users to control the web conference and share files from their cloud storage services with all attendees. IT administrators will have peace of mind knowing they can restrict access to the in-room PC and Windows features to prevent a data breach or security incident.

## Mobile Experience

- Tap the NFC tag or scan the QR code to auto-start a scheduled web conference and automatically connect to the in-room camera and audio. (Microsoft 365 Only)
- Easy access to control the microphone, camera, and screen share functions from the app.
- Enhance meeting productivity with quick access to files from cloud storage or the meeting invite.
- Use the trackpad to enable mouse-like use on the display for hands-free control.
- End the meeting with a simple click to disconnect the web conference session and connection to in-room audio and video.

## Laptop Experience

- Meeting-start options with cast your laptop or launch on display. Consistent user experience with mobile and laptop.
- Whether it is a scheduled or ad-hoc meeting, connecting all components users need for the meeting with one click.

## Launch on Display (Microsoft 365 Only)

By pairing their laptop with the display, users can automatically launch a meeting on a meeting room display and their laptop. The camera and audio on a meeting room display will activate via a web conference started on the in-room PC and help establish instant connections with attendees. Users will also receive remote controls on a meeting room display from their laptop to help conduct efficient meetings.

## Cast Your Laptop

Synappx Go assists users to establish connections with the casting device in a meeting room. When a meeting is started, it also helps auto-launch a scheduled web conference, removing the need to look for a meeting room URL.

# System Requirements

## Supported Environments

Microsoft 365 <sup>®</sup> Service Plans		Google Workspace <sup>™</sup> Service Plans (Launch on Display is coming soon)	
Business	Microsoft 365 Business Basic*/Standard/Premium		Business Starter
Enterprise	Microsoft 365 Enterprise E1*/E3/E5 Microsoft 365 Enterprise F1		Business Standard
Education	Microsoft 365 Education A1*/A3/A5		Business Plus
Government	Microsoft 365 Government G1*/G3/G5		Enterprise

\*This package offers only the web or mobile version of Microsoft Office applications. Synappx Go requires Office applications to be installed on the display PC for full functionality. Otherwise, the file will be open using the web browser. Remote file control is not supported.

Windows <sup>®</sup> Platform	In-room PC Requirements
<b>Operating System (OS)</b>	Windows 10 (32-bit and 64-bit versions) Builds 21H2 to 22H2 Windows 11 (64-bit versions) Builds 21H2 to 22H2
<b>Central Processing Unit (CPU)</b>	2.0 GHz processor (Minimum) Core i5 or higher (Optimal)
<b>.NET Framework</b>	Microsoft .NET Framework 4.7.2 or higher
<b>Memory</b>	4GB of RAM (Minimum) 8GB of RAM (Optimal)
<b>Hard Disk Drive (HDD)</b>	More than 500 MB
<b>Bandwidth</b>	5.0 Mbps/5.0 Mbps (Minimum) 10 Mbps/10 Mbps (Optimal)
<b>Client applications</b>	Microsoft Office client application, Chrome Browser, Edge Browser, web conference client application (e.g. MS Teams), and other application such as video media player  Adobe <sup>®</sup> PDF reader for Google native files (view only)
<b>Security</b>	Recommended: Anti-virus software

Supported Mobile OS	
<b>OS</b>	Android <sup>™</sup> 11 to 12
	iOS 15 to iOS 16

Supported Web Conference Services	
The following web conference services are supported for auto-start. See more compatibility details at Install Client Application section.	
<ul style="list-style-type: none"> <li>Microsoft<sup>®</sup> Teams</li> <li>Zoom</li> </ul>	<ul style="list-style-type: none"> <li>Google Meet<sup>™</sup></li> <li>GoToConnect</li> </ul>

## Prerequisites for Launch on Display (Microsoft 365 and Windows Settings Only)

The following components should be completed prior to install and configuration of Synappx Go. For enhanced security with optimal usability, Windows configuration is recommended.

### 1. **Synappx Go and Synappx Go Windows application License**

The following license is required to use Synappx Go .

Please contact an authorized Sharp dealer to obtain the license.

- **Synappx Go User License:** One per user  
Note: This feature is not available for guests created in the custom database.
- **Synappx Go Workspace License:** One per Workspace

### 2. **Meeting Room Resources (Required for the MS 365 environment)**

When Synappx Go Windows application is used in Workspace mode, MS 365 must have a room resource calendar and Office 365 license applied to the resource account. This account is used to log in to the Synappx Go Windows application installed on the in-room PC and Microsoft Teams (when installed on the in-room PC), and to view downloaded files during the meeting.

When logged in, and with Workspace mode enabled, the Synappx Go Windows application displays a scheduled meeting list with an organizer and reserved time.

### 3. **Microsoft Teams Configurations (Required for Microsoft 365)**

The resource account is required to log in to install the Microsoft Teams application on an in-room PC. Once logged in, it shows a list of meetings that are scheduled to occur in the room. It is strongly recommended to further configure [Microsoft Teams settings](#) to set controls, such as access to the calendar and chat history.

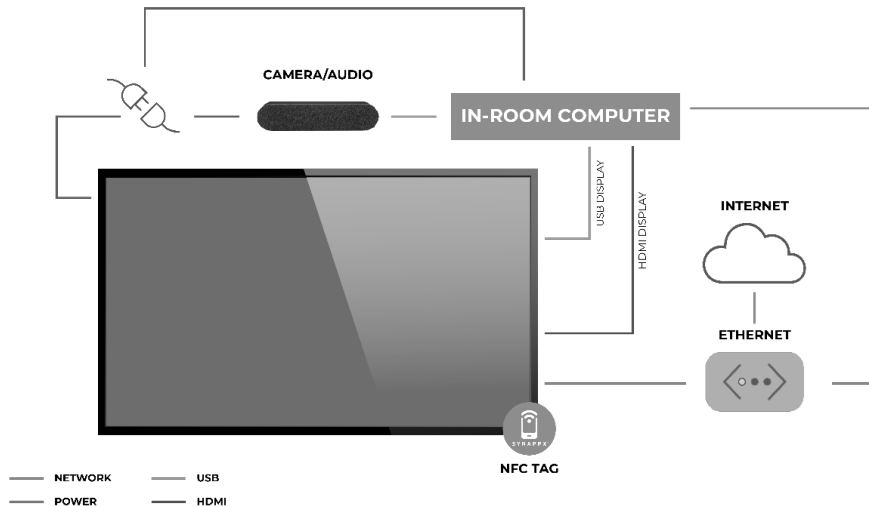
### 4. **In-Room Computer with Microsoft Windows Login**

When the in-room PC is kept logged on so that each user is not required to log in, it is recommended to place necessary measures to maintain security and integrity. Some recommendations include:

**Note:** For Google Workspace, create a shared Google user account and login to the default browser using the account on in-room PC. For more details for Google Workspace requirements, go to [Setting for Google Workspace](#).

## Workspace/Meeting Room Environment for Launch on Display (Microsoft 365 Only)

The following are the key components in the Synappx collaboration hub environment.



### Typical Connectivity and Components

- In-Room Computer connections: Internet, Power, USB to camera/audio system, HDMI to in-room display.
- For a touch-enabled display, use USB connection to the in-room computer to enable touch function.
- Camera/Audio can be connected to the in-room computer or directly to the display (for PN-L652B/L752B/862B)
- Synappx NFC Tag (can be placed anywhere in the room where convenient)

Optional:

Synappx has an auto-input feature. When a meeting is started, it automatically switches to the input assigned to the in-room PC, and when the meeting is ended, it switches back to default input. To enable the feature, assign a static IP address to the display's network card and connect the display to the ethernet. Configure display auto-input via the Synappx Admin Portal.

### Installed on the In-Room PC:

- Windows 10/11 OS
- Synappx Go Windows application (logged in using meeting room resource account, set for workspace mode. Microsoft 365 only)
- Synappx Go Display Agent Application (mapped to the target workspace)
- Microsoft Office Application
- Web Browsers (Edge and Chrome)
- Sharp Pen Software 3.8.2.2 or later
- Web Conference Client Apps. (Log in with the room account for the Microsoft Teams)

Note: In-room camera audio device connectivity needs to be connected to PC

## Cast Your Laptop Environment

Supported Casting Devices and Casting Sender Applications	
<b>Barco ClickShare</b> (Client app: ClickShare software) <a href="https://www.barco.com/en/clickshare/app">https://www.barco.com/en/clickshare/app</a>	<ul style="list-style-type: none"> <li>• CX-20, CX-30, CX-50</li> <li>• CS-100, CSE- 200</li> <li>• CSE-200+, CSE-800</li> </ul>
<b>MirrorOp Supported Hardware</b> (Client app: Barco MirrorOp software)	<ul style="list-style-type: none"> <li>• WiCS-2100</li> </ul>
<b>MirrorOp Supported Hardware</b> (Client app: Barco MirrorOp software) <a href="https://www.barco.com/en/product/mirrorop">https://www.barco.com/en/product/mirrorop</a>	<ul style="list-style-type: none"> <li>• Wireless Controller PN-L603WA (SHARP)</li> <li>• Wireless Controller PN-L703WA (SHARP)</li> <li>• Wireless Controller PN-ZB03W (SHARP)</li> </ul>
For optimal performance, ensure the wePresent and Sharp touch display firmware are updated.	<ul style="list-style-type: none"> <li>• Sharp PN-Lxx1H series Touch Display Firmware: TP F/W- 6613 or greater</li> <li>• wePresent WiPG-1600W Firmware: V2.5.0.25 or later (supports finger touch only)</li> <li>• wePresent WiCS-2100 Firmware: V1.6.1.575 or later (Supports touch, no differentiation of pen versus finger)</li> </ul>
<b>Miracast</b> Download <b>Synappx Go Cast Assist</b> from the store	<ul style="list-style-type: none"> <li>• Shuttle PC: PN-SPCi7W10C/PN-SPCi5W10C</li> <li>• Display: PN-CD701 (with Miracast capability)</li> <li>• Microsoft Wireless Display Adapter V2</li> </ul>
<b>Google Cast Receivers</b> (Chromium-based Edge browser)	<ul style="list-style-type: none"> <li>• Chromecast (3rd generation)</li> <li>• Chromecast with Google TV</li> </ul>

**Note:** Barco's WePresent and MirrorOP applications are discontinued, for support policy, please contact Barco,

Supported Web Conference Services (Applies Only Cast Your Laptop Mode)	Supported Cloud Storage Services
Synappx Go supports automatic start and end web conference sessions from the following providers*.	Synappx Go supports the following cloud storage services to access files during a meeting.
<ul style="list-style-type: none"> <li>• Microsoft® Teams</li> <li>• Zoom</li> <li>• GoToMeeting™</li> <li>• GoTo Connect</li> <li>• WebEx®</li> <li>• Google Meet™ (end meeting not supported)</li> <li>• Amazon Chime</li> <li>• Skype for Business</li> <li>• StarLeaf</li> </ul>	<ul style="list-style-type: none"> <li>• OneDrive® for Business</li> <li>• OneDrive</li> <li>• Microsoft Teams</li> <li>• SharePoint®</li> <li>• Google Drive™</li> <li>• Box</li> <li>• Dropbox</li> </ul>
<small>*When the web conference is started with its client application. Auto-meeting end using web browser-based meetings are not supported.</small>	

Supported Windows Operating Systems
Windows 10 (32-bit and 64-bit versions) Builds 21H2 to 22H2 Windows 11 (64-bit versions) Builds 21H2 to 22H2



# Launch on Display Admin Setup

## What is Launch on Display?

Today, your team members are on the road, working from home or right down the hall. To collaborate successfully, you need smarter meetings that allow everyone to contribute no matter where they are. To achieve this, any user needs to be able to start, control, and end meetings in a simple, intuitive way.

The **Synappx Go** allows you to be more productive, providing flexibility and confidence during a meeting though consistent user experience. The Synappx solutions help you conduct meetings comfortably in the shared office spaces through automated meeting start. Furthermore, hybrid meetings become more productive as Synappx helps engage both in-room and remote meeting participants.

### Supported Features for Launch on Display:

In-Person Audience BYOD Device	Launch on Display	Content Share	Auto-Start Web Conference	Ad-Hoc Meeting	Scheduled Meeting
	✓	✓ Via In-room Display	✓	✓	✓
	✓	✓ Via Web conference screen share	✓	✓	✓

## Home Office to Shared Office

Synappx Go helps bring dynamic collaboration to the hybrid workplace, sparking creativity and innovation. Simply tap an NFC tag with your smartphone, select a meeting from your mobile device, and Synappx automatically starts web conference sessions. Meetings also can be ended with one click, which closes any uploaded content and disconnects all devices used during the meeting.

Synappx helps:

- Auto-start web meetings\*
- Auto-connect audio and camera
- Remotely operate web conference and files from smartphone
- Close content, end and disconnect meeting with one click



\*Refer to [the system requirement](#) for a list of supported web conference applications

## **Collaboration Matters - Room Scale Hybrid Meetings**

Adoption of web conferences has increased dramatically. Many meetings now involve both in-room and remote participants. One of the common challenges for meeting organizers is keeping remote participants engaged.

Synappx Go helps both the in-room and remote audience be fully engaged. In-room camera and audio are connected seamlessly for the web conference and obtaining meeting content is easier than ever. Dynamic content sharing is done with a simple NFC tap, all contents and actions can be shared with both in-room and remote audiences, , and you can access contents from your favorite cloud storage folders or quickly access documents attached in the meeting invitation.

Synappx helps:

- Room scale audio and camera connectivity
- Access meeting invite attachments\*
- Access files in cloud storage and remotely operate shared contents (e.g., Power Points slideshows)
- Access web pages and other apps – all actions are shared with remote and in-room audience
- Pen Software whiteboard discussion can be shared with all audience members

\*Available only for Microsoft 365 users

## Launch on Display Installation Steps

Here is a summary of the steps to set up and configure Synappx Go and Synappx Go Windows application workspace mode. The following sections describe each step in more detail. Before following the steps, please ensure to read the prerequisites:

**Step 1:** [Setup Synappx Workspaces/Meeting Rooms](#)

**Step 2:** [Install Applications Using Synappx Collaboration Installer](#)

Or [Install Synappx Go Display Agent on to In-Room PC](#)

**Step 3:** [Associate Display and Agent to a Workspace](#)

**Step 4:** [Associate NFC Tags](#)

**Step 5:** [Install Synappx Go Windows application App on an In-Room PC](#)

**Step 6:** [Install Client Applications on an In-Room PC](#)

**Step 7:** [Add Users and Assign Licenses](#)

**Step 8:** [Synappx Go Client Setup \(For Users\)](#)

A single installer is available to facilitate installation, the Synappx Collaboration Hub Installer can be downloaded from the Synappx Admin Portal, Synappx Go's Agent download section. Select **Collaboration Hub Installer** to download the file.

Optionally, following features are available to place meeting room security and deliver enhanced user experience.

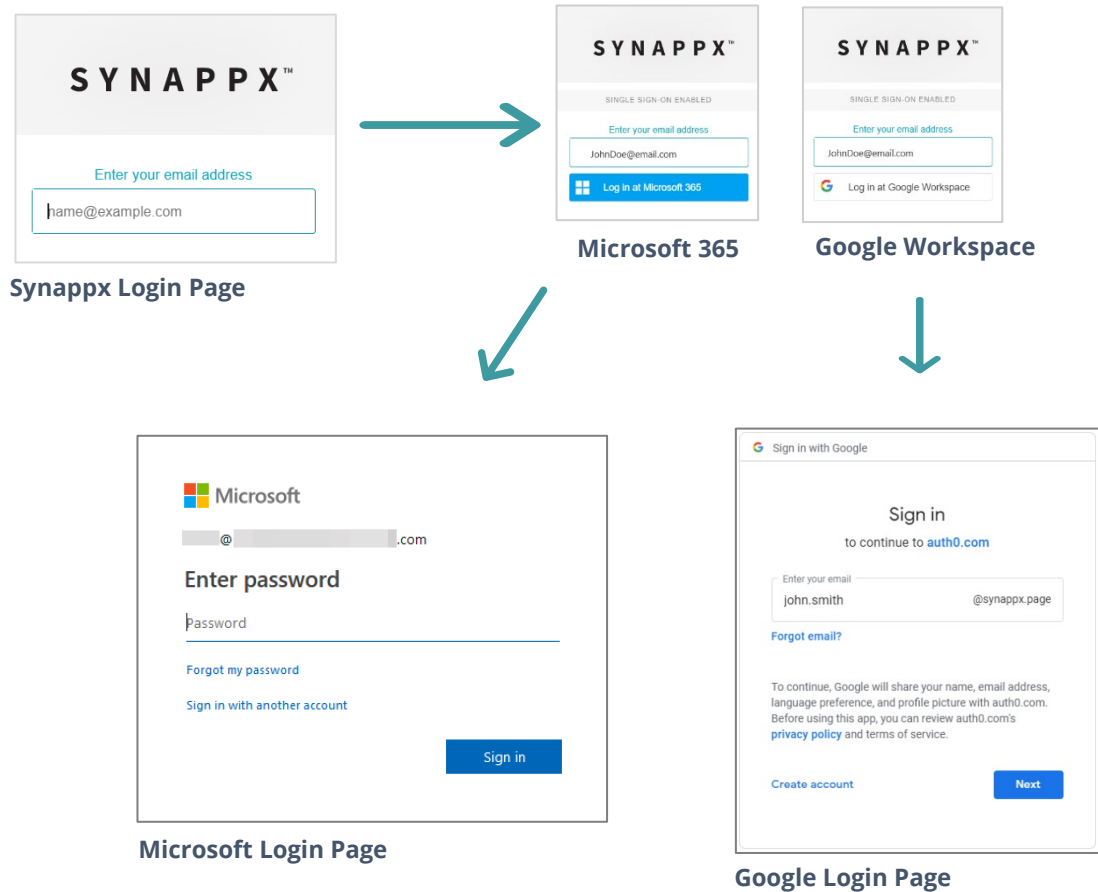
- Full screen mode
- Reset room
- In-room PC Security

# Set up Synappx Workspaces/Meeting Rooms

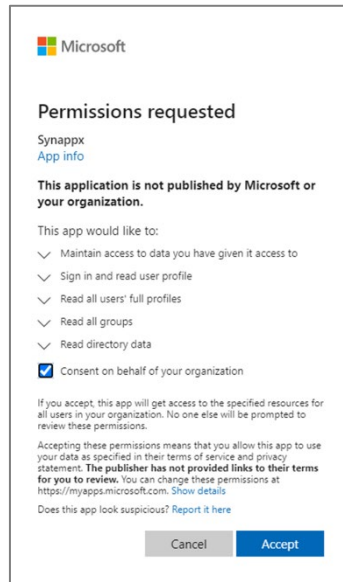
## Log in (First Time) to Admin Portal

### Notes:

- An email containing the Synappx Admin Portal URL will be sent to the assigned administrator when your organization signs up for Synappx. Google Workspace admins must complete the Admin Console setup before logging in to the Admin Portal. See [Synappx Admin Portal](#) for more information.
  - The first administrator to log in must have admin privileges for Azure Active Directory or Google Workspace to authorize Synappx Go features for users. Subsequent administrators do not require Azure or Google Workspace admin access.
  - There are access restrictions for admins who do not have Google Workspace admin privileges.
1. Use your Google Workspace or Microsoft 365 credentials to log in to the [Synappx Admin Portal](#) on the latest version of Google Chrome or Microsoft Edge.



2. **Microsoft 365:** Check the **Consent on behalf of your organization** box and select **Accept**.

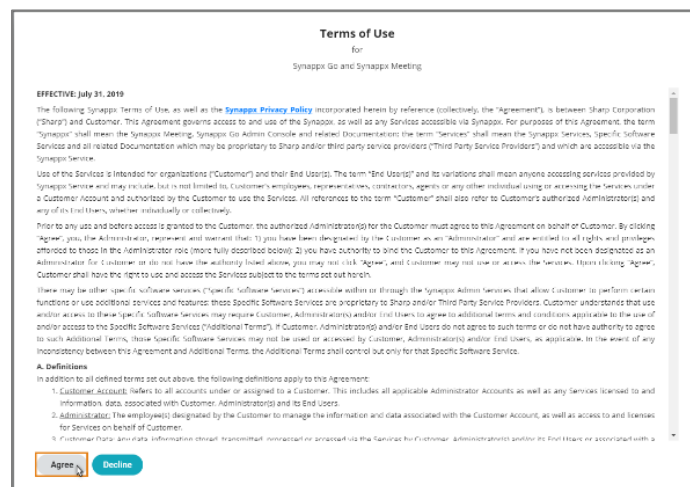


Permission Example

**Google Workspace:** If login is unsuccessful, go to the Google Workspace Admin Console, ensure the Synappx custom role is created and you are a member.

**Note:** Agreement with the Terms of Use is only required with the initial Admin Portal login.

3. Review the **Terms of Use** (Synappx Privacy Policy) for Synappx Go Windows users (and Synappx Go mobile, if also licensed). Select **Agree** to continue.

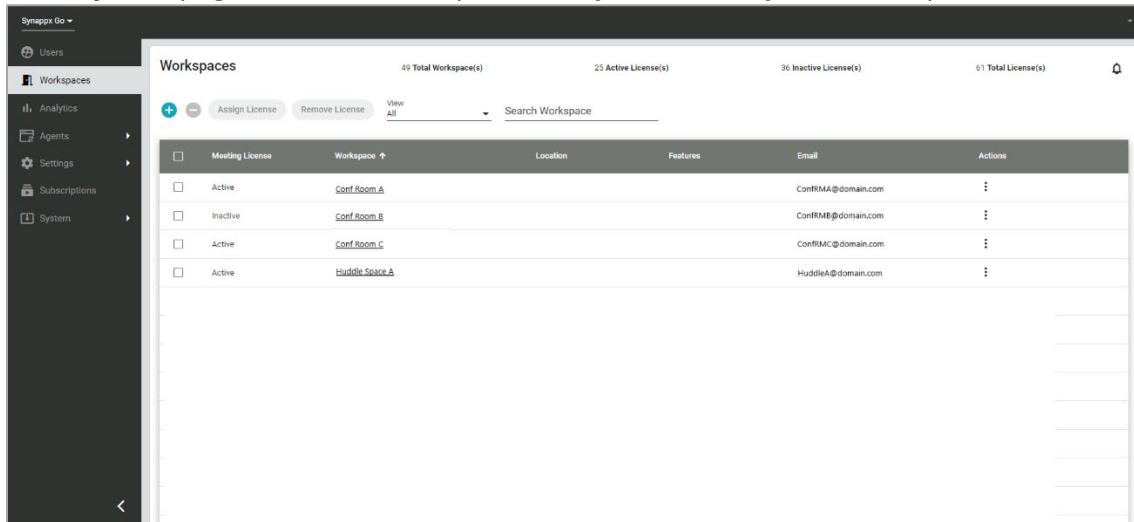


EULA Screen

The **Synappx Go Admin Portal** homepage will appear.

## Add Workspaces

Workspaces can be meeting rooms, huddle rooms, individual offices, or common areas where multifunction printers (MFPs) and/or displays are located—wherever collaboration happens. Import workspaces from Microsoft 365 or Google Workspace on the Synappx Admin Portal **Workspaces** page. To add a workspace from your directory, select the plus icon.



Workspace Page

From the **Add Workspace** window, you can import workspaces from Microsoft 365 or Google Workspace.

The Admin Portal **Workspaces** screen allows you to manage Synappx workspaces:

- View the license status summary including the Total number of Workspaces and Licenses, Active Licenses, and Inactive Licenses
- Assign or remove licenses
- View All, Search, select, add and remove workspaces
- View the License Status, Location, Features, Email, and Actions options for each workspace

## Import Workspaces

1. Type a few characters in the **Workspace Name** box. Microsoft 365 or Google Workspace will appear. Select the workspace(s) to import. When finished, click **Save**.
2. To add workspace groups, first check the **Groups** box. Then follow the steps above.

**Add Workspace**

Import from Microsoft 365  Groups

Search by  Workspace Name  Email

The dropdown list displays up to 999 workspaces. Continue to type until the target workspace appears in the list.

Workspace Name (\*)

Conf Room

- Conf Room A | ConfRMA@domain.com
- Conf Room B | ConfRMB@domain.com
- Conf Room C | ConfRMC@domain.com
- Conf Room D | ConfRMD@domain.com

Import Multiple Workspaces

Process

**Import Workspace**

## Import Workspaces via CSV File

1. Select the **Import Multiple Workspaces**.

**Add Workspace**

Manual Input

Workspace Name (\*)

Location

Import Multiple Workspaces

Process

1. Export the CSV file of Active users from Microsoft 365 admin center.
2. Edit the CSV to include only necessary workspaces.
3. Return to this screen and upload CSV file.

No file chosen

**Import Multiple Workspaces**

2. Follow the three-step process stated in the **Import Multiple Workspaces** window. The Comma Separated Values (CSV) file has a maximum of 50 workspaces and 500KB.
3. Select **Choose File**.

4. Select your file and click **Open**. The selected .csv file must be a Microsoft Excel Comma Separated Values File.
5. The file will attach in the **Import Multiple Workspaces** window. Select **Save**.

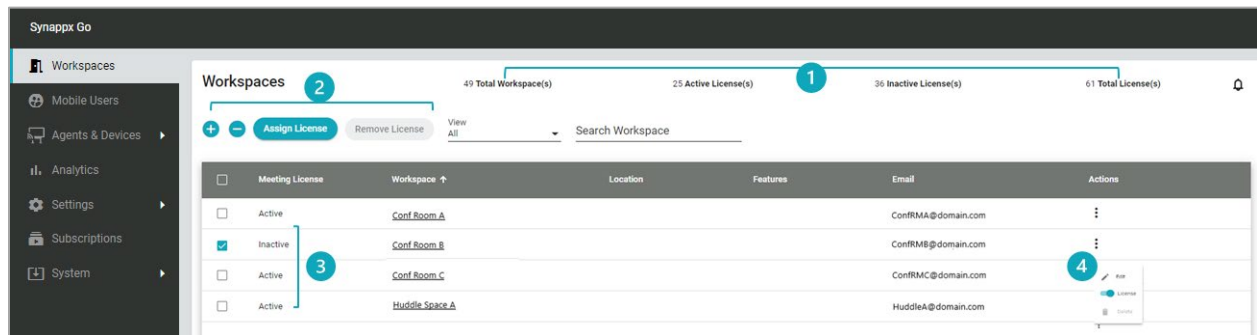
## Allocate Licenses

### Assign Licenses to Workspaces

Once workspaces are imported to the Synappx Admin Portal, a license needs to be assigned to each workspace to enable Synappx Go Windows application.

Select the target workspace and select **Assign License**.

Licenses can also be assigned using **:** the options menu. The license status summary will be displayed on the top of the **Workspaces** page.



Workspace page

You can manage workspace license in the workspace page:

1. License status
2. Add/remove workspace, assign/remove license
3. License assign status per workspace
4. Assign or remove license from the Actions option

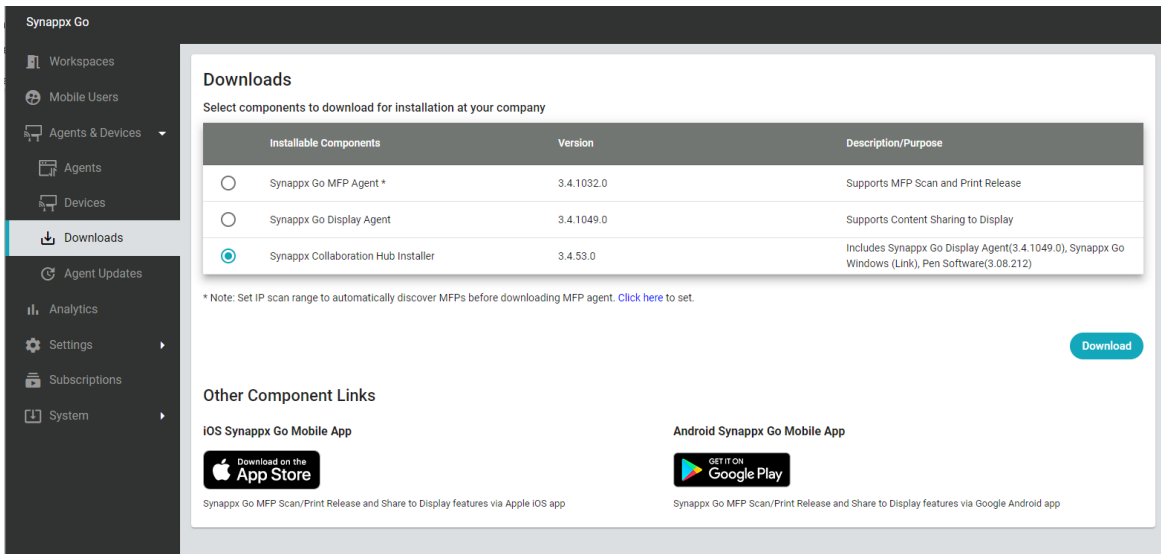


## Install Applications Using Synappx Collaboration Installer

The Synappx Collaboration Installer helps facilitate the installation of key applications on the in-room PC. Ensure the in-room PC meets the [minimum system requirements](#) before you start the installation. You must have Admin privileges on the PC to install the software.

### Notes:

- Before following the steps, ensure the prerequisites are met.
  - You must have administrator privileges on the PC to install the software.
  - Be sure to allow pop-ups on your web browser (Google Chrome or Microsoft Edge) before downloading the installer.
1. Log in to the Admin Portal and navigate to the Agents/Downloads page. Select the Synappx Collaboration Hub Installer and press **Download** tab. Select **Synappx Collaboration Hub Installer** to download the installer.



Synappx Go

Workspaces  
Mobile Users  
Agents & Devices  
Agents  
Devices  
Downloads  
Agent Updates  
Analytics  
Settings  
Subscriptions  
System

### Downloads

Select components to download for installation at your company

Installable Components	Version	Description/Purpose
<input type="radio"/> Synappx Go MFP Agent *	3.4.1032.0	Supports MFP Scan and Print Release
<input type="radio"/> Synappx Go Display Agent	3.4.1049.0	Supports Content Sharing to Display
<input checked="" type="radio"/> Synappx Collaboration Hub Installer	3.4.53.0	Includes Synappx Go Display Agent(3.4.1049.0), Synappx Go Windows (Link), Pen Software(3.08.212)

\* Note: Set IP scan range to automatically discover MFPs before downloading MFP agent. [Click here](#) to set.

**Download**

### Other Component Links

iOS Synappx Go Mobile App

Download on the App Store

Synappx Go MFP Scan/Print Release and Share to Display features via Apple iOS app

Android Synappx Go Mobile App

GET IT ON Google Play

Synappx Go MFP Scan/Print Release and Share to Display features via Google Android app

### Admin Portal – Downloads - Synappx Collaboration Hub Installer

2. The installation zip file is downloaded to the PC. Extract the contents before proceeding. The package will include the files shown below. Right click the **Setup.exe** file, then select **Run as administrator**.
- Logs
  - Pen Software
  - SynappxGoDisplayAgent
  - Setup.exe
  - Setup.exe.config

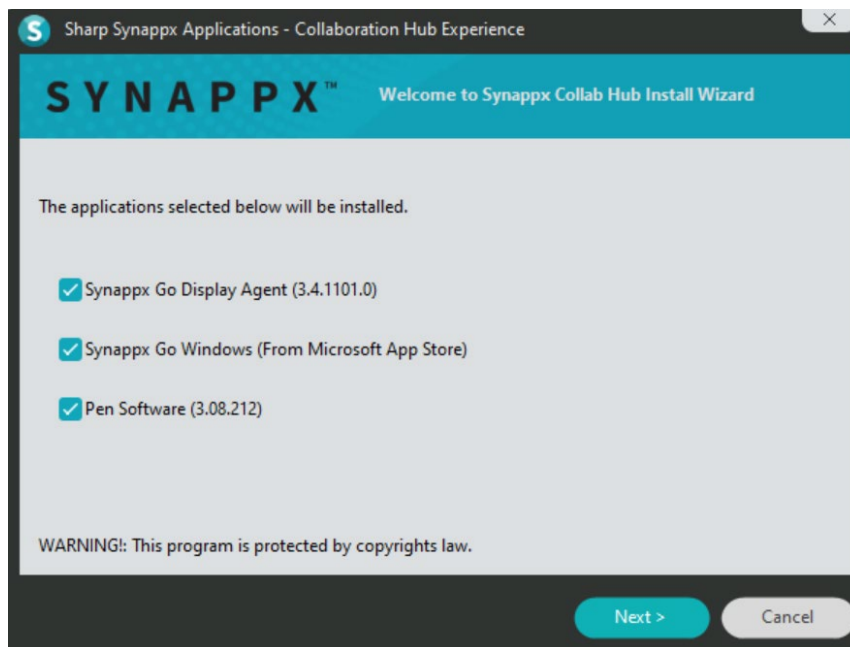
Name	Date modified	Type	Size
Logs	1/20/2023 10:15 AM	File folder	
PenSoftware	1/20/2023 10:13 AM	File folder	
SynappxGoDisplayAgent	1/20/2023 10:13 AM	File folder	
Setup	1/20/2023 10:10 AM	Application	2,809 KB
Setup.exe.config	1/20/2023 10:10 AM	CONFIG File	3 KB

#### List of Installer Files and Folders

- Windows may display a **User Access Control (UAC)** page to confirm your agreement to install the Synappx application. Select **Yes** and the installation wizard launches in a few seconds.
- After a brief check to ensure the installer software has not been modified, the first wizard page allows you to select the Synappx applications to install. Default is to install all three apps for maximum convenience. After you confirm the apps to install, select **Next**.

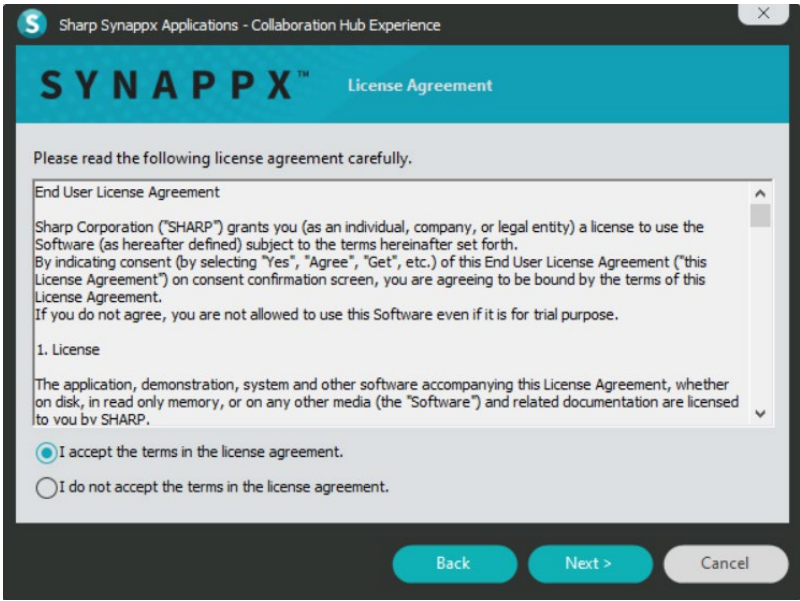
**Note:** By default, all three applications are selected:

- Synappx Go Display Agent
- Synappx Go Windows application (From Microsoft App Store)
- Pen Software



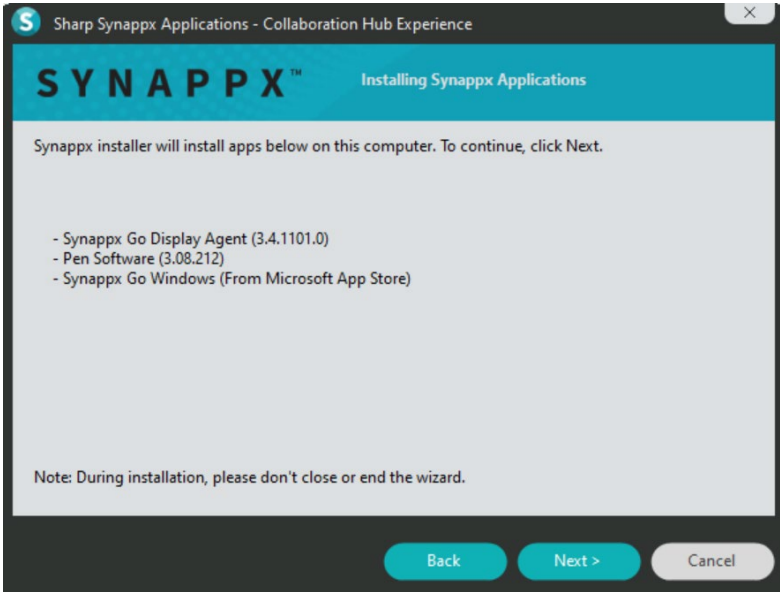
#### Installer Wizard Page to Select Synappx Apps To Install

- Review the **End User License Agreement (EULA)** and select **I accept the terms in the license agreement**. Then select **Next**.



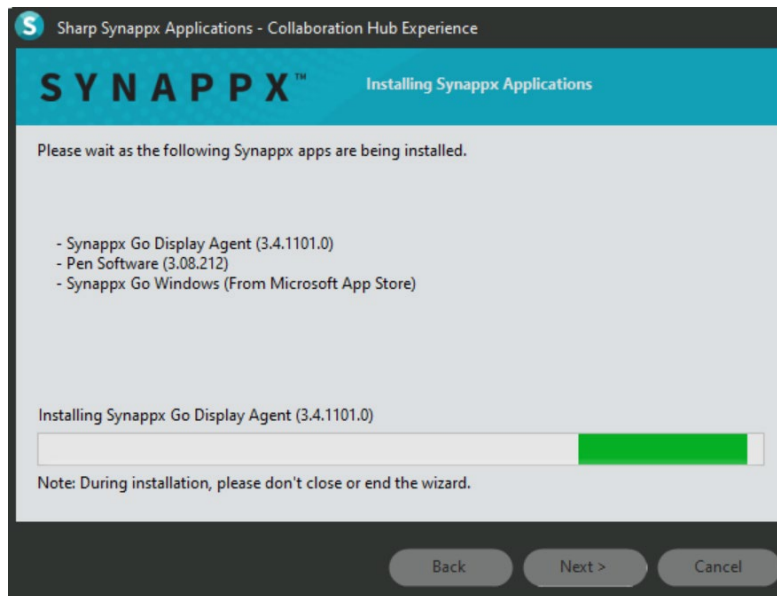
EULA screen

6. Confirm the apps that will be installed and select **Next**.



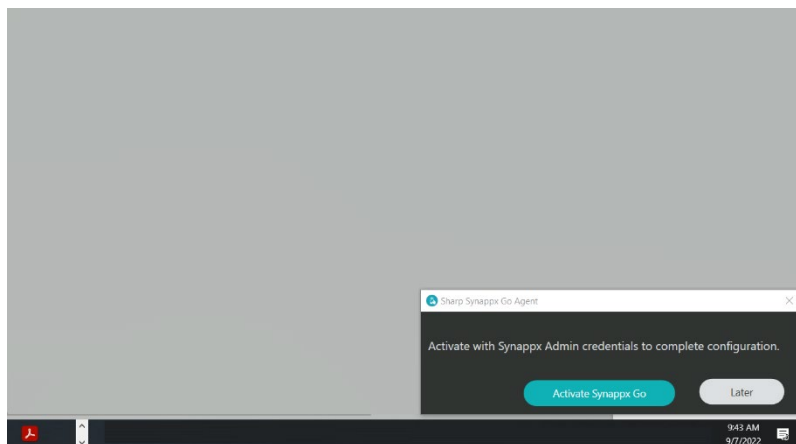
Synappx Collaboration Installer

7. If selected for installation, the Synappx Go Agent and Pen Software applications will be automatically installed. It could take up to several minutes to complete.



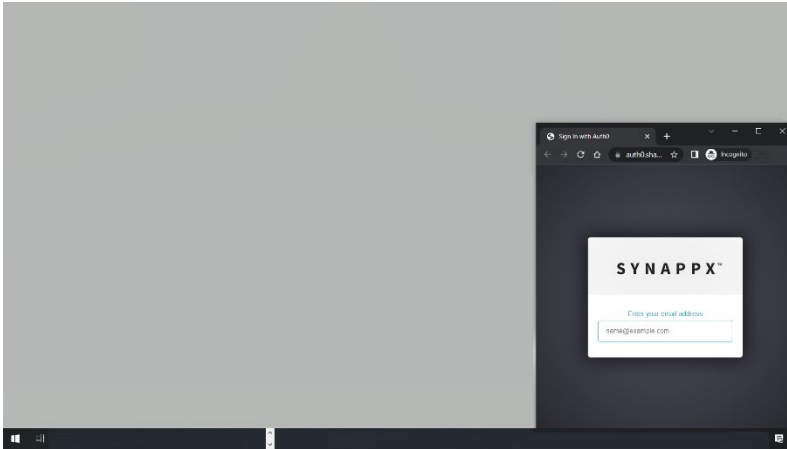
**Installation in Process**

When the **Activate with Synappx Admin** credentials to complete configuration screen appears in the bottom right corner of your display, select **Activate Synappx Go**.



**Activate Synappx Go**

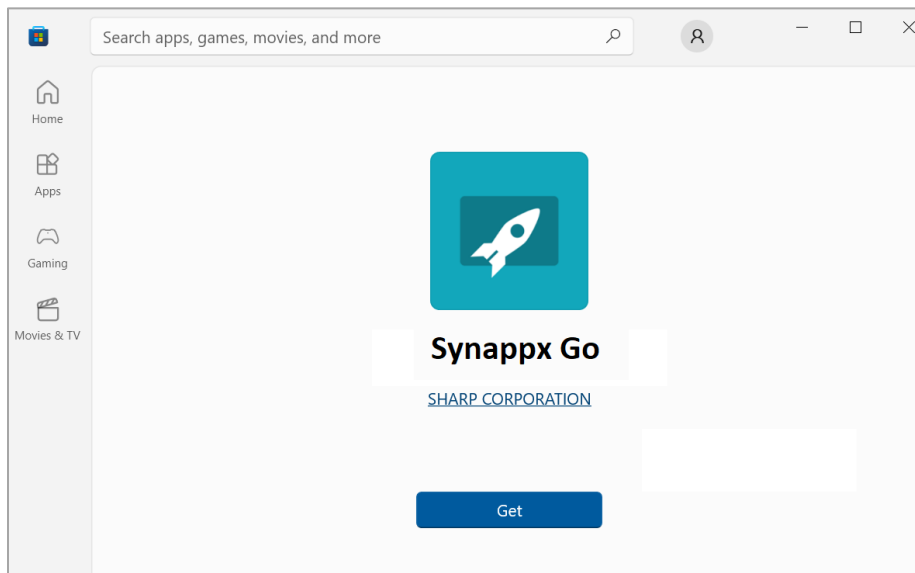
8. Enter your **Admin login credentials** to associate the Synappx agent with your company.



**Synappx Admin Portal Login Screen**

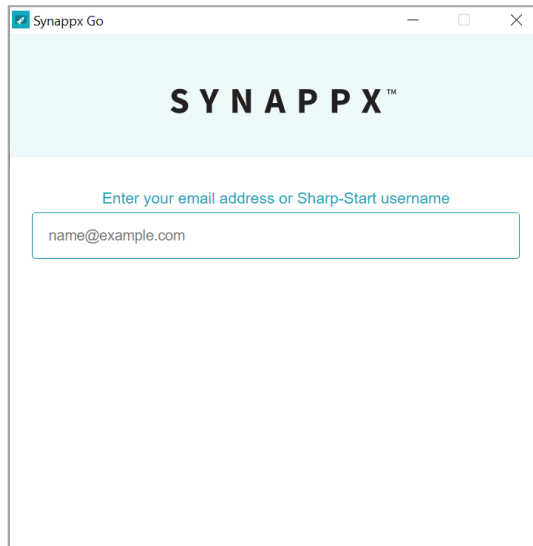
**Note:** If your company has other authentication processes (e.g., Ping), you may need to enter your credentials again. A confirmation dialog will confirm the successful agent activation and association.

9. After the installation of the Synappx Go agent and Pen Software, the **Microsoft Store** app will automatically launch to download the **Synappx Go Windows application** app. Select **Get**. After the download is complete, select **Open**.



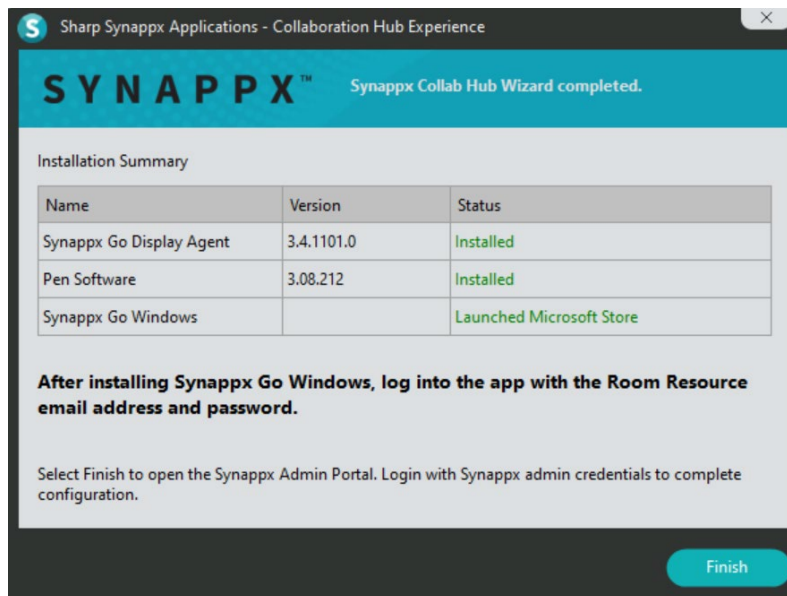
**Microsoft Store Synappx Go Windows application App**

10. Log into Synappx Go Windows application using the resource (room) email and password that will be used for ongoing Collaboration Hub use in that room. (Microsoft 365 only. For Google Workspace, log in is not required.)



Synappx Go Windows application Login Screen

11. The installation wizard shows the final status. Press **Finish** and the **Synappx Admin Portal** log in page is shown for you to associate the newly installed Synappx agent with the licensed workspace. See [Associate a Room Display and Agent to Workspace](#) section for those details.



Install Status

## Install Synappx Go Display Agent on an In-Room PC (Skip if the Synappx Go agent is installed using Synappx Collaboration Installer.)

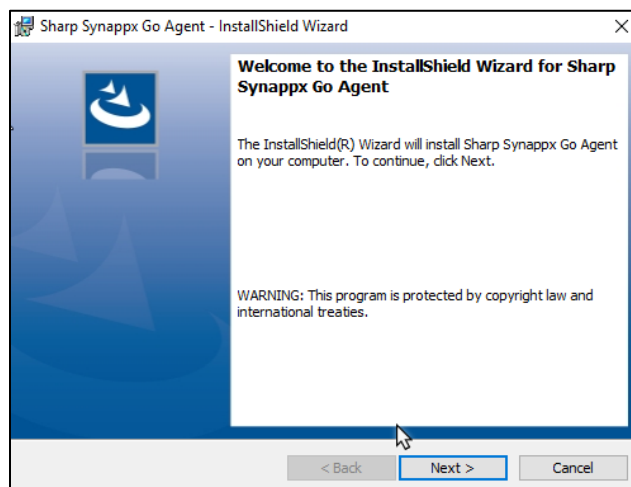
The Synappx Go display agent creates a secure connection to the Synappx Go cloud and manages document sharing to displays. A display agent must be installed on the PC of every display that will be used with Synappx Go. Here is an overview of the display agent installation and configuration:

- The display agent installation starts on a PC (see steps below). Before installation, ensure the prerequisites are met.
  - .NET 4.7.2 or later is required. If not already installed, a prompt will appear to download it during the agent installation. Allow the download.
- The display agent cannot be loaded on the same PC or server as the MFP agent.
- The display device self-registers to the Synappx Go cloud using X.509 certificates.
- The display agent is automatically visible on the Synappx Go Admin Portal.

### Notes:

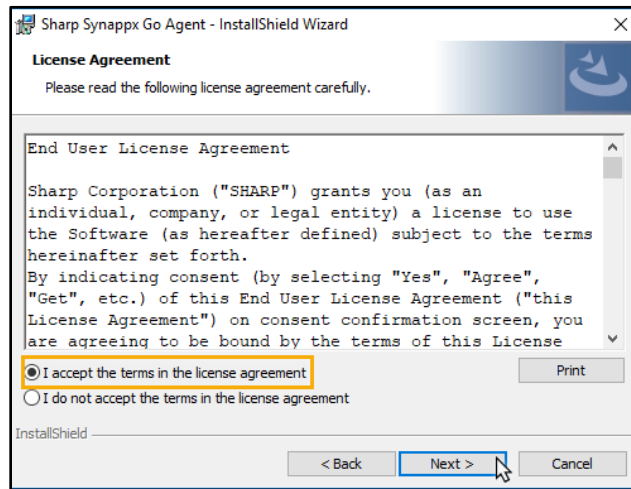
- Prior to installing the agent, an administrator must download the display agent from the Admin Portal to a separate PC. For convenience, you can download the display agent from the Admin Portal once and copy the zip file to any other display computers that will be configured to support Synappx Go. Then, run the setup on each computer, and each will be configured and displayed automatically on the Admin Portal.
- Special characters in the PC name may prevent agent registration from completing. Avoid special characters in the PC name where agent is to be installed.

1. Copy the **Sharp Synappx Go Display Agent.zip** file to a directory on the target display PC or server and unzip it.
2. Double click **setup.exe**.
3. When the **InstallShield Wizard** pops up, select **Next**.



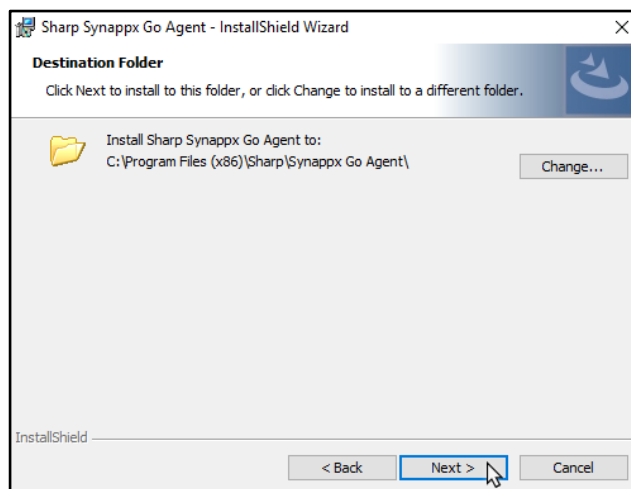
Synappx Go Agent Installer

4. Read the End User License Agreement (EULA) and select **I accept the terms in the license agreement**. If desired, print a copy of the EULA. Then select **Next**.



EULA Screen

5. The **Destination Folder** screen will appear. This screen describes the default target directory for installation. In most instances, the default location is the preferred location. To override the default, select **Change** and select the desired folder. Then select **Next**. To use the default location, select **Next**.



Installing Synappx Go Agent

6. The installation process will begin; it could take up to several minutes to finish.
7. When the InstallShield Wizard Completed screen appears, select **Finish**.

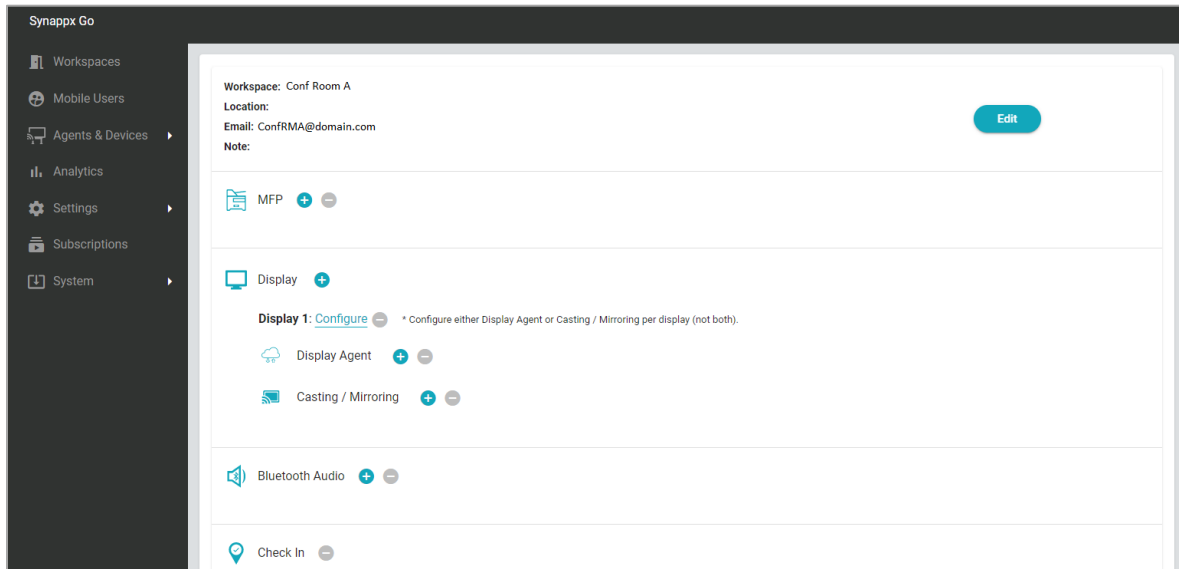
The Synappx Go display agent will automatically connect to the Synappx Go cloud hosted on Microsoft Azure and complete the agent provisioning, including the use of X.509 certificates. The display is now ready to be assigned to a workspace on the Admin Portal.



## Associate a Room Display and Agent to Workspace

After successful install the Synappx Go display agent on the in-room PC, now you can map the agent to a display in the target workspace. Navigate to Synappx Go **Workspaces** page on the **Synappx Admin Portal**.

1. Select the target workspace and the **Workspace Configuration** screen appears. In the **Display** section, select the **Display Agent** plus icon **+** to add a display agent.



Synappx Workspace Page

### Note:

A display can only be assigned to one workspace at a time (i.e., it will not show in the available display list after being assigned until removed from the other workspace).

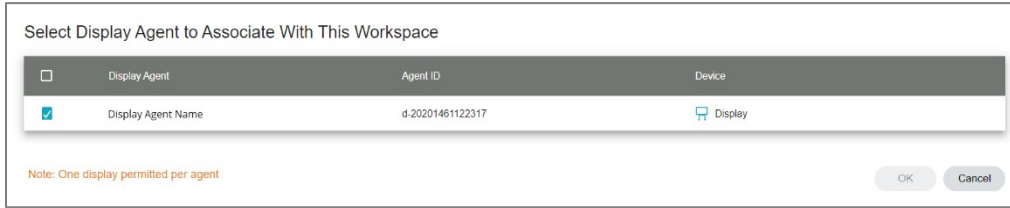
The **Workspace Configuration** screen includes:

- Workspace Name, Location, Email, Note, and Edit button
- MFP, Display, Bluetooth Audio, and Check In sections

The **Display** section includes:

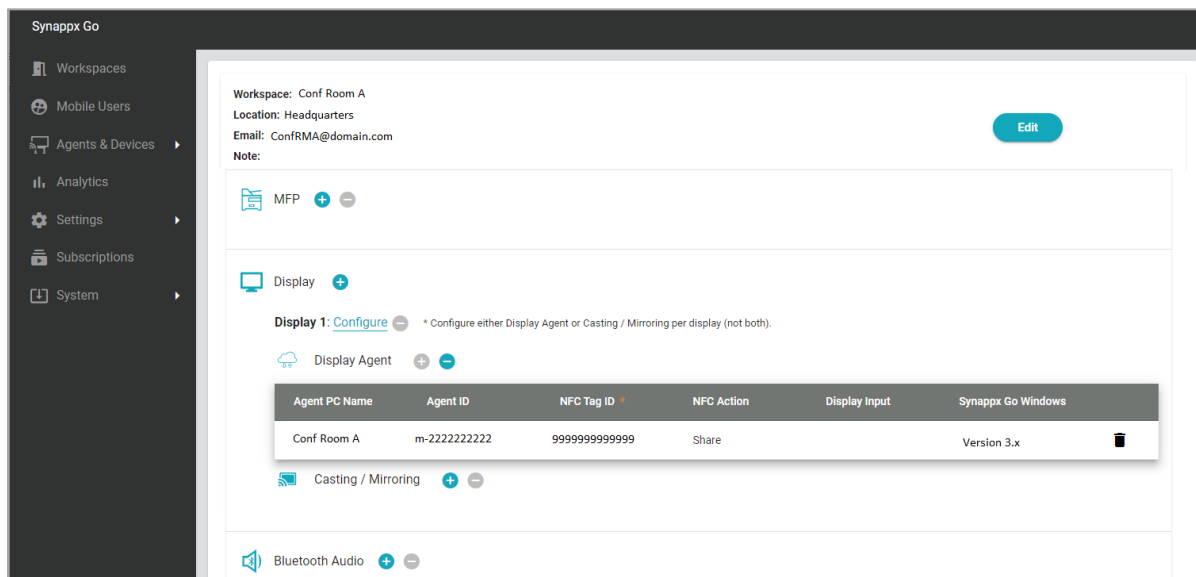
- Display number, name, plus (add) and minus (remove) icons
- Display Agent plus (add) and minus (remove) icons
- Casting / Mirroring plus (add) and minus (remove) icons

2. Select the installed agent (PC name will be displayed) to assign and select **OK**.



### Agent Selection

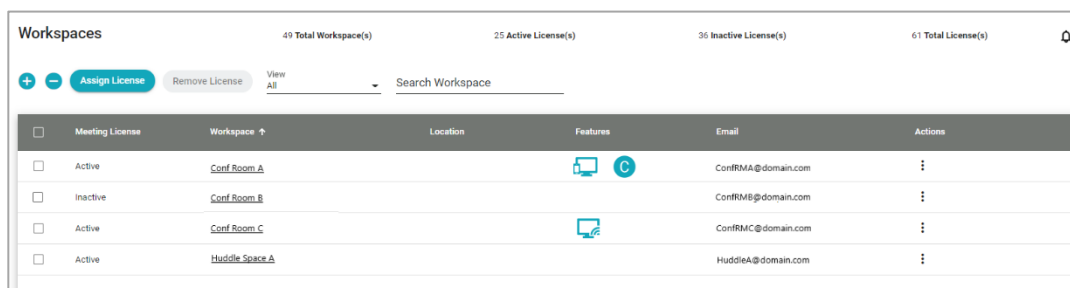
- Your workspace will now list the associated display agent in the **Display** section of the **Workspace Configuration** screen.



### Agent Mapped

If you wish to achieve auto-input change, enter each display input used for the in-room PC and IP address of the display's network board. Select **Configure** and enter nickname for the display and IP address of the device NIC card (static IP) and the port used to communicate with the display (default 10008).

Once the workspace configuration is completed, including NFC tag mapping, display configuration (IP address for the display NIC) and Synappx Go Windows application installation, you will see the **C** icon under Features on the **Workspaces** screen.



## QR Code and NFC Tags

Users have an option to start a meeting by simply scanning QR code or tap NFC using a mobile device. The QR code is generated automatically on the Synappx Go Windows app on a room display and the code is refreshed per meeting for meeting security.

Optionally, users can use the NFC tag to start a meeting. By associating the NFC tag with the workspace, users can start a meeting at the workspace by simply tapping the NFC tag with their smartphone.

Once you have displays to a workspace, use the Synappx Go app to associate NFC tags with MFPs, displays, check-in locations, and assigned workspaces.

**Note:** Existing Synappx mobile users need to update the Synappx app to v3.1 and re-log in to proceed with NFC tag setup and other mobile uses.

### iOS

1. Download Synappx Go from the Apple® App store.



[Link to Apple Store](#)

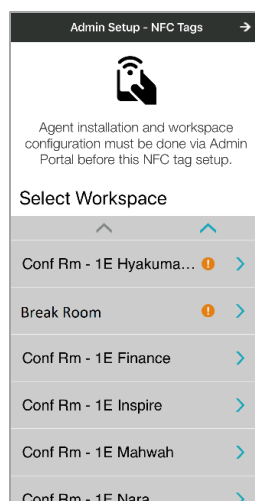
### Android

1. Download Synappx Go from the Google Play™ store.

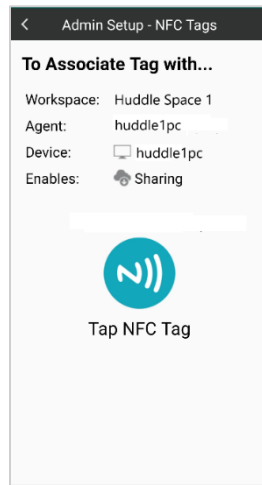


[Link to Google Play](#)

2. Open the Synappx Go app. When prompted, enter your Microsoft 365 or Google Workspace credentials and accept the permissions request. The sign-in information only needs to be entered the first time you sign in to the app unless you change your password, log out, or do not use the app for 30 days.
3. The **Select Workspace** screen will appear. All configured workspaces will display. Select a workspace.



4. A list of devices and a check-in option will appear below the workspace. Select a device or select **the display agent**. An exclamation mark appears next to the available MFP or display to be set up. You can sort by workspace name or by workspaces requiring NFC tag setup. Check-in can be configured for any workspace.
5. Confirm the workspace information is correct. Then, tap a new NFC tag to associate the tag with the display.



**NFC tag mapping**

You will see a notification upon successfully associating the device. Repeat for all other workspaces. After configuration, the NFC tag ID for each configured device will automatically appear on the Synappx Go Admin Portal workspaces page.

## Install Synappx Go Windows Application

(Skip steps 1-8 if the Synappx Go Windows app is installed using Synappx Collaboration Installer).

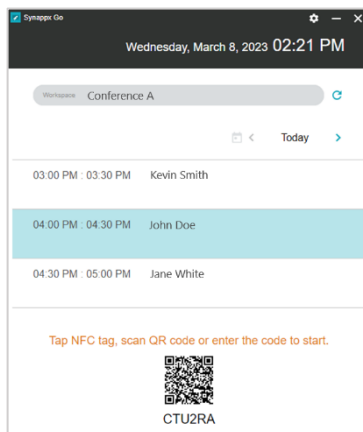
Synappx Go Windows application is designed for both laptop and in-room PC on a display. Synappx Go Windows application is available via the Microsoft Windows Store.

### Notes:

- Some organizations add restrictions to Microsoft 365 or Google Workspace accounts. Ensure users have permission to download apps from the Microsoft® Store.

Download Synappx Go Windows application to in-room PC from the Microsoft® Store.

1. Open the **Microsoft Store** app.
2. Type **Synappx Go Windows application** in the Microsoft Store **Search** bar.
3. Select the Synappx Go Windows application app.
4. The app description page will open. Select **Get**.
5. The app will begin downloading. Accept the download if a dialogue box requests permission. After the download is complete, Synappx Go Windows application will open automatically.
6. Log in to the Synappx Go Windows application using the meeting room resource account. The Synappx Go Windows application is automatically set for Workspace mode. (MS 365 only. For Google Workspace, login is not required)
7. Synappx Go Windows application displays a meeting list for the resource. (Microsoft 365 only). It also displays a QR code for users to start a meeting. The QR code is refreshed at every meeting end to help ensure meeting security and privacy.



**Meeting List**

After a complete configuration, when a user taps the NFC tag, a meeting is automatically started and displays the timer.

1. Tap an NFC tag or scan QR code
2. The Synappx UI on the display changes to the meeting room timer.
3. The UI can be expandable to gain more information.

## Install Client Applications on In-Room PC

To fully enjoy Synappx features, it is recommended to install the following client applications:

- **Microsoft Office Application**

When documents are opened in the web browser, limitations would apply, such as no remote operation capability. It is always recommended to open documents using the client applications (additional Microsoft license may apply).

- **Chrome and Edge Browser**

Install the latest Chrome and Edge browser.

- **Web Conference Client Application**

To include as many users as possible, it is best that the client applications for every web conference application Synappx hub supports are installed. These are listed below:

Supported Web Conference Services	
The following web conference services are supported for auto-start	*When the web conference is started with its client application. Auto-meeting end using web browser-based meetings are not supported.
<b>Microsoft® Teams</b>	<ul style="list-style-type: none"><li>• Client app – Full support</li><li>• Web browser (join as a guest), screen share is not automatic</li><li>• Ad-hoc meeting supported for the MS 365 environment</li></ul>
<b>Zoom</b>	<ul style="list-style-type: none"><li>• Client app - Full support</li><li>• Ad-hoc meeting supported</li></ul>
<b>Google Meet™ (end meeting not supported due to its browser-based nature)</b>	<ul style="list-style-type: none"><li>• Web browser Only (join as a guest)</li><li>• Ad-hoc meeting supported for the Google Workspace environment</li></ul>
<b>GoToConnect</b>	<ul style="list-style-type: none"><li>• Client app (join as a guest)</li><li>• Web browser (Join as a guest)</li><li>• Ad-hoc meeting is not supported</li></ul>

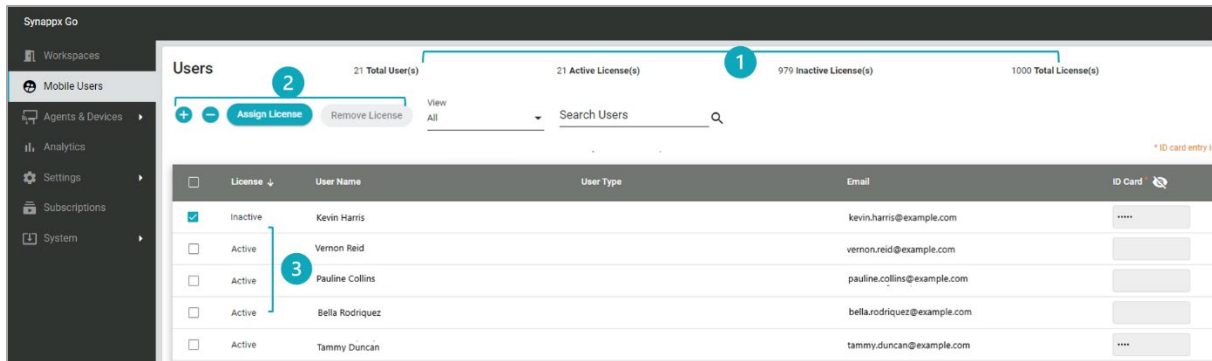
The best experience is achieved via client application installed on the in-room PC. When the web conference is joined as a guest, other participants are required to admit the display device to join the meeting.

- **Sharp Pen Software**

Sharp Pen Software helps collaborate and engage with attendees. Using Synappx Go application, when installed on the in-room PC, the Pen Software application can be opened and controlled remotely by Synappx Go mobile application. All actions are also shared with remote audiences.

## Add Users and Assign Licenses

The Admin Portal (Synappx Go section) Users page allows you to manage the users in your organization who access Synappx Go features on the mobile application.



**Synappx Admin Portal User Management Screen**

You can assign and remove licenses to and from users on this page:

1. License status
2. Add/remove users, assign/remove license
3. License assign status per user

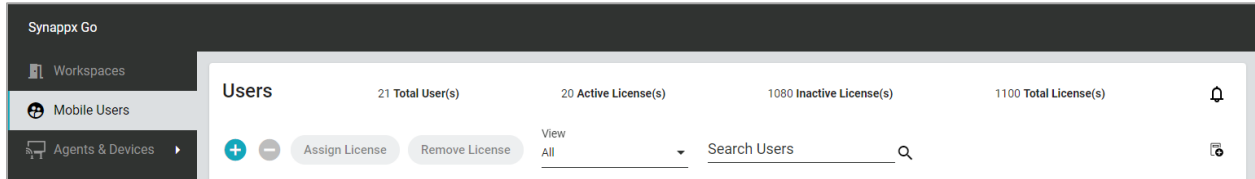
Optional: Add user ID card numbers if MFPs are “locked” by PaperCut MF or Native Authentication. Guest users (who are frequently at your company) can also be invited to be Synappx guest users.

Synappx admins can add any user within Azure AD or Google Workspace (if the Google Workspace account permits). If there are multiple Synappx tenants within the same Azure AD, each domain can only be associated with one account at a time.

## Add Users

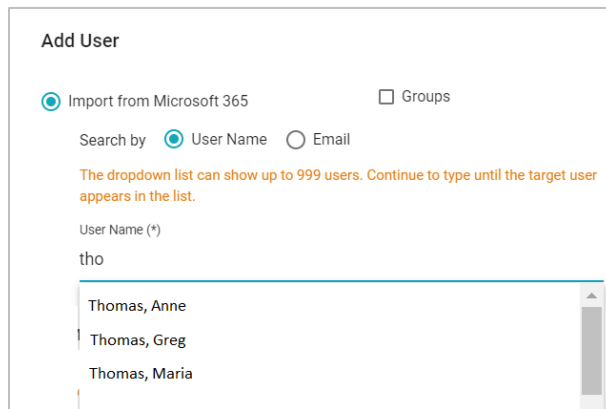
Images show Microsoft 365 as an example.

1. Go to the **Mobile Users** page and select the plus icon (+).



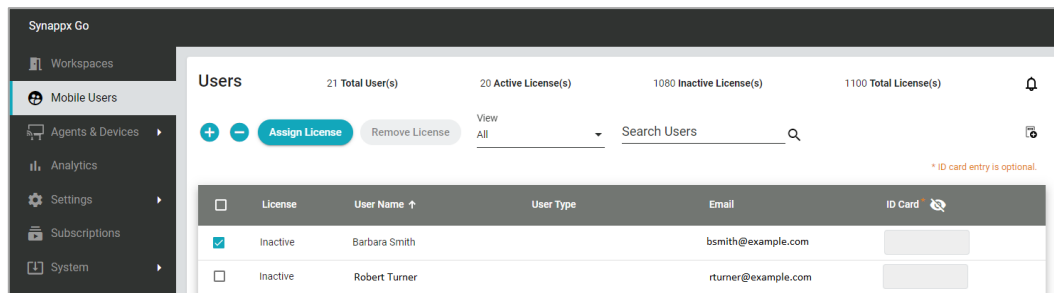
User Page

2. Add User window opens. Type a few characters in the **User Name** field. Microsoft 365 or Google Workspace users will populate the dropdown list. Select the user from the list, then select **Save**. You can also search users by email address by first selecting **Email** and following the same process.



Add User from Directory

3. Groups of users may be added using the same procedure by first checking the **Groups** box. Repeat until all desired users are added. Users appear as inactive on the **Mobile Users** page.

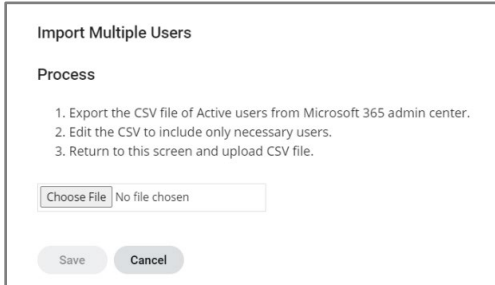


Import Users via .csv File



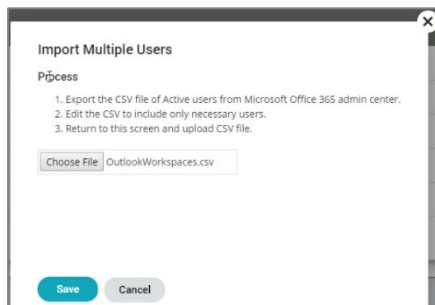
Images show Microsoft 365 as an example.

1. Select the **Add Multi-Users** from the **Add User** window.
2. The **Import multiple users** window will appear. Follow the **Process** guidelines. The file has a maximum of 50 users and 500KB.



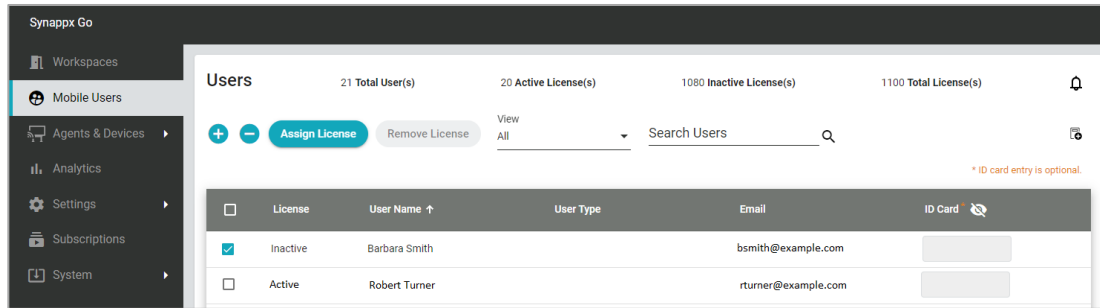
**Note:** The selected file must be a **Microsoft Excel Comma Separated Values File**.

3. Select **Choose File**. Choose the .csv file from the document library. Then select **Open**.
4. The uploaded file will appear in the **Process** pop-up window. Select **Save**. Users in the .csv file will be added to the **Users** list on the **Mobile Users** page.



## Assign Licenses

From the **Mobile Users** page, check the box(es) of the user(s) to license and select **Assign License**.



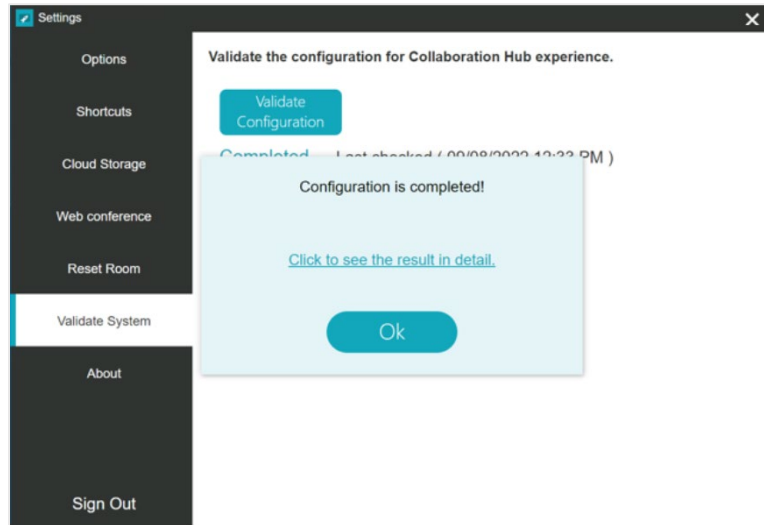
### Assign License

License status will change to **Active**. Newly licensed users will receive automatic notification emails with instructions to download and set up the Synappx Go mobile app.

Note: Users can further be configured for “check in” features as well as mobile ID card authentication via rf IDEAS BLE (Bluetooth) reader for MFPs. For more details, refer to the separate Synappx Go Administrator Guide.

## Validate Installation

To ensure the Synappx Go is configured properly, you can validate installation and configuration using the **Validate System** option within the **Synappx Go Windows application Settings**. (Available for Microsoft 365 only)

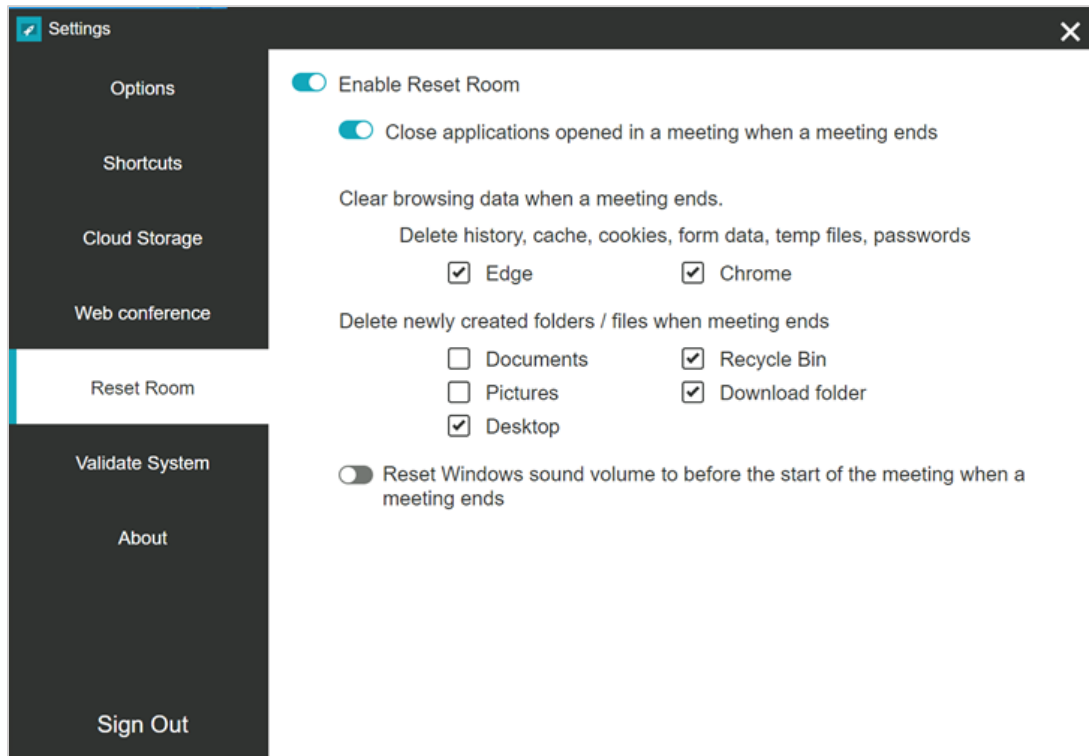


**Synappx Go Windows application Validate Configuration**

Once it is selected, Synappx Go will check all components necessary to deliver Synappx Go launch on display features. In case of errors, select **Click to see the result** in detail for further troubleshooting.

## Reset Room

Optional Reset Room settings help enhance security after each meeting by removing newly added files and folders in the specified locations.



Reset Room Settings

When it is enabled, Synappx will reset the room for the next meeting. The following actions are performed:

### Close applications

All applications will be closed, including browsers. Any unsaved files will be deleted.

### Delete folders and files

Files and folders created during the meeting will be deleted only from the selected folder(s).

### Clear browser data

Browser data - including history, cache, cookies, temp files and passwords -will be deleted.

NOTE: When “clear browser data” is enabled, this will remove any saved credentials (such as Google Meet credentials), which may impact one-tap to start meetings.

## In-Room PC Security

The **In-Room PC Security** setting within the **Synappx Go Windows application - Settings** helps secure and control the meeting in-room PC by providing access to Windows security settings.

To enable **In-Room PC Security**:

From the **Synappx Go Windows application - Settings – Options**, select **Fullscreen Mode** and then restart the in-room PC.

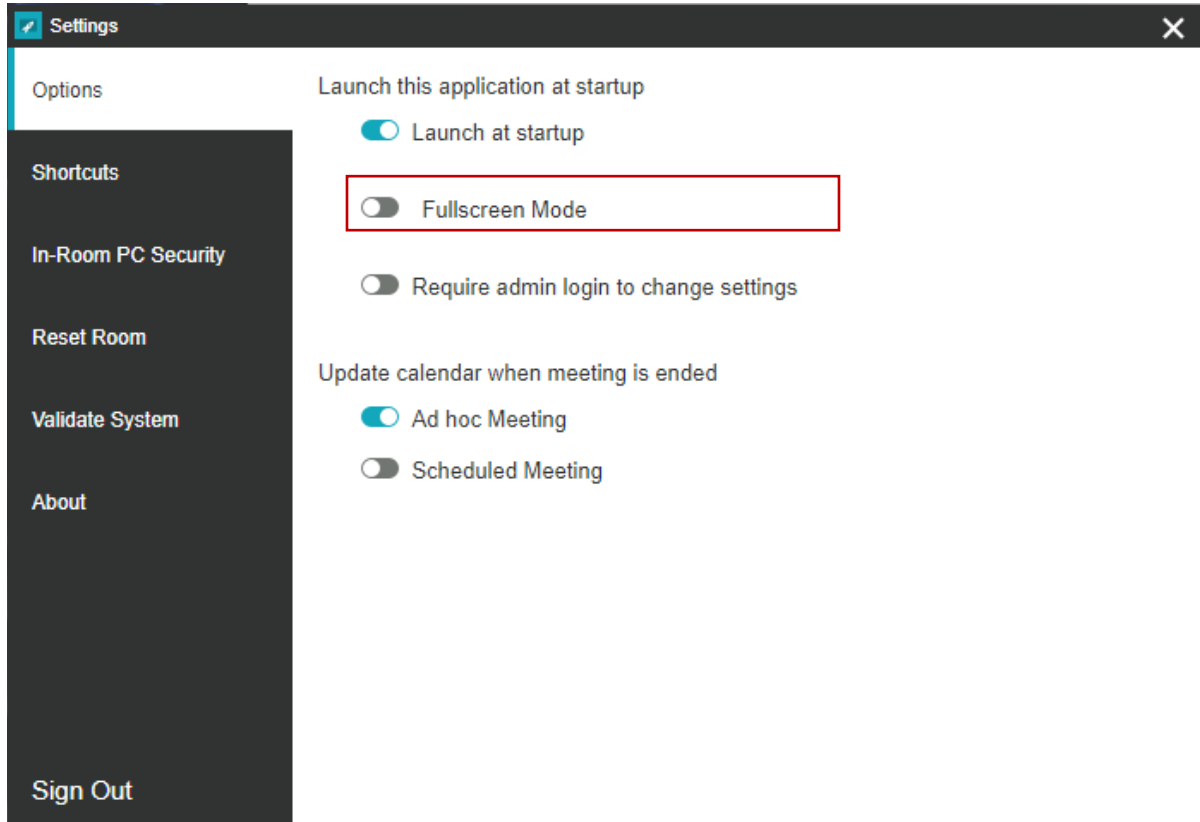
Note: It is required to restart the PC to take the settings or changes in effect.

### Available Windows Security Features

Category	Setting	Description
Applications	Install MSI applications	Allow execution of msi files.
	Uninstall applications	Allow execution of msi files.
	Access Windows AutoRun	Allow AutoRun.
	Access Task Manager	Allow task manager to start.
Desktop Access	Task Bar	Taskbar access. When disabled, an alternate taskbar is displayed that allows users only to access running applications.
	Windows Search	Search function of Windows when taskbar is available.
	Action Center	When taskbar is available, users can use the Action Center function of Windows.
	Show Desktop Icons	When taskbar is available allow users to click the right edge of the taskbar to show desktop.
Windows Security	PC shutdown	Allow users to shutdown this PC.
	PC sleep	Allow users to sleep this PC.
	PC hibernation	Allow users to hibernate this PC.
	Switch Windows user	Allow users to switch the windows user account.
	Lock	Allow users to lock this PC.
	Sign out	Allow users to sign out this PC.
Windows Settings	Restart	Allow users to restart this PC.
	Access Windows Settings	Allow users to change Windows settings using Settings app and Control Panel.
	Change registry	Allow the Registry Editor to start.
	Change Password	Allow Windows account password changes.

## Require Admin Login to Change Settings

IT administrators can restrict access to the Synappx Go Windows application settings by selecting the **Require admin login to change settings** toggle



Synappx Go Windows App Settings

## Applications

Installed Windows application access can be controlled. In the Application section, all installed applications on the PC will be listed. Select applications that users are allowed to access. When the full screen mode is turned on and In-Room Security are enabled, users can access only the applications selected by administrator.

## Full Screen Mode

The **Fullscreen Mode** within the **Synappx Go Windows application - Settings - Options** helps simplify and control the meeting experience for users and IT administrators.

When you select **Fullscreen Mode** by tapping the toggle and then relaunching the PC, you will see the Synappx application in full-screen mode.

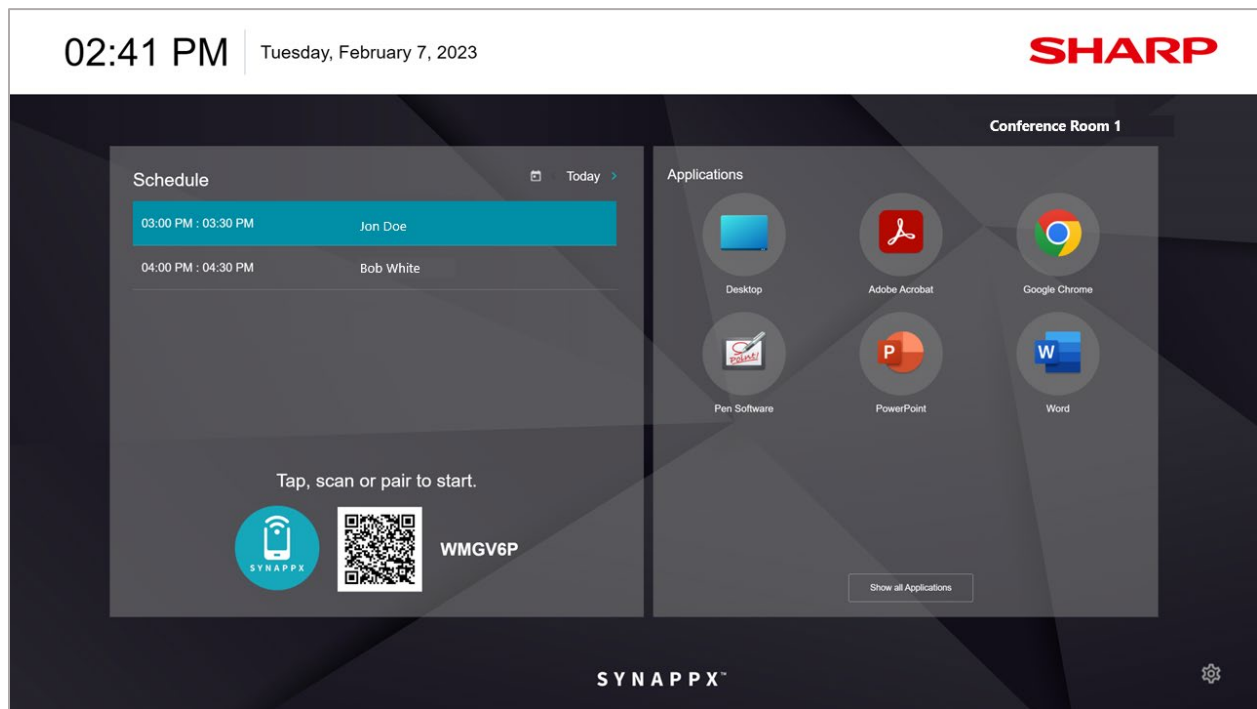
The screen consists of two sections:

### Schedule

- A list of meetings scheduled in the workspace (The option to display only the next meeting is available in the settings.).
- Users can start a meeting by tapping the NFC tag (when configured), scanning a QR Code on their smartphone, or entering the code from their laptop (Launch on Display).

### Applications

- The selected applications by the IT administrator will be displayed to provide convenient access while preventing unwanted access to other installed applications.



Full Screen Mode

## Screen Customization

Users can customize the **Fullscreen Mode** look and feel by changing the background image or color to help personalize the experience and increase user engagement.

Setting	Description
Room Name	Change the room name that appears on the home screen.
Logo image	Change the logo image displayed on the home screen.
Background image	Change the background image of the home screen.
Show images in a folder every O hours	Rotate images in the specified folder at the specified time and displays them as background images. The time can be set to two decimal places. (Example: 0.25 hours = 15 mins)
Font color	Change font color.
Section color	Change background color.
Transparency	Change the transparency of the section color on the home screen.
Show next meeting only	Only the most recent scheduled entry is displayed in the meeting list.



## Synappx Go Client Setup (For Users)

Synappx Go application for users is available from App Store for iOS and Google Play for Android smartphones, Windows application from the Windows Store for laptop users. Please note that NFC capability varies per smartphone, and that not all phones can detect NFC tags.

Note: The mobile app needs to be updated to V3.2 or later. If you have an older Synappx Go application than V3.0, uninstall and reinstall the app. It is always recommended to update the mobile app to the latest version to access new features and benefit from other improvements.



iOS Link to App Store



Android Link to Google Play

Once users install the app, they will need to log in to the Synappx Go application using their normal Microsoft or Google Workspace email address. Please note that users will see “Without Login” option on the mobile app. This is designed for the free version of Synappx Go, which only allows devices to connect to Sharp MFPs.

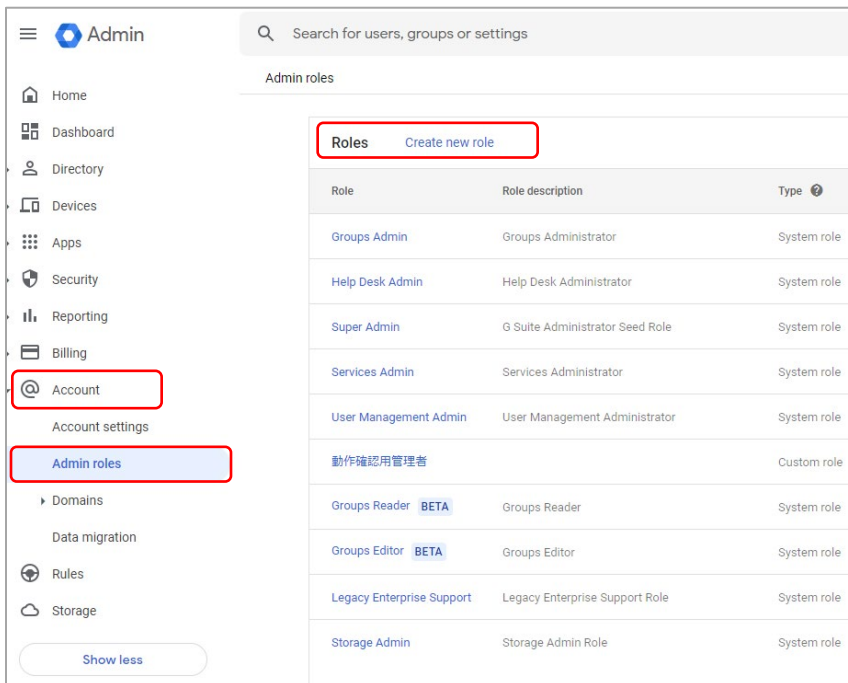
Once the licensed user has logged in, mobile users will be guided through a wizard to set up access to their cloud storage files and set their preferences for other Synappx Go features.

For facilitated trouble shooting in case of errors. Optionally, users can capture the mobile application log (default ON) sent to the Sharp Synappx Support. The log data only includes the application event logs, not personal information stored and accessed on the phone. These settings are found in the **Diagnostics** section under **Settings** on each Synappx Go mobile application.

# Admin Portal for Google Workspace™

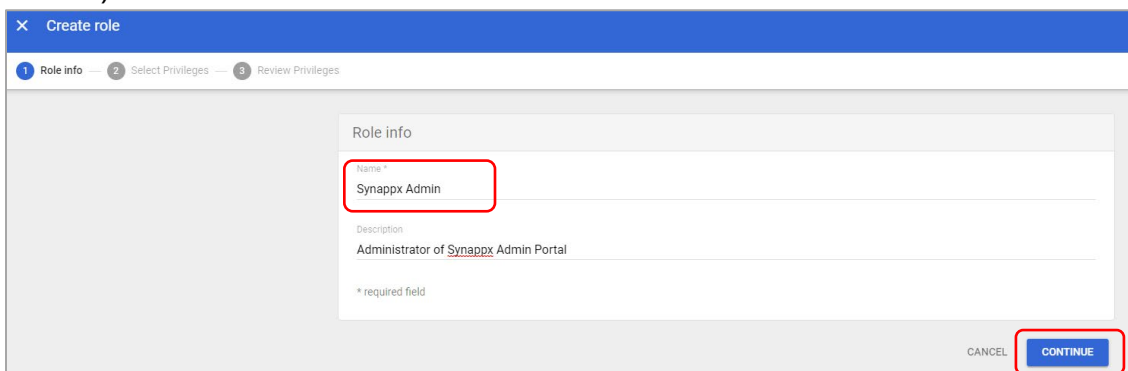
Before logging in to the Admin Portal, follow the steps described in the second welcome email to allow Synappx to communicate with your Google Workspace instance. This includes creating a custom scope for Google users who also need to configure or manage Synappx. The steps are shown below.

1. Select Google Workspace as your cloud service provider in the initial welcome email.
2. Upon receiving the second welcome email, follow the instructions to set up your Google Workspace Admin Console to communicate with Synappx.
3. In Chrome or Edge web browser, go to [admin.google.com](https://admin.google.com).
4. On the left menu, select **Account**. Select **Admin roles** and **Create new role**.



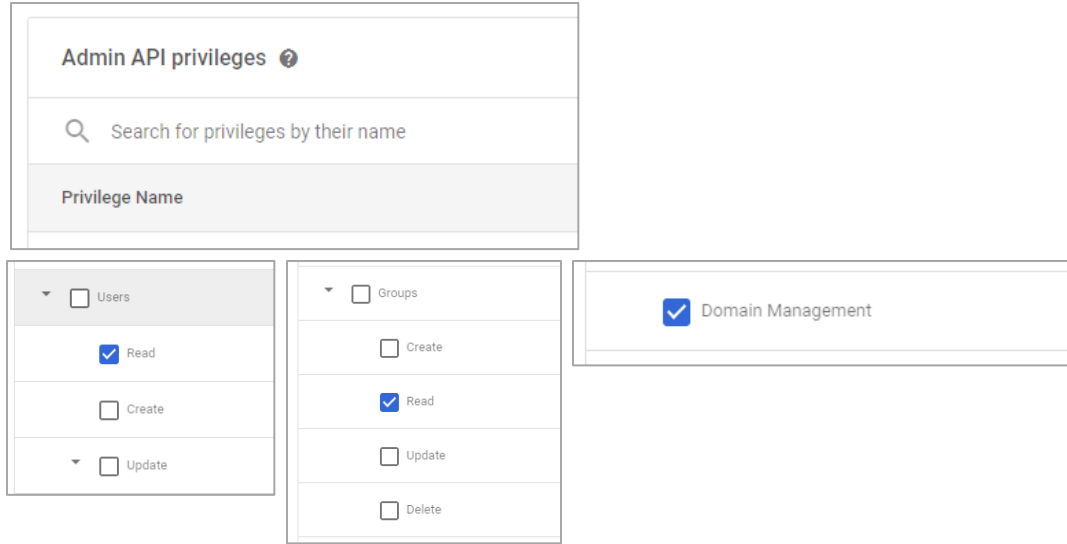
Google Workspace Admin Account Screen

5. Enter custom role name (e.g. **Synappx Admin**) under **Role info**, add a description (if desired) and select **Continue**.



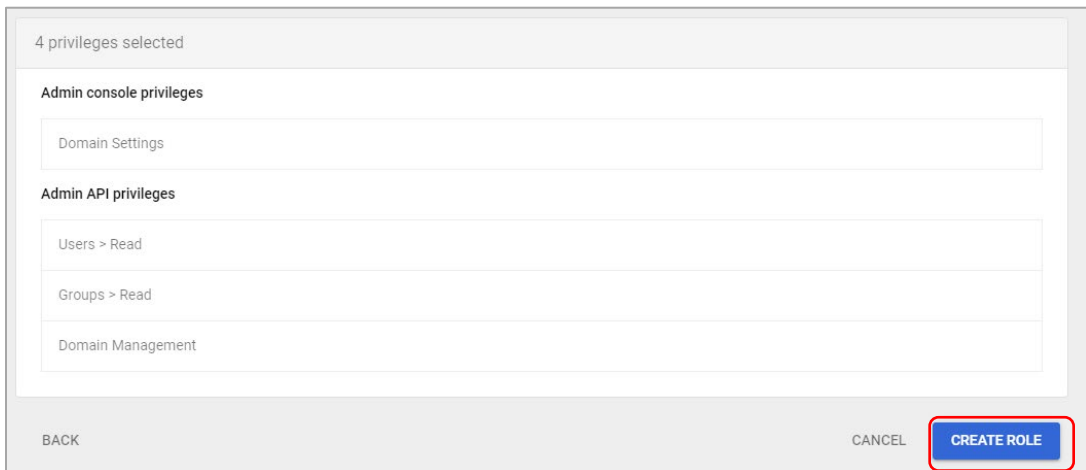
Role Information

6. Scroll to **Admin API privileges**, scroll down or search to find three privileges below, configure as shown and select **Continue**.
  - a. Enable **Users, Read**.
  - b. Enable **Groups, Read**.
  - c. Enable **Domain Management**



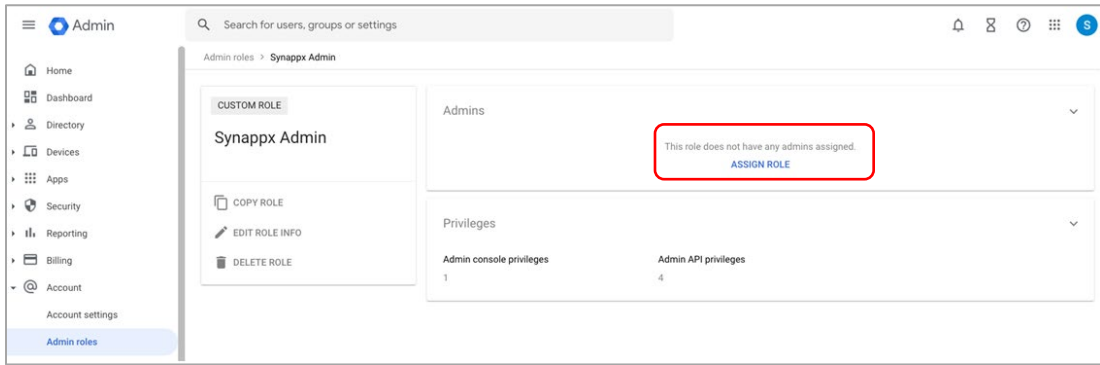
**Admin API privileges**

7. Select **Create Role**.

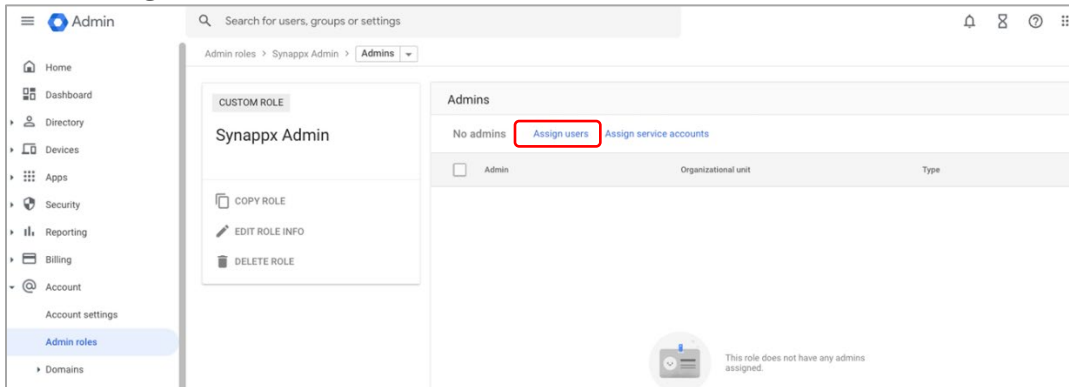


**Role Creation**

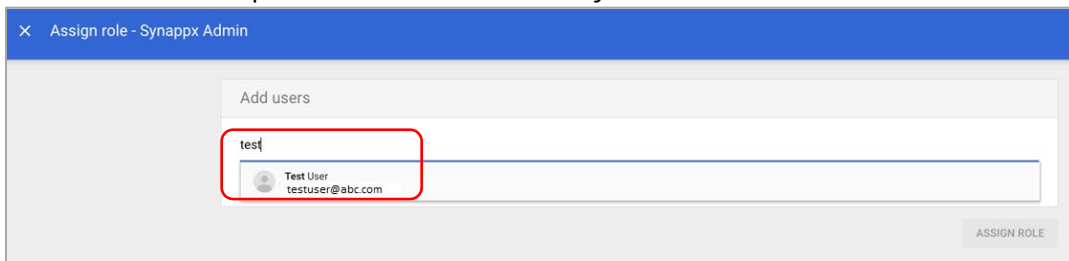
8. On the left menu, select **Account**, then **Admin roles**. Select the new custom role name (e.g. Synappx Admin), then click on **Assign Role**.



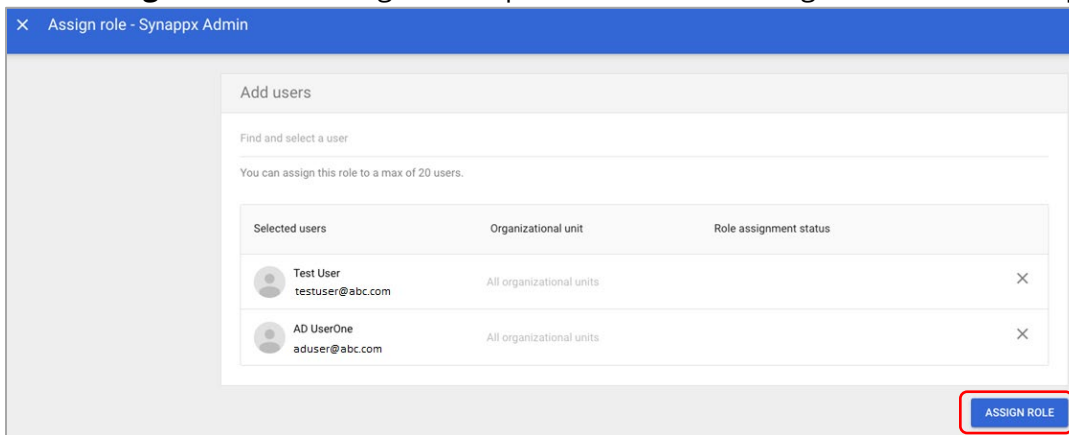
9. Select **Assign Users**.



10. Type a few characters for each user name you want to add for this custom role, select name from the dropdown and continue until you've added all the users.



11. Select **Assign Role**. The Google Workspace custom role configuration is now complete.



12. Open the Synappx Admin Portal [Synappx Admin Portal](#). In the left side menu, navigate to **Settings/Admin Users** and use **+** to add additional admins from the newly created Google custom role. See [Add Administrators \(Recommended\)](#) section for details.

Below is a summary of capabilities and limitations for the three types of Google users. Additional Synappx Admin Portal features not shown in the table are supported for all.

Synappx Admin Portal Features	Google Workspace Administrator	Google User with Custom Role	Google User without Custom Role
Domain Page	Yes	Yes	No
Admin User Import	Yes	Yes	Yes
Workspace Import (individual)	Yes	Yes	Yes
Workspace Import (Group)	Yes	Yes	Yes
Mobile User Import (Individual)	Yes	Yes	Yes
Mobile User Import (Group)	Yes	Yes	No

**Notes:**

- A Google User Without Custom Role added as an Admin to the Synappx Admin Portal will have more limited ability to some features and will receive an error message if attempting to access.
- If prior to using Synappx Go v3.4, you imported recommended scopes to support Synappx Go via a service account, delete those before proceeding with custom role creation.

## Cast Your Laptop Setup and Configuration

Follow the steps 1-3 in the Launch on Display configuration steps to setup workspace then configure casting devices in each workspace. If a workspace has multiple displays or display devices, automatic input switch is an additional configuration option.

### **Note: MirrorOp for Sharp Client Sender Application**

Synappx Go no longer supports the MirrorOp for Sharp client sender application. Switch the casting/mirroring environment from MirrorOp for Sharp to Barco's MirrorOp. Barco's MirrorOp is downloadable at no cost to Synappx users. Download MirrorOp from Barco [here](#).

## Register Devices

Once a workspace is licensed, register devices for auto-casting. Up to four casting and display devices can be configured per workspace.

Select a workspace on the Workspaces page. The workspace configuration page will appear.

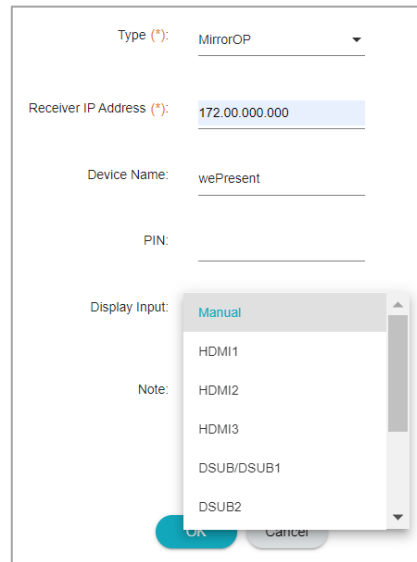
**Casting/Mirroring:** Select **Configure** to set up casting/mirroring receiver information (e.g., IP address, receiver PC name). This enables automatic casting when a user starts a meeting in the workspace. Up to four casting receivers can be added. The input connection for the receiver is also defined here for automatic input switch. Select **+** to add more devices.

**Audio:** Select **Configure** to set up Bluetooth audio device information (e.g., unique device address, device name). This enables an automatic connection to a Bluetooth audio device when a user starts a meeting in the workspace.

## Register Casting/Mirroring Receivers

1. Select the workspace.
2. In the **Casting/Mirroring** section, select **Configure**. The **Cast Device Information** screen will appear.
3. Choose a receiver application. For wePresent devices, the sender app must be MirrorOp.
4. a. Barco's **MirrorOp or ClickShare**
  - i. Enter the **static IP address** of the receiver and add a **PIN** (personal identification number) if a static PIN is used for the receiver.

- ii. Set the **Display Input** for auto-input switching (optional). Synappx Go will switch the display's input to the selected setting. When users start casting their PC using Synappx Go, the input will change automatically, eliminating the need for the user to change the input on the display device.



**Display Input**

#### b. **Miracast or Google Cast**

- i. Enter the receiver **PC name** and **PIN** (when a static PIN is used). The PC name\* can be obtained or changed at the receiver device.
- ii. Set the **Display Input** for auto-input switching (optional). Synappx Go will switch the display's input to the selected setting. When users start casting their PC using Synappx Go, the input will change automatically, eliminating the need for the user to change the input on the display device.
- iii. Select **OK** to save the settings.

\*For Windows 10 Shuttle PCs, go to **Settings > Projecting to this PC** to obtain the PC name.

### Register Bluetooth Audio

There is an option to map a Bluetooth speaker/microphone for the auto-connect audio experience.

1. Select a workspace from the **Workspaces** page.
2. In the audio section, select **Configure**.
3. Select **+** to add a device. The **Add Audio Device** dialog box will open.

**Note:** It is recommended to use the same device name found in the device properties.

4. Enter the required information and select **OK**. If you do not know the device address, go to the next section, **How to Obtain Bluetooth Device Address**.

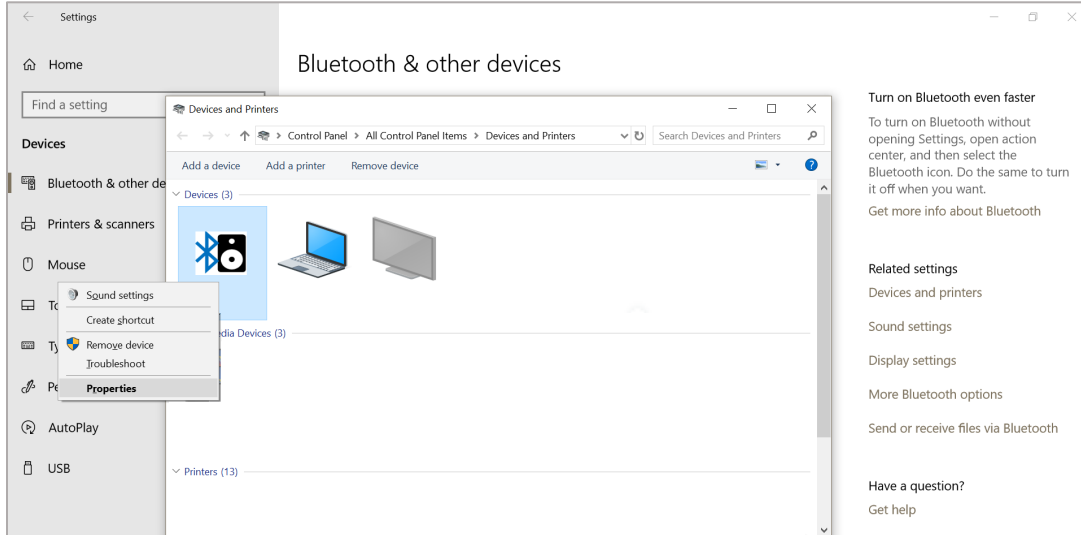
**Add Audio Device**

### How to Obtain Bluetooth Device Address

The device address is used as a unique identifier preventing users from connecting another audio device with the same name.

To identify the audio device address:

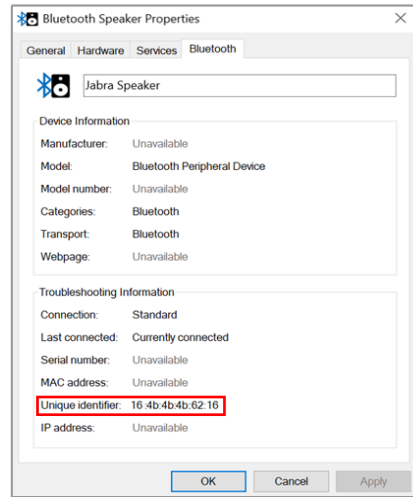
1. Connect the audio device to a Windows PC.
2. Go to **Settings > Devices and Printers**.



**Bluetooth Devices**

3. Right-click the device to open **Properties**. The device address will display as the **Unique Identifier**.





### Bluetooth Device Property

#### Notes:

- PC Bluetooth mode must be turned on.
- The audio device pairing mode may need to be turned on manually before the meeting starts.

## Install Synappx Go Windows Application on a Client PC

#### Notes:

- Some organizations add restrictions to Microsoft 365 or Google Workspace accounts. Ensure users have permission to download apps from The Microsoft® Store.
- Client PCs require your organization's casting apps such as ClickShare or Synappx Miracast app
- Organizations using Miracast also require the [Synappx Meeting Cast Assist](#) app. For more information, see [System Requirements](#) and [Register Casting/Mirroring Receivers](#).

Download Synappx Go Windows application to your PC from the Microsoft® Store.

1. Open the Windows® **Start** menu.
2. Start typing **store**.
3. Select the **Microsoft Store** app.
4. Type **Synappx Go** in the Microsoft Store **Search** bar.
5. Select the Synappx Go app.
6. The app description page will open. Select **Get**.
7. The app will begin downloading. Accept the download if a dialogue box requests permission. After the download is complete, Synappx Go will open automatically.

# System: Admin Log and System Log

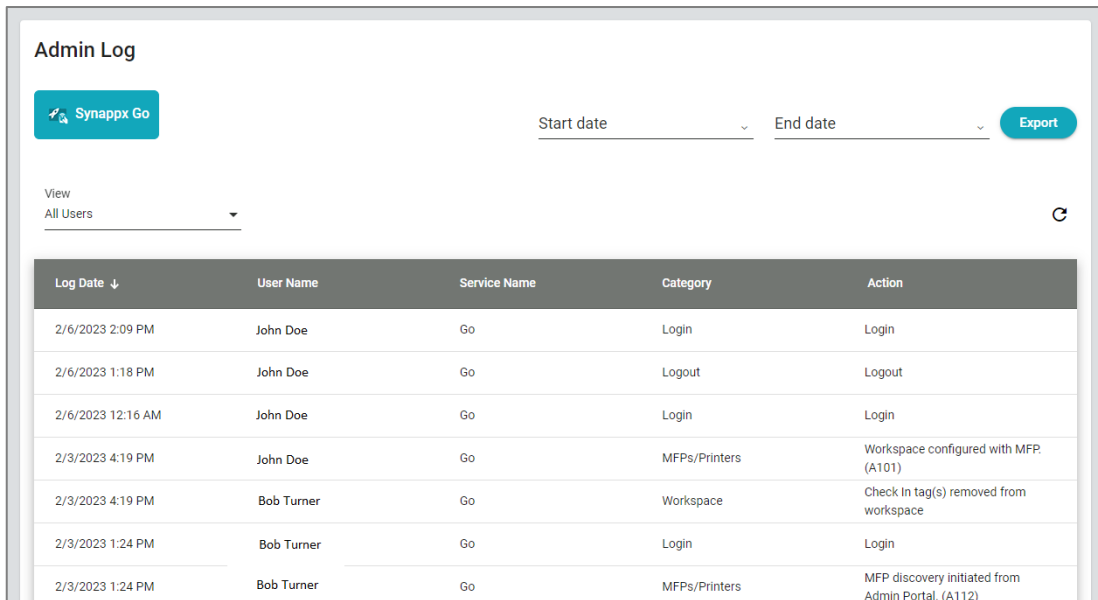
The Synappx Admin Portal provides event data to assist with identifying and resolving issues.

## Admin Log

Since multiple administrators can configure and manage the system, the admin log provides a record of administrator actions on the Admin Portal.

If both Synappx Go Windows application and Synappx Go are licensed, system logs for both services are available on this page.

1. To filter log events, select the button to select and deselect services. (Teal buttons are selected, and white buttons are deselected.)
2. To export all logs, enter a start and end date and select **Export**. A CSV file will download automatically.
3. Select **OK**



The screenshot shows the Admin Log interface. At the top left is the Synappx Go logo. To the right are filters for 'Start date' and 'End date', and an 'Export' button. Below the filters is a 'View' dropdown menu set to 'All Users'. The main content is a table with the following data:

Log Date ↓	User Name	Service Name	Category	Action
2/6/2023 2:09 PM	John Doe	Go	Login	Login
2/6/2023 1:18 PM	John Doe	Go	Logout	Logout
2/6/2023 12:16 AM	John Doe	Go	Login	Login
2/3/2023 4:19 PM	John Doe	Go	MFPs/Printers	Workspace configured with MFP (A101)
2/3/2023 4:19 PM	Bob Turner	Go	Workspace	Check In tag(s) removed from workspace
2/3/2023 1:24 PM	Bob Turner	Go	Login	Login
2/3/2023 1:24 PM	Bob Turner	Go	MFPs/Printers	MFP discovery initiated from Admin Portal. (A112)

Admin Log Screen

## System Log

If errors occur while using Synappx Go applications, information on those events can be found in the system log. Some errors have additional details that can be viewed by hovering over the error column text.

If both Synappx Go Windows application and Synappx Go are licensed, system logs for both services are available on this page.

1. To filter system log events, select the button to select a service(s).
2. To export all system logs, enter a start and end date and select **Export**. A CSV file will download automatically.
3. Select **OK**.

**System Log**

Synappx Go
Admin Portal
Start date
End date
Export

View  
All Users / Agents

Log Date ↓	User Name / Agent Name	Application	Category	Error
2/2/2023 11:02 AM	Agent A	Synappx Go Agent	External Application - Synappx Go Windows	Synappx Go Windows app is not installed. Install Synappx Go Windows app and restart agent service. (C129)
1/27/2023 8:44 AM	Agent B	Synappx Go Agent	Installation	Failure to update agent (C120)

**System log screen**

**Download will start now**

1 file(s) will be downloaded.  
It will take 1 minute(s) to complete the download.  
Please don't leave the page and don't click the export button till the download is complete.

1 file(s) have been downloaded.

**OK**

**Log file download option**

# Optional Admin Settings

## Administrator Management

Admin users are administrators for the Synappx Admin Portal. Administrators manage key components such as workspaces, users, devices, and licenses. Administrators can also add and remove other administrators to and from the system. Additional admins do not require Azure administrator privileges. However, they need to be a member of the organization's Microsoft 365 or Google Workspace environment. For Google Workspace companies, admin users should have been added to a custom Synappx role to have full access to all admin settings. See [Google Workspace](#) setup section for details.

Here is a list of features for full and support administrators.

Service	Page	Functions	Admin	Support Admin
Synappx Admin Portal (Common)	Workspaces	View workspace list	Yes	Yes
		Add workspace (manual)	Yes	No
		Add workspace (import from Office 365/ Google Workspace)	Yes	No
		Add workspaces with Group	Yes	No
		Add workspace (import CSV)	Yes	No
		Remove workspace	Yes	No
		Edit workspace	Yes	No
	Admin User	View admin user list	Yes	No
		Add/remove admin user	Yes	No
		Edit admin role	Yes	No
	Domains	View supported domains list	Yes	Yes
		Refresh domain list	Yes	No
		Edit supported domain alias list	Yes	No
	Subscription	View subscription list	Yes	Yes
	Report	View report	Yes	No
		Export report	Yes	No
System Log	View and export log	Yes	Yes	
Admin Log	View and export log	Yes	Yes	
Synappx Go Windows application	Workspaces	Register/remove device in workspace	Yes	No
		View workspace details	Yes	Yes
		Assign/remove license	Yes	No
Synappx Go	User	View user list	Yes	Yes
		Add user (import from Office 365/Google Workspace)	Yes	Yes
		Add users with Group	Yes	Yes
		Add user (import CSV)	Yes	No
		Assign/remove license	Yes	Yes
		Remove user	Yes	No
	Workspace	Add MFP	Yes	No
		Add display	Yes	No
	Devices and Agents	View workspace details	Yes	Yes
		Edit settings, re-discover, etc.	Yes	No
	Notifications	View pages	Yes	Yes
		Edit notification email settings	Yes	No

	Downloads	Download MFP agent	Yes	No
		Download display agent	Yes	No
	Agent Update	Update agent	Yes	No
		Update policy	Yes	No

### Add Administrators (Recommended)

Full administrators can perform all functions on the Admin Portal after the primary admin accepts the initial permissions.


1. Go to **Admin Users** under the Admin Portal **Settings** menu. On that page, select plus **(+)**.
2. Type a few characters of the admin's name in the **Admin Name** field. Names from your organization will appear. Select names from the list. Or, select the email radio button and enter a few characters in the Email field to add the user.
3. Under **Role**, select **Admin** for full administrative rights or **Support Admin** for limited capabilities. Admin is the default. See [Administrator Management](#) for more information. The role can be edited later by selecting the admin name.

4. Select **Save**. The new administrator will appear on the **Admin Users** list.

## Supported Domains

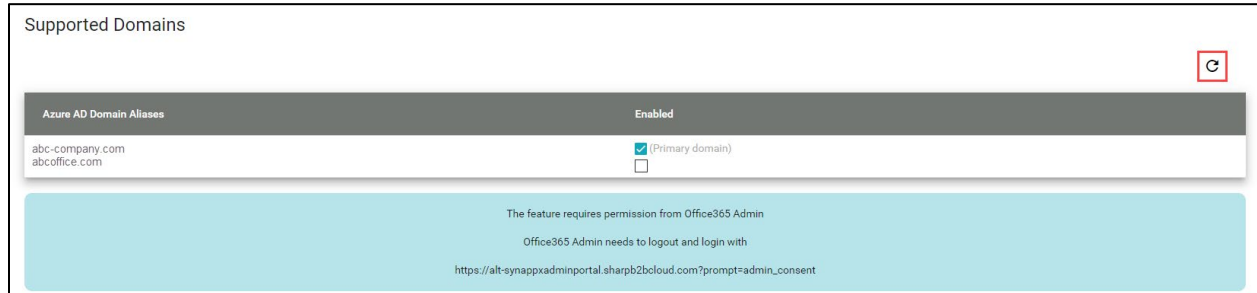
The **Supported Domains** page automatically collects domain aliases from Azure Active Directory or Google Workspace. The default setting is to enable all domains.

**Caution:** If an admin disables a domain that is already selected, then the associated users and workspaces will also be disabled.

Admins can choose which domain aliases to enable or disable by checking and unchecking the boxes; these settings apply to Synappx Go Windows application and Synappx Go. Primary domains cannot be unselected. Sel  the refresh icon to view new domain aliases added to Azure AD or Google Workspace.



Microsoft 365 customers who licensed Synappx Go Windows application or Go before Version 1.3 may see a blue box with a link to opt into the directory. Read all permissions to retrieve domains.



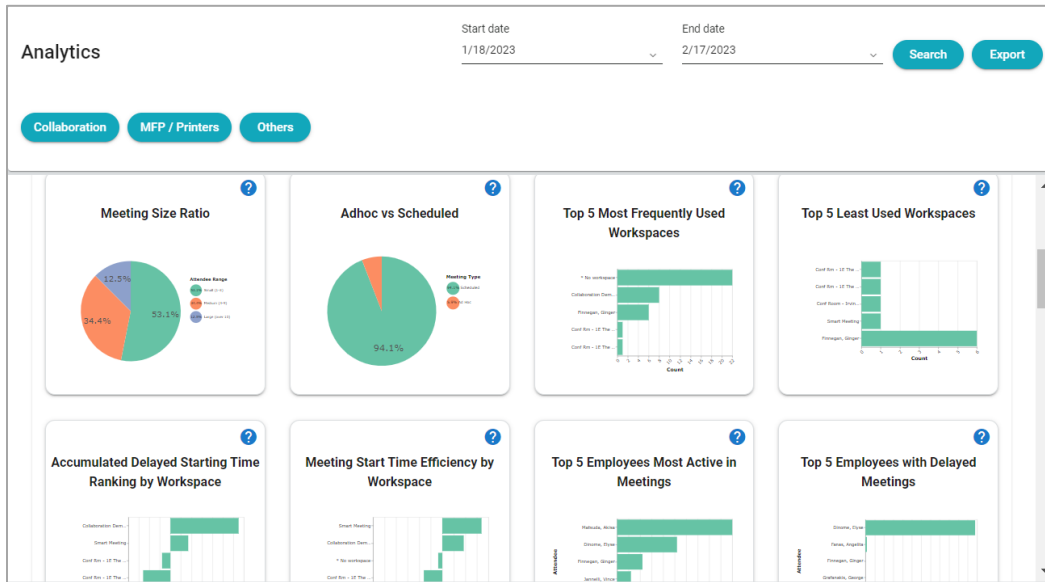
## Tenant

The default company name shown is the name entered by the reseller who processed your Synappx Go order. You can change the company name presented at the top of the Synappx Portal page by typing a new name and pressing **Save**.

# Analytics

## Overview

Reports provide visualized data to help administrators understand Synappx Go and Synappx Go Windows application usage patterns, including meeting room usage and meeting frequency trends.



Reports can be downloaded as a .csv file(s) by selecting the time period from the start date and end date drop-down windows and selecting **Export**.

## Collaboration Analytics

### Weekly Meeting Hours

This line chart shows the total meeting hours for all registered workspaces.

### Weekly Meeting Count

This bar chart shows how many meetings were held in one week.

### Meeting Count: Started on Time

This line chart shows how many meetings were started on time.

### Meeting Count: Ended on Time

This line chart shows how many meetings ended on time.

### Meeting Size Ratio

This pie chart shows the ratio of different meeting sizes defined by number of attendees (who used the Synappx Go Windows app in the meeting).

### **Ad Hoc vs. Scheduled Meetings**

This pie chart shows the ratio of ad hoc meetings vs. scheduled meetings.

### **Top 5 Most Frequently Used Workspaces**

This bar chart shows the top five frequently used workspaces by hours.

### **Top 5 Least Used Workspaces**

This bar chart shows the five least used workspaces by hours.

### **Accumulated Delayed Meeting Time Ranking by Workspace**

This chart gives an insight of how efficiently meetings are started per workspace.

### **Meeting Start Time Efficiency by Workspace**

This bar chart shows the top five workspaces where meetings started late.

### **Top 5 Employees Most Active in Meetings**

This bar chart shows the top five employees who spend most time in meetings.

### **Top 5 Employees With Delayed Meetings**

This chart shows the top five employees who started meeting late.

### **Overtime Trends per Meeting Organizer**

This chart shows overtime meeting trend by meeting organizer.

### **Synappx Go Mobile Usage by User: Top 10**

The stacked bar chart shows device usage by user name.

### **Collab Hub Content Downloaded by Cloud Storage**

The pie chart shows content downloaded to displays by cloud storage.

### **Collab Hub Content Types Downloaded: Top 10**

The pie chart displays file types downloaded for sharing.

### **Collab Hub Remote Operations by File Type: Top 10**

The pie chart displays remote file operations performed by file type.

## **MFP/Printer Analytics**

### **MFP Usage by Job Type**

The pie chart displays MFP usage by scan or print job types.

### **MFP Usage by Scan Job Type**

The pie chart displays the scan destinations selected.

### **MFP Scan File Size by Destination**



The scatter chart displays the raw values, mean and standard deviation of scan files sizes by scan destination.

### **MFP Job Usage by MFP: Top 10**

The sankey diagram displays the distribution of job types to MFP devices.

### **MFP Usage by Hours: Top 10**

The heat map visualizes MFP device usage by hour of day.

### **MFP Scan to Cloud Usage by Storage Providers**

The pie chart displays the cloud storage providers used in MFP Scan to Cloud.

### **MFP Scan Size by Type**

The scatter chart displays the raw values, mean and standard deviation of file sizes by scan job type.

## **Other Reports**

### **Mobile App Daily Usage by Operating System**

The stacked bar chart displays mobile usage by mobile OS.

### **Check In Actions by Workspace**

The stacked bar chart shows check-in actions by workspace.

# **S Y N A P P X<sup>TM</sup>**



For more information, visit the [Synappx support site](#).

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