

**SHARP**

**SYNAPPX™**



# **SYNAPPX™ MEETING**

## **START MEETINGS ON TIME!**

### **Administrator Setup and Configuration Guide**

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# Synappx Meeting Overview

Synappx Meeting helps free your attention from complex technology to focus on the meeting at hand, helping you gain maximized collaboration and productivity. Synappx Meeting aids in removing the challenges of learning technologies necessary to start meetings. By minimizing technological challenges, you can focus on increasing productivity and optimizing meeting room resource utilization.

Synappx Meeting helps you run your meetings with the following features:

## **Start Meetings**

Meetings start with a simple click of a button. When starting an ad hoc meeting, Synappx Meeting helps create a web conference session with MS Teams, Google Meet or Zoom, and automatically books the meeting room.

## **Automatic Casting**

Your PC will automatically connect to Barco's wePresent®, ClickShare, Google cast or Miracast® receivers\* and enable the large display in the meeting room.

## **Auto-Start Web Conferencing**

Your web conference starts and the room audio connects automatically—no more searching for invites or login information. Start in-room and remote meetings smoothly.

## **Easy Access to Meeting Materials**

Obtaining meeting content is easier than ever. You can set shortcuts to your favorite websites and folders and quickly access documents attached in the meeting invitation and saved in your cloud storage.

## **Track Meeting Time**

The Synappx Meeting Assistant includes a timer to help keep meetings on track. You can add time to extend the meeting, and your calendar will reflect the additional time automatically.

## **Hands-Free Meeting**

Synappx Meeting offers hands-free voice operation, so starting and ending your meetings on time is as easy as saying a few simple commands.

## End Meeting and Disconnect

Synappx Meeting reminds you when the meeting is nearing its end. End the meeting with one click, and Synappx Meeting automatically disconnects the technologies, allowing the next meeting to start on time. Synappx Meeting can automatically update the calendar and free the meeting room if the meeting ends early.

\*Casting to Miracast-enabled receivers is in beta testing. We encourage you to [share your feedback](#).

# System Requirements

## Supported Environments

A stable internet connection is required.

Microsoft 365® Service Plans	
Business	Microsoft 365 Business Basic*/Standard/Premium
Enterprise	Microsoft 365 Enterprise E1*/E3/E5 Microsoft 365 Enterprise F1
Education	Microsoft 365 Education A1*/A3/A5
Government	Microsoft 365 Government G1*/G3/G5

Supported Windows® Platform	
Operating System (OS)	Windows 10 (32-bit and 64-bit versions) Builds 1909 to 2004
Central Processing Unit (CPU)	2.0 GHz processor
.NET Framework	More than 4.5.1
Memory	4GB of RAM

Google Workspace™ Service Plans	
	Business Starter
	Business Standard
	Business Plus
	Enterprise

### Supported Mac Platform

macOS® 10.15 and 11.0

### Supported Mobile Platform

OS	Android™ 9 to 11
	iOS 13 to iOS 14

\*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.

Supported Features Comparison per Client OS				
Features	Windows	OS X® (Beta)	iOS	Android™
Start Meeting	✓	✓	✓	✓
Auto-Cast	✓ Google Cast Miracast® MirrorOP <a href="https://www.barco.com/en/support/mirrorop/drivers">https://www.barco.com/en/support/mirrorop/drivers</a> ClickShare <a href="https://www.barco.com/en/clickshare/app">https://www.barco.com/en/clickshare/app</a>	✓ Google Cast MirrorOP <a href="https://www.barco.com/en/support/mirrorop/drivers">https://www.barco.com/en/support/mirrorop/drivers</a> ClickShare <a href="https://www.barco.com/en/clickshare/app">https://www.barco.com/en/clickshare/app</a>	✗ (AirPlay® for device casting)	✗ (Google Cast™ or Miracast® for device casting)
Auto-Start Web Conference	✓	✓	✓ (Require web conf app)	✓ (Require web conf app)
Access to Files	✓	✓	✓	✓
Meeting Timer	✓	✓	✓	✓
Voice Operation	✓	✗	✗	✗
End Meeting	✓	N/A	✓	✓

Supported Web Conference Services	Supported Cloud Storage Services
Synappx Meeting supports automatic start and end web conference sessions from the following providers*.	Synappx Meeting 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>• WebEx®</li> <li>• Google Meet™ (end meeting not supported)</li> <li>• Amazon Chime</li> <li>• Skype for Business</li> <li>• StarLeaf</li> </ul> <p>*When the web conference is started with its client application. Auto-meeting end using web browser-based meetings are not supported.</p>	<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>

Supported Casting Devices and Casting Sender Applications	
<b>Barco ClickShare</b> (Client app: ClickShare software)	<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>• WiPG-1600W</li> <li>• WiCS-2100</li> </ul>
<b>MirrorOp Supported Hardware</b> (Client app: Barco MirrorOp software)	<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 Receivers*</b>	<ul style="list-style-type: none"> <li>• Separate <a href="#">Synappx Meeting Cast Assist</a> app required</li> <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>	<ul style="list-style-type: none"> <li>• Chromecast (3rd generation)</li> <li>• Chromecast with Google TV</li> </ul>

## Supported Displays for Voice Control

The following Sharp display models support the "My Sharp" skill for Amazon Alexa.

PN-L401C	PN-L803CA	PN-L751H	PN-HB851H	<b>Supported Pen Software for Voice Control</b> 3.8.2.2 (January 2020 update) or later
PN-L501C	PN-L705H	PN-L851H	PN-HM651H	
PN-L603WA	PN-L805H	PN-HB651H	PN-HM751H	
PN-L703WA	PN-L651H	PN-HB751H	PN-HM851H	

### Supported PowerPoint® for Voice Control

PowerPoint® Microsoft 365, Microsoft 2016 or later

## Bluetooth Audio Devices

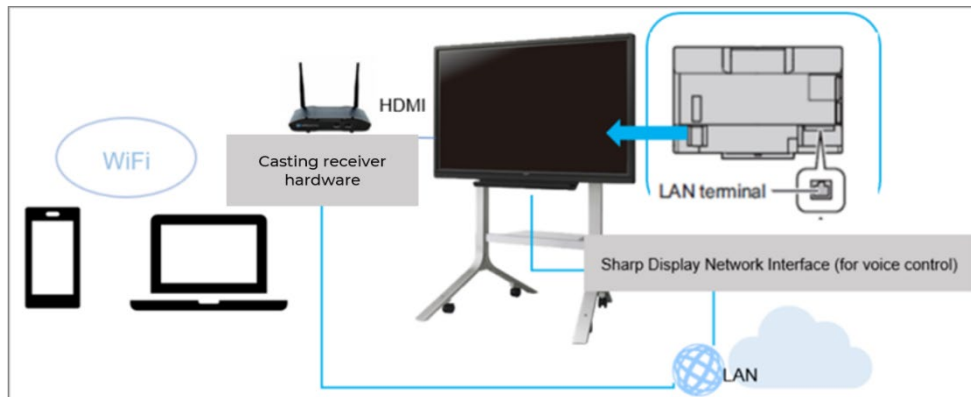
The following audio Bluetooth devices are available for auto-connection when a meeting is started. Some speakers require manually selecting Bluetooth pairing mode on the device. The device must be turned on and the client PC Bluetooth must be enabled to use the auto-connect audio function.

- Jabra Speak Series
- Logitech® Connect
- Yamaha®
  - YVC-200
  - YVC-330
  - YVC-1000
- Poly Calisto 7200
- Avaya B109

## Meeting Room Environments

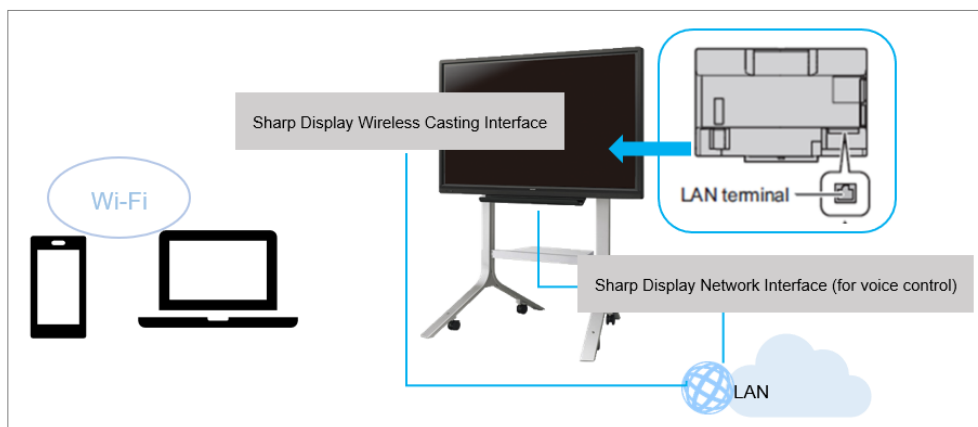
Synappx Meeting supports Microsoft 365 and Google Workspace environments. The following two types of meeting rooms are supported with Synappx Meeting.

1. Meeting room with wePresent, ClickShare, Google Cast or Miracast\* receiver hardware



\*. Miracast receivers include Windows 10 PCs, Windows wireless adapters, and embedded Miracast support on a Windows collaboration display from Sharp and other Sharp interactive whiteboards (IWBs).

2. Meeting room with Sharp wireless cast-ready display model





# Synappx mDesk Experience

## My Desk • My Meetings • My Mobile

Designed for the new normal, start and join meetings from your home office with Synappx mDesk!

mDesk uses the Synappx Meeting experience to allow you to start meetings at home. Your Synappx Go license (new and existing) harnesses the power of mDesk.

### How Can the Synappx mDesk Experience Support Your Organization?

The Synappx mDesk experience simplifies web conferences in your virtual workspace, providing you with all the benefits of Synappx Meeting right from your home! The mDesk experience helps organizations maintain real-time collaboration with their remote and on-site workforce.

Synappx mDesk lets you start meetings from your laptop or mobile device.

- I am at “Home” mode to ensure efficiency in the hybrid meeting environment.
- Auto-start web conference sessions with Zoom™, WebEx®, Microsoft® Teams, Google Meet™, GoToMeeting™, and more.
- Ad-hoc meeting with MS Teams, Google Meet, or Zoom.
- Convenient access to meeting attachments and cloud storage.
- Track meeting progress with the Synappx Meeting Timer.

\*When the web conference is started with its client application. Auto-meeting end using web browser-based meetings are not supported.

Notes:

- Automatic mirroring/casting and audio connection requires a Synappx Meeting room license.
- The Synappx mDesk Experience is available with a Synappx Go license.

Start by downloading Synappx Meeting V2.7 and installing it on your devices. The app is



available from The Microsoft® Store, Apple® App Store®, and Google Play™ store.

Log in with your Microsoft® 365 or Google Workspace™ credentials, and the Synappx Meeting Launcher will open with a list of meetings scheduled for the day.

**Start Meetings Anywhere, Anytime, with One Click.**

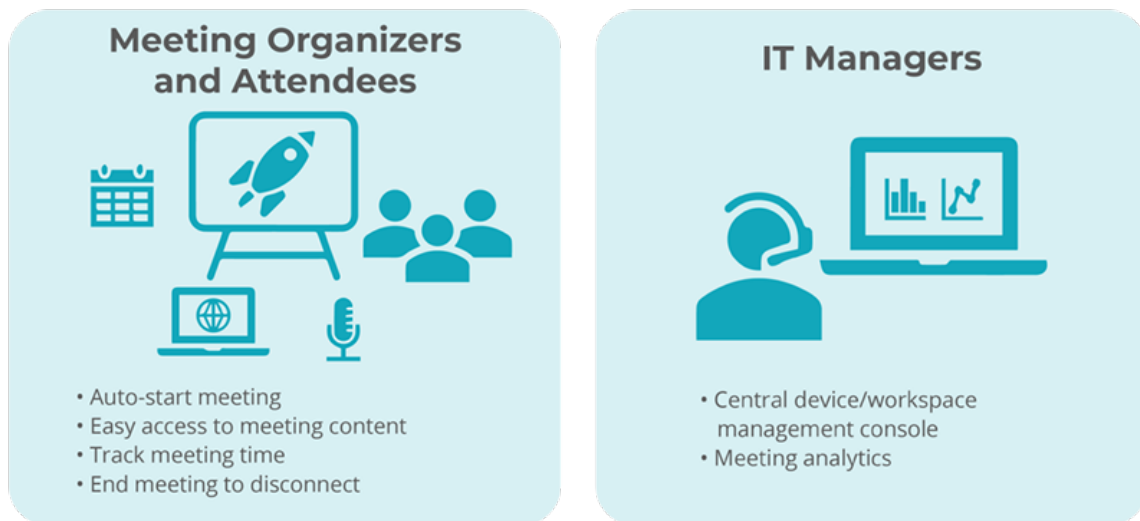
## Synappx Meeting and mDesk Experience Features Comparison Chart

Features	Meeting Room (licensed workspace only)		Desk (with Synappx Go license)	
	Desktop App	Mobile App	Desktop App	Mobile App
Auto-start casting/mirroring	Yes	No	No	No
Voice control	Yes	No	No	No
Auto-start web conference	Yes	Yes	Yes	Yes
Access to attachments	Yes	Yes	Yes	Yes
Access to cloud storage	Yes	Yes	Yes	Yes
Meeting timer	Yes	Yes	Yes	Yes
Shortcuts	Yes	No	Yes	No
Update calendar with end time	Yes	Yes	No	No
Extend meeting time	Yes	Yes	No	No
Upload meeting materials	Yes	No	No	No
End meeting reminder	Yes	Yes	Yes	Yes
Start meeting countdown	Yes	No	Yes	No
Start scheduled meeting	Yes	Yes	Yes	Yes
Start ad hoc meeting	Yes	Yes	Yes	Yes

# Synappx Meeting Setup and Configuration Overview

Here is a summary of the steps to set up and configure Synappx Meeting. The following sections describe each step in more detail.

1. [Choose Provider](#)
  - Follow directions in your welcome email to select Microsoft 365 or Google Workspace as a cloud service provider
  - Follow procedures in second welcome email specific to Microsoft 365 or Google Workspace
    - Google Workspace: Configure Synappx support on the Google Workspace Admin page (requires Google Workspace admin privileges)
2. [Download Synappx Meeting](#)
3. [Log in to the Admin Portal](#)
  - Use Microsoft 365 or Google Workspace credentials
  - Grant Synappx app permissions for licensed users (one time only)
  - Microsoft 365: First administrator requires Azure admin privileges to log in
4. [Add Workspaces](#): Add or import Microsoft 365 or Google Workspace workspaces
5. [Allocate Licenses](#): Assign a license to each workspace
6. [Configure Workspaces](#): Register devices for voice control and auto-casting
7. [Voice Setup \(Optional\)](#)
  - Enable voice for the target workspace
  - Configure the meeting room display for voice operation



## How to Get Started

Thanks for signing up for Synappx™. Get ready to start meetings on time!

Here's what happens next.



1. The assigned administrator receives an email to choose Google Workspace or Microsoft 365 as a cloud service provider.



2. After the admin chooses a service provider, a second welcome email will arrive in the admin mailbox with instructions to log in to the Synappx Admin Portal.



3. Log in to the Synappx Admin Portal and start adding users and workspaces.

### Step 1: Choose Provider

**Note:** The assigned administrator for Microsoft 365 or Google Workspace must have administrator privileges for that service.

After a Synappx account is created for your organization, the assigned administrator will receive an email with a link to select either Microsoft 365 or Google Workspace as a cloud service provider. This provider defines how Synappx manages the users and calendar within the organization.

Here's how:

Select the link to choose your provider. Synappx validates the domain with the provider.

- a. If validation fails, you will see an error message. Ensure you selected the correct provider.

When the domain is validated, you will receive another welcome email with instructions to log in to the Synappx Admin Portal. Select the link.

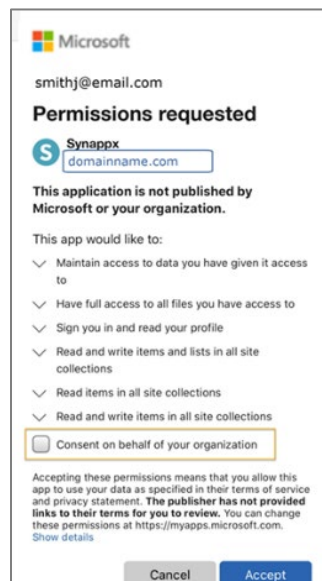
After selecting a provider (Microsoft 365 or Google Workspace), the administrator will receive a second email with a link to the [Synappx Admin Portal](#).

The Synappx Admin Portal is a browser-based platform designed for administrators to manage key components (e.g., licenses, workplaces, users) of Synappx Meeting and Synappx Go. Admins log in with the organization's Microsoft 365 or Google Workspace account. It is recommended to use the latest version of Google Chrome™ or Microsoft Edge.

### Admin Portal for Microsoft 365

After the admin selects a cloud service provider in the first Synappx email, a link to the Admin Portal will arrive in a second Synappx welcome email.

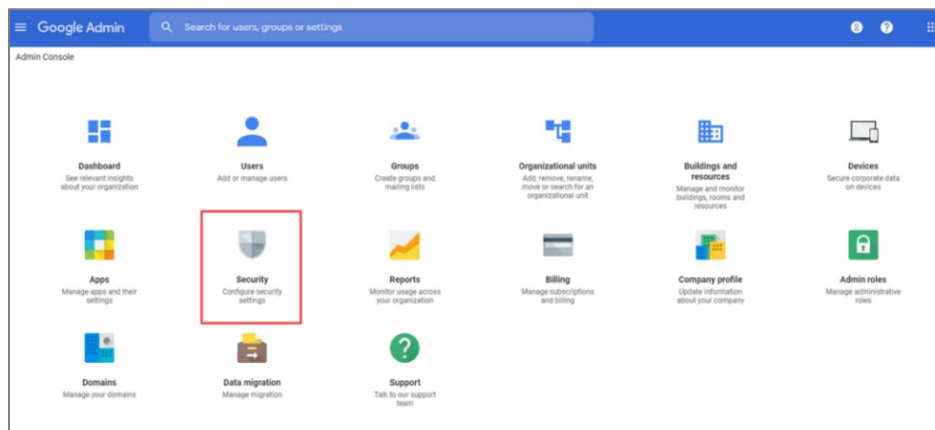
Select the link and log in with your Microsoft 365 credentials. At initial login, accept the permission request to allow Synappx to access your Microsoft 365 account.



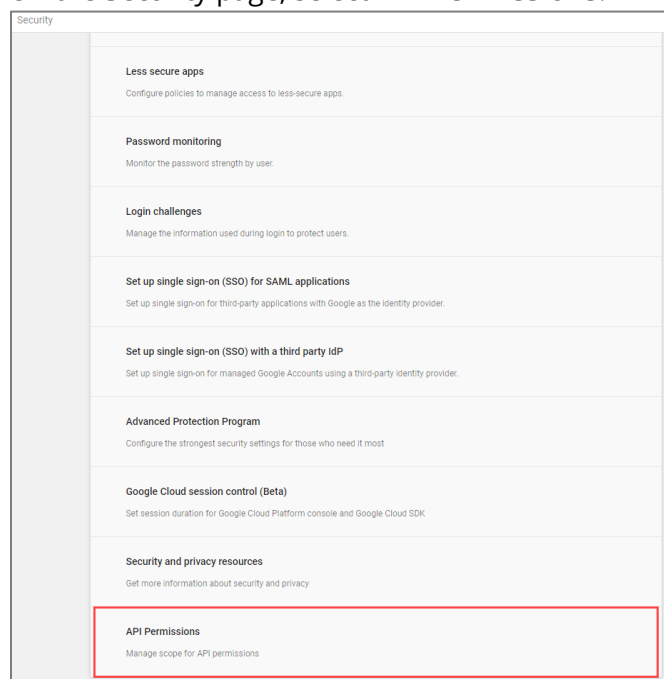
## Admin Portal for Google Workspace™

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 registering the Client ID and Application Programming Interface (API) scopes in the Google Workspace Admin Console. The steps from the email are in the procedure below.

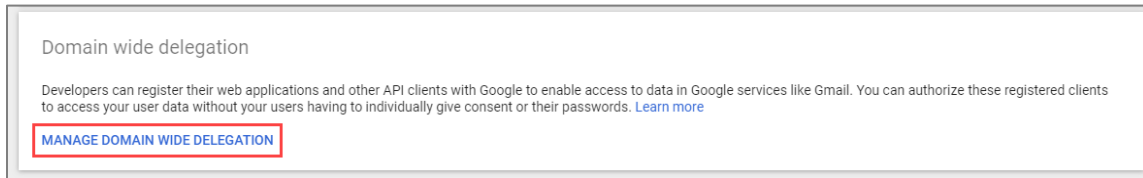
1. Select Google Workspace as your cloud service provider in the initial welcome email.
2. Upon receiving the second welcome email, follow the instructions to set up your Google Workspace Admin Console to communicate with Synappx.
  - a. In any web browser, go to [admin.google.com](https://admin.google.com).
  - b. Select **Security**.



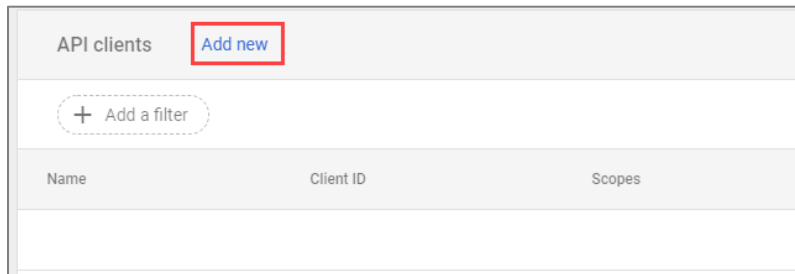
- c. On the Security page, select **API Permissions**.



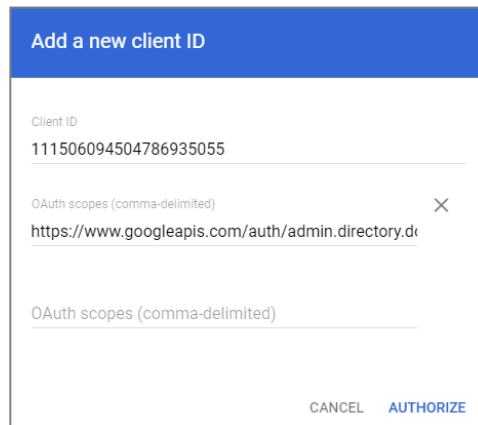
d. Select **Manage Domain Wide Delegation**.



e. Select **Add New**.



f. In the **Client Name** field, enter Sharp's ID number: **116382460935345417066**.



**Notes:**

- Be sure to copy and paste these URLs. They require comma separation as shown. It may take up to 30 minutes for changes to activate in the Google Workspace account.
- If you are updating the system from V2.3 to V2.4 and later, an additional API scope is necessary to enable users to add attendees from the user directory. Add the following API scope: **https://www.googleapis.com/auth/directory.readonly**.

g. Paste the [Synappx API Scopes](#) into the **OAuth Scopes** field. Select **Authorize**.

https://www.googleapis.com/auth/admin.directory.domain.readonly,  
https://www.googleapis.com/auth/admin.directory.group.readonly,  
https://www.googleapis.com/auth/admin.directory.resource.calendar.readonly,  
https://www.googleapis.com/auth/admin.directory.user.readonly,  
https://www.googleapis.com/auth/calendar.readonly,  
https://www.googleapis.com/auth/calendar.events,  
https://www.googleapis.com/auth/drive,  
https://www.googleapis.com/auth/drive.file,  
https://www.googleapis.com/auth/userinfo.profile,  
https://www.googleapis.com/auth/directory.readonly

- h. Open the second Synappx welcome email and select **Log in to your account** or go to <https://synappxadminportal.sharppusa.com/> to log in to the Admin Portal.
- i. If you already logged-in to Admin Portal, please press F5 and refresh the page.

## Synappx Meeting Setup and Configuration

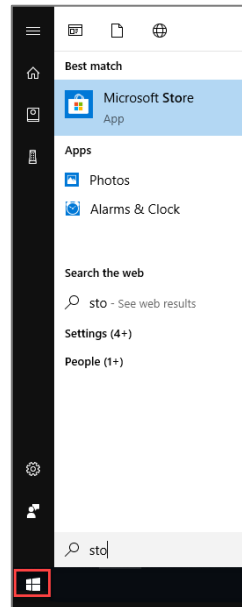
### Step 2: Download Synappx Meeting on a client PC

#### Notes:

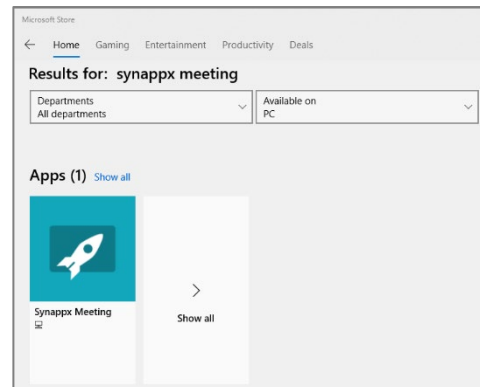
- Some organizations add restrictions to Microsoft 365 or Google Workspace accounts. Ensure users have permission to download apps from The Microsoft® Store.
- Client PCs require your organization's casting apps such as ClickShare or Synappx Meeting Cast Assist app.
- Organizations using Miracast also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

Download Synappx Meeting to your PC from the Microsoft® Store.

1. Open the Windows® **Start** menu.
2. Start typing **store**.
3. Select the **Microsoft Store** app.



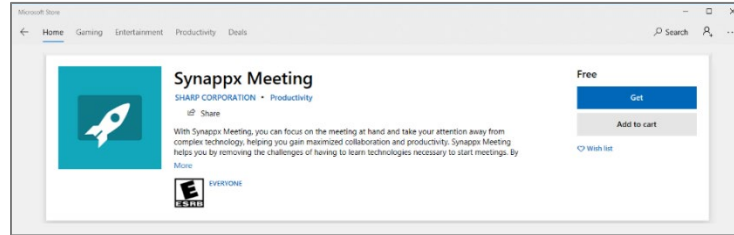
4. Type **Synappx Meeting** in the Microsoft **Search** bar.
5. Select the Synappx meeting app.



Store



6. The app description page will open. Select **Get**.

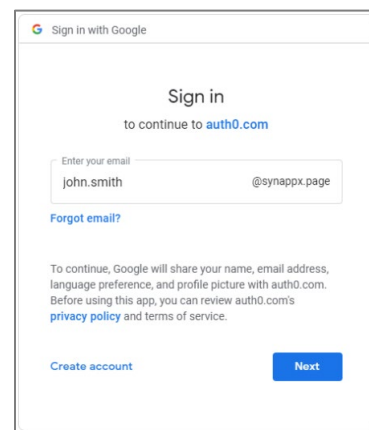
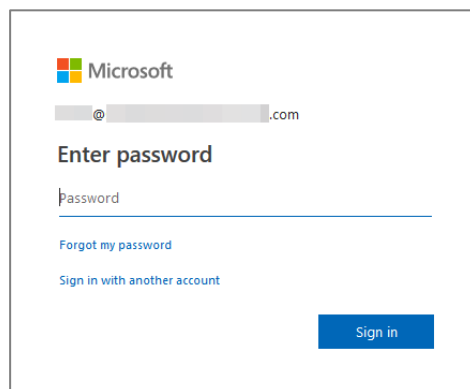


7. The app will begin downloading. Accept the download if a dialogue box requests permission. After the download is complete, Synappx Meeting will open automatically.

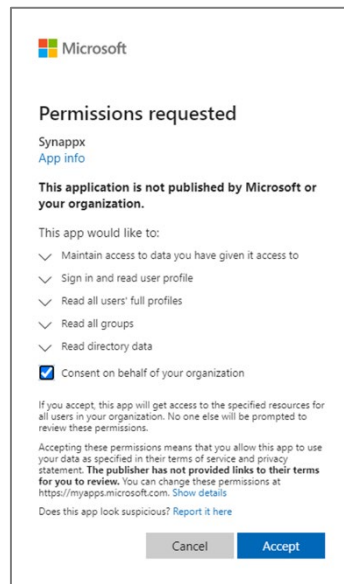
### Step 3: Log in (First Time) to Admin Portal

#### 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.



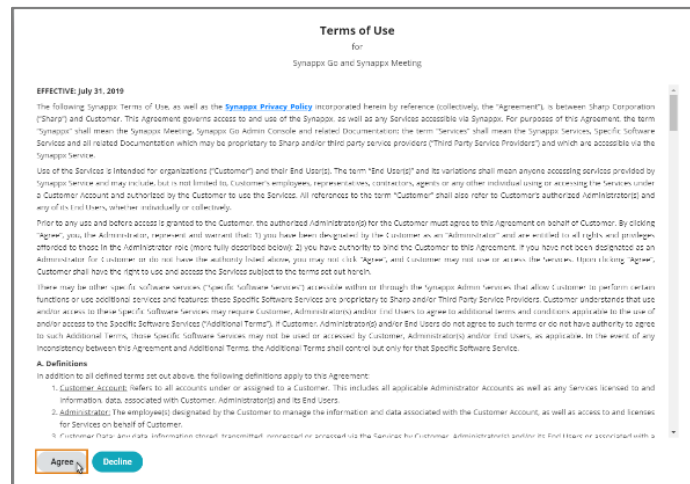
2. **Microsoft 365:** Check the **Consent on behalf of your organization** box and select **Accept**.



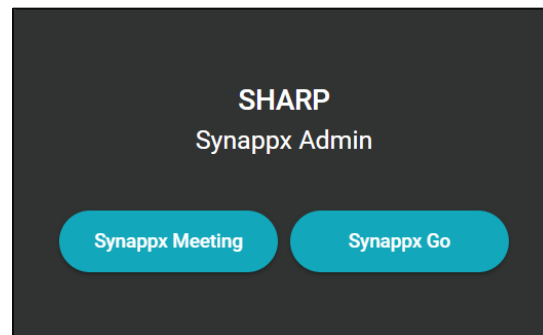
**Google Workspace:** If login fails, go to the Google Workspace Admin Console and [add the Synappx API scope](#).

**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 Meeting users (and Synappx Go if also licensed). These Terms of Use are only granted to users for Synappx application use. Select **Agree** to continue.



4. If you have licensed Synappx Meeting and Synappx Go, both options will appear in the pop-up window. Select **Synappx Meeting**



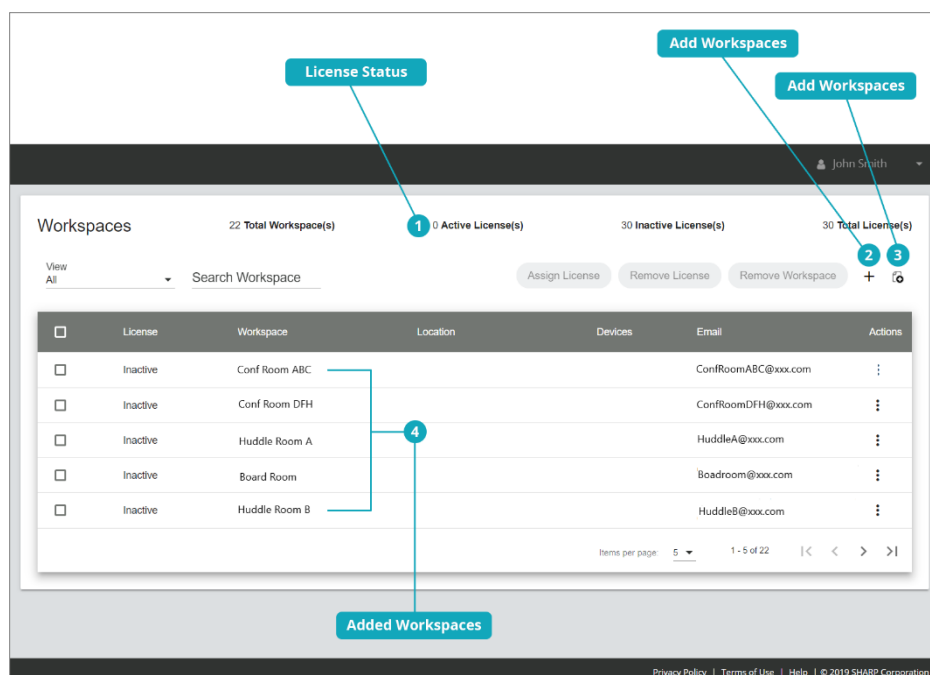
The **Synappx Meeting Admin Portal** homepage will appear.

The screenshot shows the Synappx Meeting Admin Portal homepage. At the top, it displays "Workspaces" with counts: "42 Total Workspace(s)", "0 Active License(s)", "1 Inactive License(s)", and "3 Total License(s)". Below this is a search bar and buttons for "Assign License", "Remove License", and "Remove Workspace". The main content is a table with columns: License, Workspace, Location, Devices, Email, and Actions. The table lists three workspaces: "Conf Rm - 1" (Inactive), "Conf Rm - 1E" (Active), and "Conf Rm" (Active).

License	Workspace	Location	Devices	Email	Actions
Inactive	Conf Rm - 1			Room1@company.org	⋮
Active	Conf Rm - 1E			Room1E@company.org	⋮
Active	Conf Rm			ConfRoom@company.org	⋮

## Step 4: Add Workspaces

Workspaces can be meeting rooms, huddle rooms, individual offices, or common areas where multifunction printers (MFPs) or displays are located—wherever collaboration happens. Create



or import workspaces from Microsoft 365 or Google Workspace on the Synappx Meeting Admin Portal **Workspaces** page.

To add a workspace from your directory, select **(+)**.



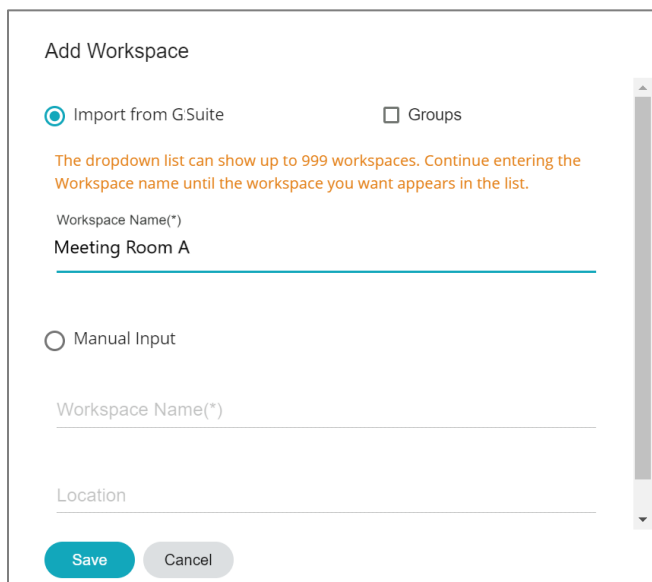
The screenshot shows the 'Workspaces' management interface. At the top, there's a 'Search Workspace' input field. To its right are buttons for 'Remove Workspace', 'Devices & Agents', and a '+' icon for adding new workspaces. Below these is a table with columns: 'Workspace' (with a checkbox), 'Location', 'Devices', and 'Email'.

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

## Import Workspaces

Image shows Google Workspace as an example.

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.



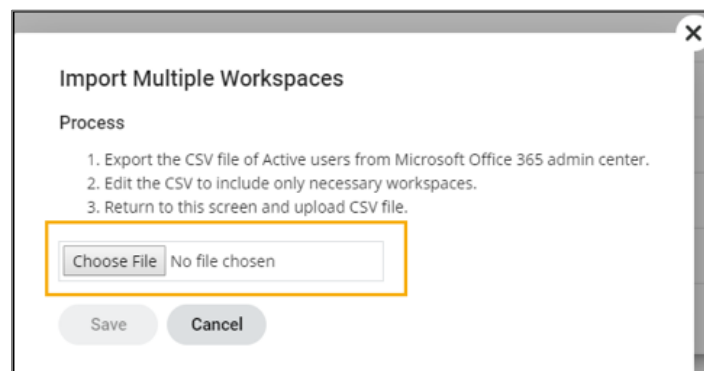
The 'Add Workspace' dialog box has two main sections. The top section is for 'Import from GSuite', which is selected with a radio button. Next to it is an unchecked 'Groups' checkbox. A note states: 'The dropdown list can show up to 999 workspaces. Continue entering the Workspace name until the workspace you want appears in the list.' Below this, the 'Workspace Name(\*)' field contains 'Meeting Room A'. The bottom section is for 'Manual Input', which is not selected. It contains 'Workspace Name(\*)' and 'Location' fields. At the bottom are 'Save' and 'Cancel' buttons.

## Import Workspaces via CSV File

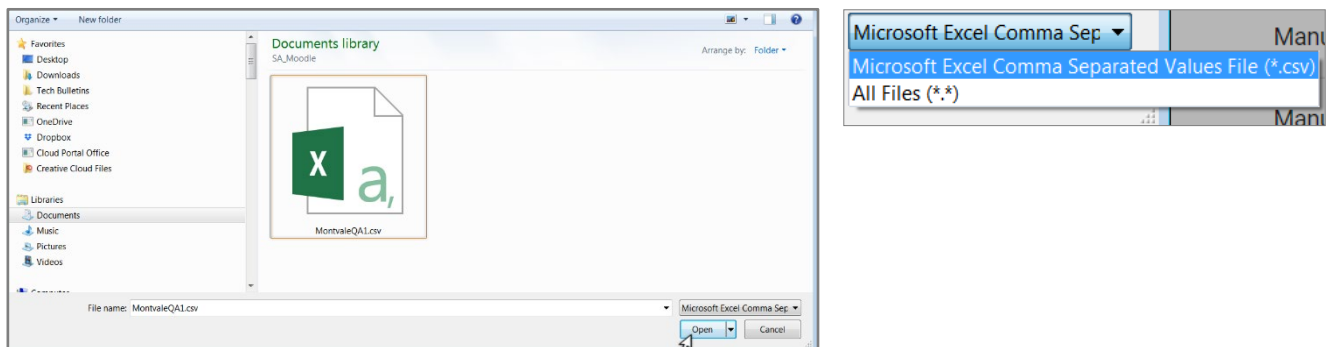
1. Select the **Import Multiple Workspaces** icon.



2. Follow the three-step process stated in the **Import of 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.

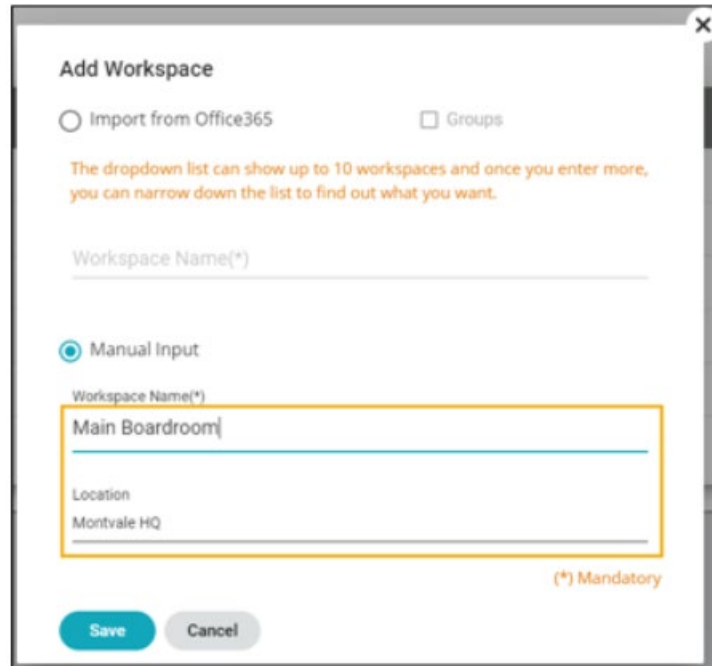


5. The file will attach in the **Import Multiple Workspaces** window. Select **Save**.

## Manual Input

Image shows Microsoft 365 as an example.

1. Select **Manual Input**.



The screenshot shows a dialog box titled "Add Workspace" with a close button (X) in the top right corner. It contains two radio buttons: "Import from Office365" (unselected) and "Manual Input" (selected). To the right of the "Import from Office365" option is a checkbox labeled "Groups". Below the radio buttons, there is a text input field labeled "Workspace Name(\*)" with a placeholder text: "The dropdown list can show up to 10 workspaces and once you enter more, you can narrow down the list to find out what you want." Under the "Manual Input" option, there is another "Workspace Name(\*)" field containing the text "Main Boardroom". Below this is a "Location" field containing the text "Montvale HQ". A yellow rectangular box highlights the "Main Boardroom" text in the "Workspace Name(\*)" field. At the bottom right, there is a note "(\*) Mandatory". At the bottom left, there are two buttons: "Save" (highlighted in teal) and "Cancel" (greyed out).


2. Type the workspace name in the corresponding field.
3. Type a location if desired.
4. Select **Save**.
5. Repeat to add more workspaces.

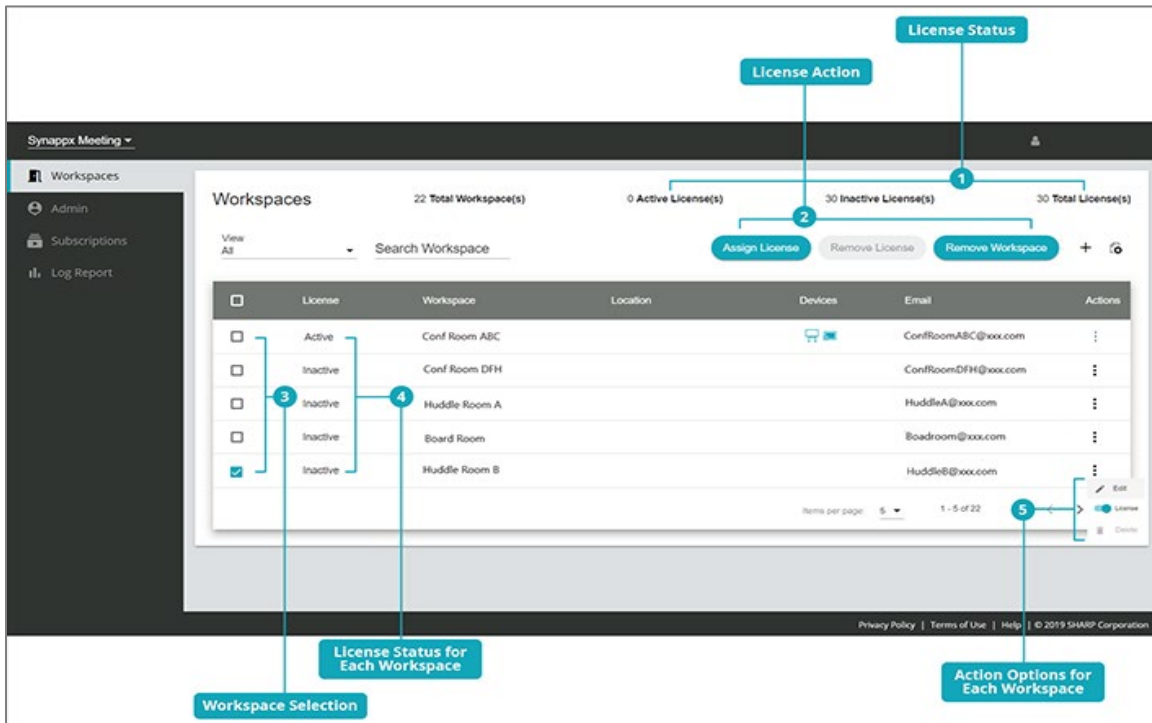
## Step 5: Allocate Licenses

### 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 Meeting.

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

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



The screenshot shows the Synappx Meeting Admin Portal interface. The top navigation bar includes 'Synappx Meeting' and a user profile icon. The left sidebar contains 'Workspaces', 'Admin', 'Subscriptions', and 'Log Report'. The main content area is titled 'Workspaces' and shows '22 Total Workspace(s)'. At the top right, a 'License Status' summary displays '0 Active License(s)', '30 Inactive License(s)', and '30 Total License(s)'. Below this, there are buttons for 'Assign License', 'Remove License', and 'Remove Workspace'. A table lists the workspaces with columns for License, Workspace, Location, Devices, Email, and Actions. The table shows five workspaces: 'Conf Room ABC' (Active), 'Conf Room DFH' (Inactive), 'Huddle Room A' (Inactive), 'Board Room' (Inactive), and 'Huddle Room B' (Inactive). Callouts are numbered 1 through 5: 1 points to the License Status summary; 2 points to the Assign License button; 3 points to the checkbox in the License column; 4 points to the workspace name in the Workspace column; 5 points to the Actions column menu.

License	Workspace	Location	Devices	Email	Actions
Active	Conf Room ABC			ConfRoomABC@xxx.com	⋮
Inactive	Conf Room DFH			ConfRoomDFH@xxx.com	⋮
Inactive	Huddle Room A			HuddleA@xxx.com	⋮
Inactive	Board Room			Boardroom@xxx.com	⋮
Inactive	Huddle Room B			HuddleB@xxx.com	⋮

## Step 6: Configure Workspaces

Configure display devices in each workspace for casting and optional voice control. If a workspace has multiple displays or display devices, automatic input switch is an additional configuration option.

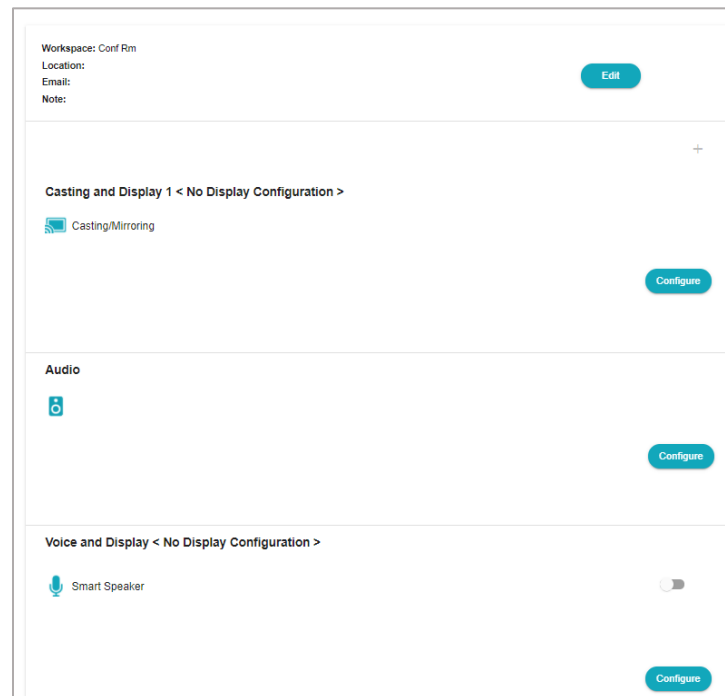
### Note: MirrorOp for Sharp Client Sender Application

Synappx Meeting 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 and voice control (optional). 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.



The screenshot shows the 'Workspace: Conf Rm' configuration page. At the top, there are fields for 'Location:', 'Email:', and 'Note:', with an 'Edit' button to the right. Below this is a section titled 'Casting and Display 1 < No Display Configuration >' with a '+ ' icon in the top right. Inside this section, there is a 'Casting/Mirroring' icon and a 'Configure' button. Below this is an 'Audio' section with a Bluetooth icon and a 'Configure' button. At the bottom is a 'Voice and Display < No Display Configuration >' section with a 'Smart Speaker' icon, a toggle switch, and a 'Configure' button.

**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.

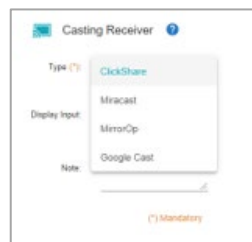


**Voice and Display** (Optional): Select **Configure** to set up voice commands for the workspace. Once voice is enabled, register the Alexa-enabled smart speaker to the workspace. For more details, go to [Register Display for Voice Control](#).

## Register Casting/Mirroring Receivers

Registration is necessary to enable auto-casting/mirroring when a meeting starts.

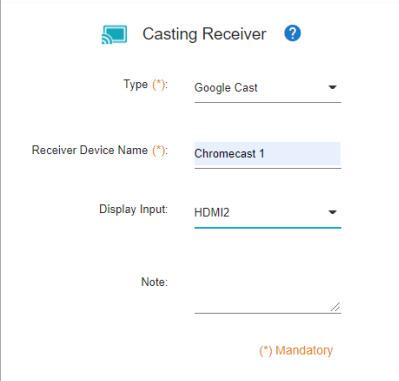
1. Select the workspace.
2. In the **Casting/Mirroring** section, select **Configure**. The **Cast Device Information** screen will appear.
3. Choose a receiver application. For wePresent devices, the sender app must be MirrorOp.



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 Meeting will switch the display's input to the selected setting. When users start casting their PC using Synappx Meeting, the input will change automatically, eliminating the need for the user to change the input on the display device.

### 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.



The screenshot shows the 'Casting Receiver' configuration window. It includes a title bar with a monitor icon and a help icon. The 'Type (\*)' dropdown is set to 'Google Cast'. The 'Receiver Device Name (\*)' text field contains 'Chromecast 1'. The 'Display Input' dropdown is set to 'HDMI2'. There is a 'Note' section with a text area and a pencil icon. At the bottom, there is a red text label '(\*) Mandatory'.

- ii. Set the **Display Input** for auto-input switching (optional). Synappx Meeting will switch the display's input to the selected setting. When users start casting their PC using Synappx Meeting, 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.

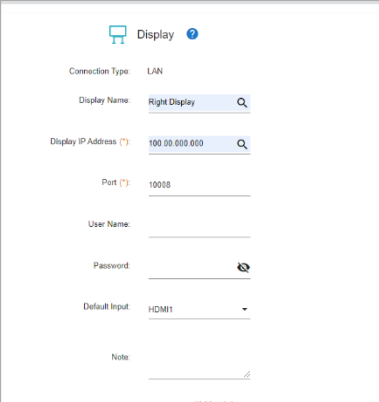
\*For Windows 10 Shuttle PCs, go to **Settings > Projecting to this PC** to obtain the PC name.

## Set Up Automatic Input Switch

Up to four devices can be registered to a workspace.

Configure display information under **Display**. This enables auto-input switching and selecting desired display devices when multiple devices are registered in a workspace. Enter the relevant information.

**Note:** The display device network card needs to be connected to the LAN to receive input change commands.



The screenshot shows the 'Display' configuration window. It includes a title bar with a monitor icon and a help icon. The 'Connection Type' is set to 'LAN'. The 'Display Name' text field contains 'Right Display'. The 'Display IP Address (\*)' text field contains '192.168.0.100'. The 'Port (\*)' text field contains '10000'. There are fields for 'User Name' and 'Password'. The 'Default Input' dropdown is set to 'HDMI1'. There is a 'Note' section with a text area and a pencil icon. At the bottom, there is a red text label '(\*) Mandatory'.


## Manually Enter Information for Newly Registered Device

Although Synappx Go supports RS-232C connectivity, Synappx Meeting only supports LAN communication for display control.

- **Display Name** identifies the display device. This information allows users to select a display device when they cast their PC.
- **IP Address** is a static IP address for the display network card. The display network card needs to be connected to the LAN to receive commands for input change.
- **Port** is a port number used for communication. The default is 10008. The value needs to match the value set on the display device.
- **User Name and Password** corresponds to the username and password for the display device to gain permission to switch inputs and control power on/off with voice commands. The password value is masked and encrypted.

## Add Display Device Registered with Synappx Go

If you subscribe to Synappx Meeting and Synappx Go, display device information registered with Synappx Go can be populated automatically.

1. Select the search icon . Available displays will be listed.
2. Select the target display. The device information will auto-fill.

**Import Display Settings**

To import settings from an existing display, select from the list below.

Display Name	IP Address	Port	User Name	Password	Workspace	Note
<input checked="" type="radio"/> Display 1	172.00.000.001	10008			Conference Room A	
<input type="radio"/> Display 2	172.00.000.002	10008			Conference Room B	
<input type="radio"/>	172.00.000.003	10008			Conference Room C	
<input type="radio"/> Left Display	172.00.000.004	10008			Conference Room D	

OK Cancel

**Display**

Connection Type: LAN

Display Name: Right Display

Display IP Address (\*): 192.00.000.000

Port (\*): 10008

User Name:

Password:

Default Input: HDMI1

Note:

(\*) Mandatory

**Manually Enter Information for Newly Registered Device.** When the meeting has ended, you have an option to automatically change the device input to the default input so that you can deliver consistent user experience with the display device. Under the Cast and Display Information, go to **Device Input** under the Display settings. Select desirable input value for the device.

**Cast and Display Information**  
 Input cast and display device information for auto casting and auto input switch.

**Casting Receiver**

Type (\*): ClickShare  
 Receiver Device Name: ClickShare CX  
 Receiver IP Address (\*): 100.00.000.000  
 Display Input: Manual  
 Note:  
 (\*) Mandatory

**Display**

Connection Type: LAN  
 Display Name: Right Display  
 Display IP Address (\*): 100.00.000.000  
 Port (\*): 10008  
 User Name:  
 Password:  
 Default Input: None  
 Note:  
 HDMI1  
 HDMI2  
 HDMI3  
 DSUB/DSUB1

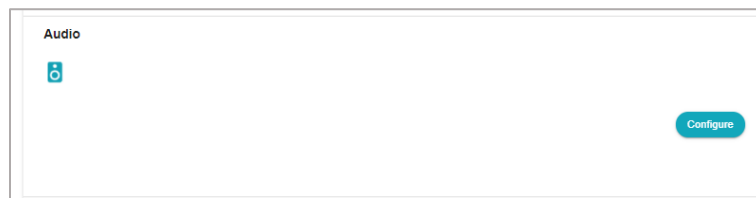
OK

Cancel

## Register Bluetooth Audio

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

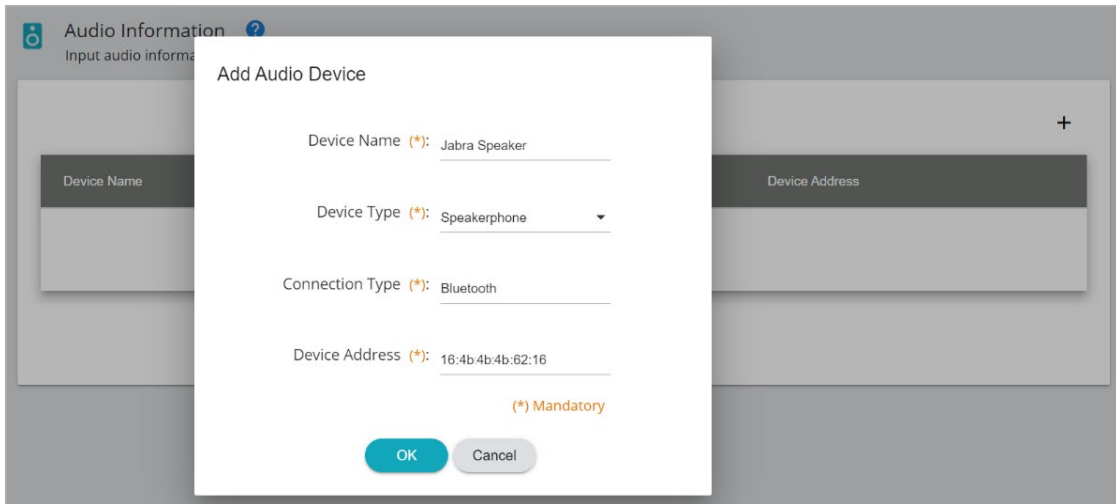
1. Select a workspace from the **Workspaces** page.
2. In the audio section, select **Configure**.



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, **Bluetooth Device Address**.



The screenshot shows a modal dialog box titled "Add Audio Device" overlaid on a background window titled "Audio Information". The dialog box contains four input fields, each with a red asterisk (\*) indicating it is mandatory:

- Device Name (\*)**: The text "Jabra Speaker" is entered.
- Device Type (\*)**: A dropdown menu is open, showing "Speakerphone" as the selected option.
- Connection Type (\*)**: The text "Bluetooth" is entered.
- Device Address (\*)**: The text "16:4b:4b:4b:62:16" is entered.

Below the input fields, there is a note "(\*) Mandatory" and two buttons: "OK" (highlighted in blue) and "Cancel".

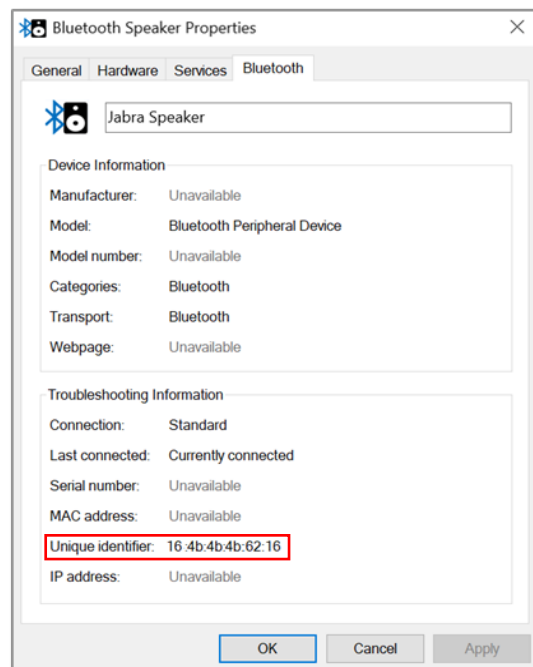
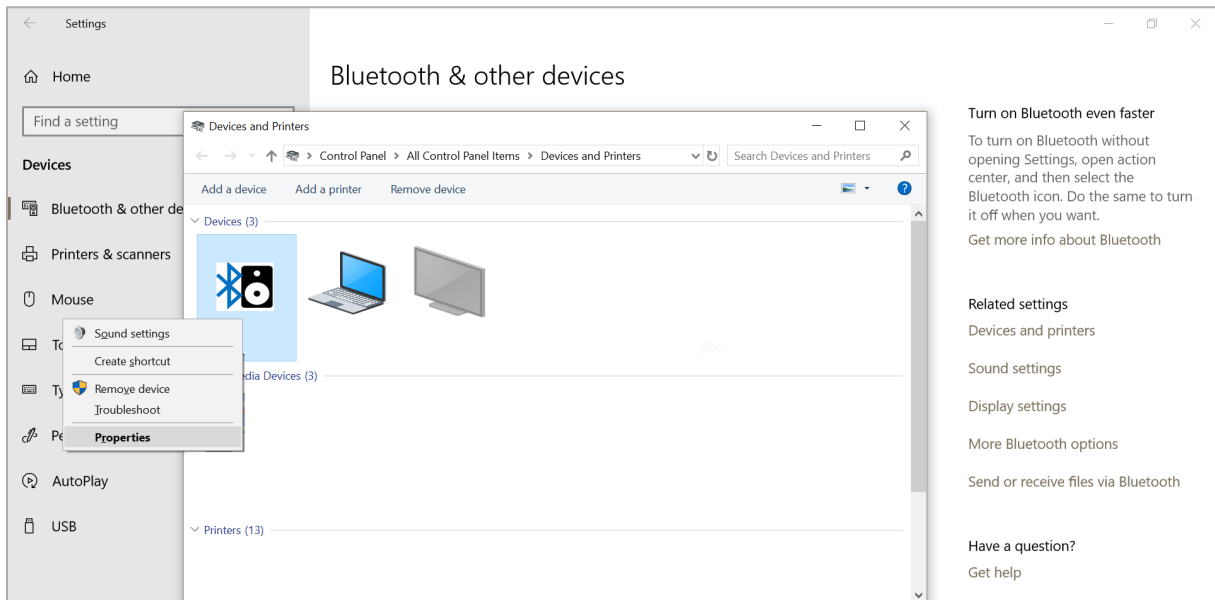
### Bluetooth Device Address

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**.

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



#### Notes:

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

#### Tested Speakers

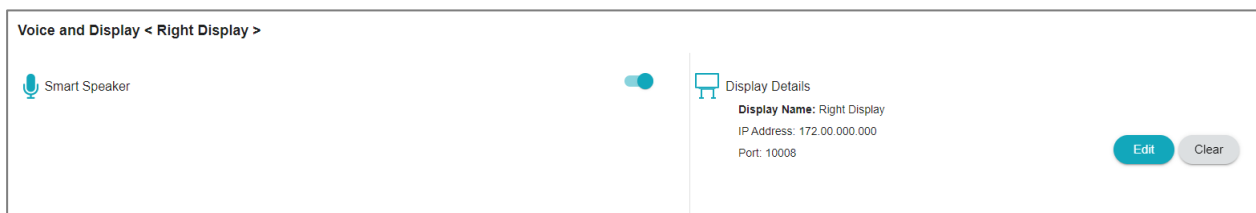
- Jabra Speak Series
- Logitech Connect
- Yamaha

- YVC-200
- YVC-330
- YVC-1000
- Poly Calisto 7200
- Avaya B109

## Register Displays for Voice Control

Voice control registration is necessary to control the display (i.e., power on/off and input change) with voice commands.

1. Select the workspace.
2. Go to **Voice and Display**.



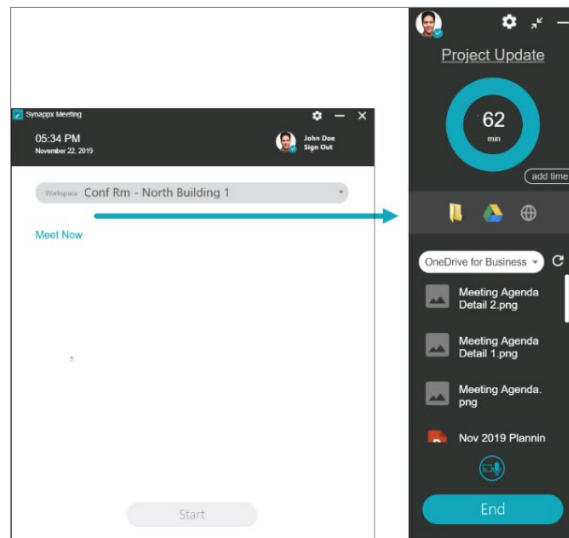
3. Select the **voice control toggle** . The teal color enables the registered device.
4. Select **Edit** under **Display Details**. A setup window will open.
5. Enter the static **IP address** of the display network card and the port number to use for voice communication, or if the device is already registered for Synappx Go share, select the search icon to choose a target display device from the search results, and the information will be auto-filled.
6. Select **OK** to save the settings.

## Step 7: Voice Setup (Optional)

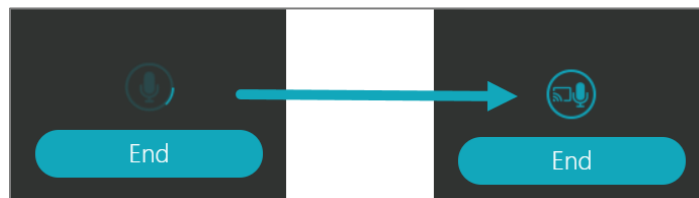
Synappx Meeting supports hands-free operation. Using Amazon's Alexa-enabled devices, you can control PowerPoint presentations, SHARP Pen Software, and display power and inputs. You can also end the meeting with a voice command, and Synappx Meeting will disconnect the casting, end the web conference session, and close the Synappx Meeting Assistant.

1. Enable voice for the target workspace in the Synappx Meeting Admin Portal.
  - a. From the Workspaces page, select the target workspace.
  - b. Register the display for voice control by selecting the toggle (teal color indicates voice control is enabled).
2. Connect an Alexa-enabled device to the internet.

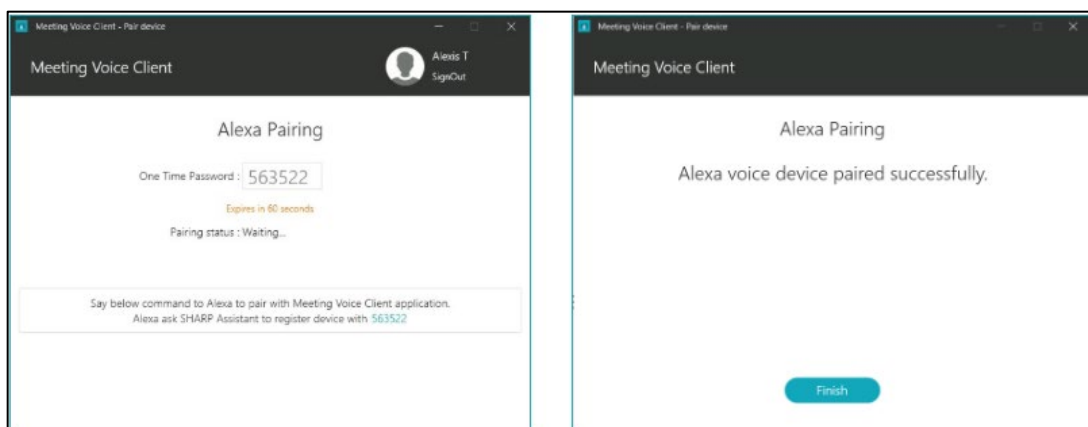
3. Enable the [My Sharp](https://www.amazon.com/dp/B07RZNS4XP/) skill for Amazon Alexa with the organization's Amazon account (<https://www.amazon.com/dp/B07RZNS4XP/>).
4. Open the Synappx Meeting application on a Windows PC.
5. Start an ad hoc meeting by selecting **Meet Now** and the target meeting workspace (workspaces need to be registered and licensed prior to completing this step).



6. Select the voice icon (microphone) on the Synappx Meeting Assistant. The device registration screen will open.



7. Register the device by stating the pairing PIN. Upon successful pairing, the Alexa-enabled speaker is mapped to the target workspace. Repeat for each workspace.





Once the device is mapped, users can select the voice icon to use voice control during the meeting. (Voice operation is only available when the meeting is started with Synappx Meeting.)

#### Device Registration Dialog

**Admin:** Alexa, ask MySharp to register device.

**Alexa:** To register the device, say pin number.

**Admin:** 123456 (unique pin for each session)

**Alexa:** The device is registered.

To disconnect the Alexa-enabled device from the room, say "**Alexa, open My Sharp to unregister the device.**" For a full list of voice commands, go to the Synappx support site [Voice Control page](#).

## System: Admin Log and System Log (Optional during Setup)

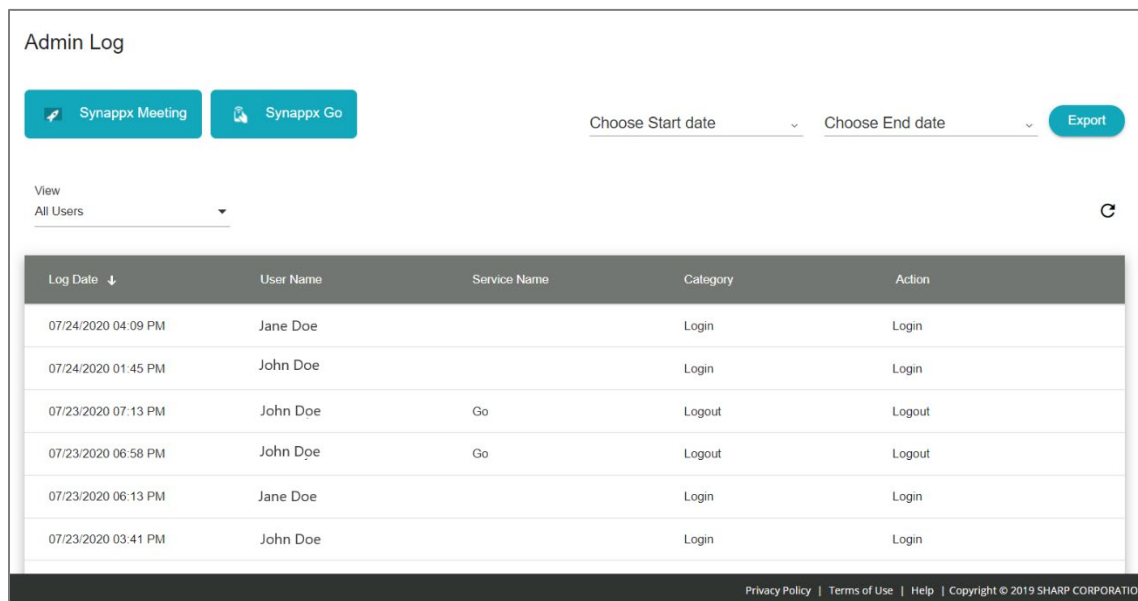
The Synappx Admin Portal provides event data to assist with identifying and resolving issues.

### 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 Meeting 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, there are two teal buttons: 'Synappx Meeting' and 'Synappx Go'. To the right of these buttons are two date pickers labeled 'Choose Start date' and 'Choose End date', followed by a teal 'Export' button. Below the buttons is a 'View' dropdown menu currently set to 'All Users'. The main part of the interface is a table with the following columns: 'Log Date', 'User Name', 'Service Name', 'Category', and 'Action'. The table contains six rows of log entries. At the bottom of the interface, there is a footer with links for 'Privacy Policy', 'Terms of Use', 'Help', and a copyright notice for '© 2019 SHARP CORPORATION'.

Log Date ↓	User Name	Service Name	Category	Action
07/24/2020 04:09 PM	Jane Doe		Login	Login
07/24/2020 01:45 PM	John Doe		Login	Login
07/23/2020 07:13 PM	John Doe	Go	Logout	Logout
07/23/2020 06:58 PM	John Doe	Go	Logout	Logout
07/23/2020 06:13 PM	Jane Doe		Login	Login
07/23/2020 03:41 PM	John Doe		Login	Login

## System Log

If errors occur while using Synappx Meeting, information on those events can be found in the system log.

If both Synappx Meeting 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 and deselect services. (Teal buttons are selected, and white buttons are deselected.)
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 Meeting

Synappx Go

S Admin Portal

Choose Start date Choose End date Export

View  
All Users / Agents

Log Date ↓	User Name / Agent Name	Application ↑	Category	Error
07/23/2020 01:00 PM	John Doe	Synappx Go Agent	Job	Failure to remove agent during uninstall. (S101)
07/20/2020 02:23 PM	Brock Lee	Admin Portal	Login	Failed to Login
07/17/2020 01:20 PM	John Doe	Synappx Go Agent	Discovery	Agent communication failed. Start/stop agent services. (C125)
07/17/2020 01:19 PM	John Doe	Admin Portal	Job	Failure to remove agent. (S109)
07/17/2020 01:19 PM	Brock Lee	Admin Portal	Job	Failure to remove agent. (S109)
07/15/2020 01:26 PM	John Doe	Synappx Go Agent	Job	Failure to remove agent during uninstall. (S101)

Privacy Policy | Terms of Use | Help | Copyright © 2019 SHARP CORPORATION

### 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

## Admin Settings (Optional)

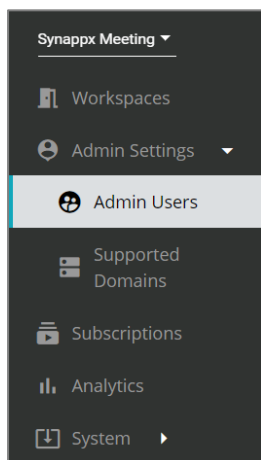
### Administrator Management

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.

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 Meeting	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



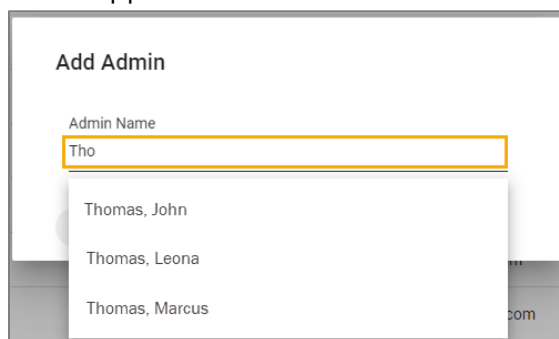
## Add Administrators (Recommended)

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

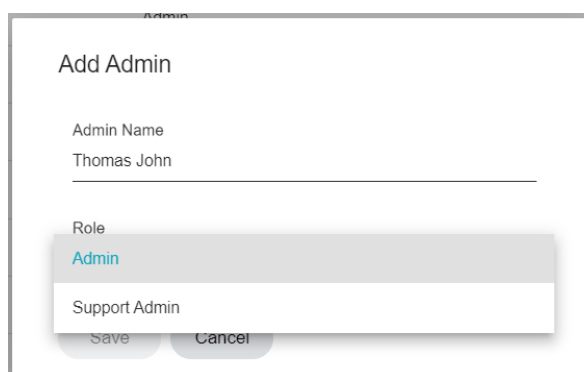
1. Go to **Admin Settings** on the Admin Portal. On the **Admin Users** page, select **(+)**.



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.



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.




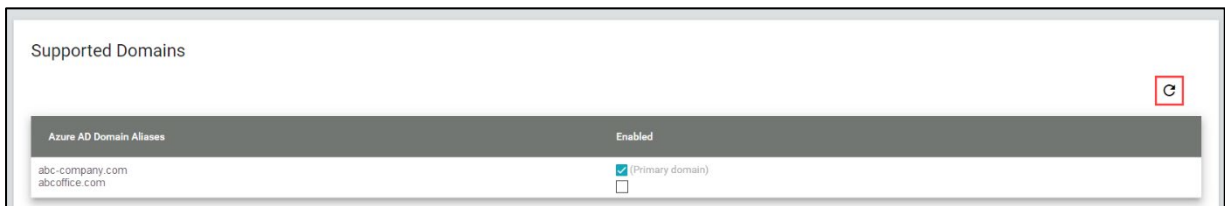
4. Select **Save**. The new administrator will appear on the **Admin Users** list.

## Supported Domains

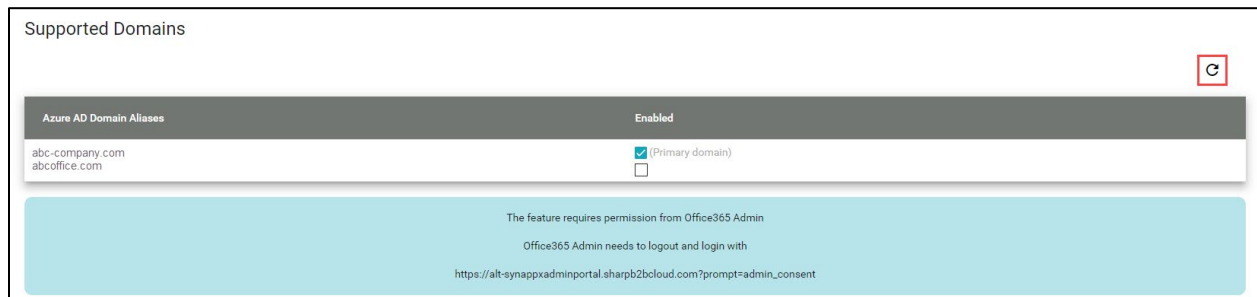
The **Supported Domains** page automatically collects domain aliases from Azure Active Directory or Google Workspace. The default setting is to enable all domains.

**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 Meeting and Synappx Go. Primary domains cannot be unselected. Select the refresh icon  to view new domain aliases added to Azure AD or Google Workspace.



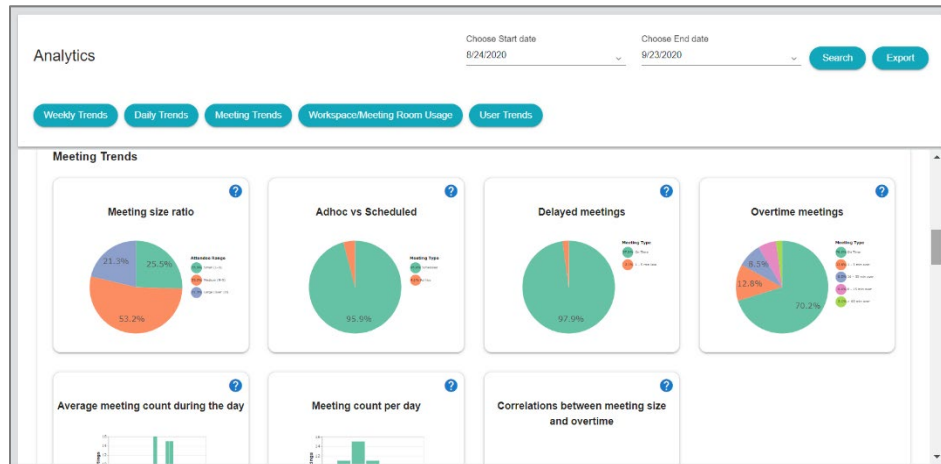
Microsoft 365 customers who licensed Synappx Meeting or Go before Version 1.3 may see a blue box with a link to opt in to the directory.read.all permission to retrieve domains.



# Analytics

## Overview

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



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

## Available Data

### Daily Meeting Hours

This bar chart shows the total hours spent in meetings per day during the selected period.

### Daily Meeting Counts

This bar chart shows meeting counts among registered workspaces per day during the selected period.

### Ad Hoc vs Scheduled Meetings

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

### Meeting Size Ratio

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

### Weekly Meeting Count

This bar chart shows the number of meetings held per day during the week in the registered workspaces.

### Average Meeting Count During the Day

This bar chart shows the average number of meetings held throughout the day in the registered workspaces.

### **Delayed Meeting Trends**

This pie chart shows on-time meetings versus delayed meetings.

### **Overtime Meetings**

This pie chart shows overtime meeting trends.

### **Correlations Between Meeting Size and Overtime**

This chart shows the correlations between the number of attendees and the meetings that went over the allotted time.

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

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

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

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

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

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

### **Top 5 Employees Who Started Meetings Late**

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

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

This chart shows overtime meeting trends by meeting organizer.

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

This chart provides insight into 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.

### **Workspace Usage Heat Map: Top 5**

This heat map shows the top five most frequently used workspaces.

### **Workspace Usage Heat Map: Bottom 5**

This heat map shows the top five least used workspaces.

### **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.

# Hardware Installation

## Overview

This section explains hardware configurations to optimize the use of Synappx Meeting. Skip this section if the systems are already configured.

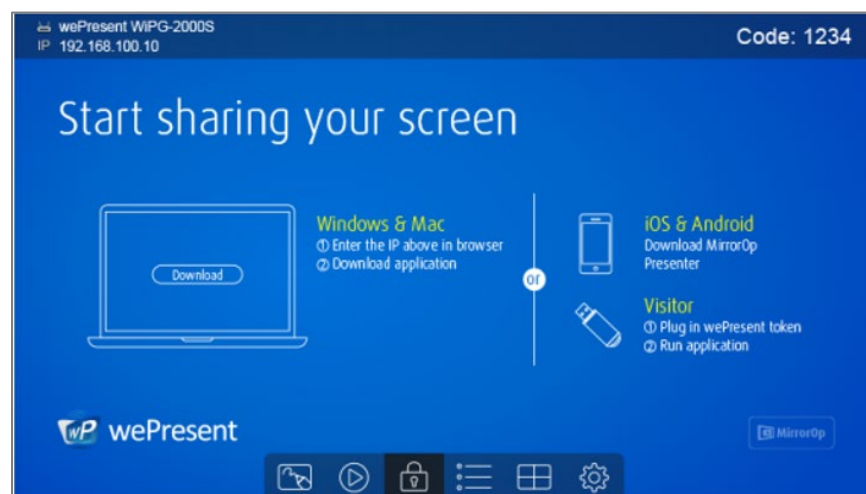
## Set Up Casting Device

Synappx Meeting works with various casting technology.

- Barco's wePresent
- Barco's ClickShare
- Miracast
- Google Cast
  - Chromecast (3rd generation)
  - Chromecast with Google TV

## Casting Devices (wePresent, ClickShare, Miracast, or embedded display wireless interface)

1. Connect the casting device to a display.
2. Connect the casting device to a local area network (LAN).
3. Open the casting device webpage and configure the IP address and PIN (the static IP address is required for the wePresent/wireless network card). You can access the device web page by connecting a cable from a PC to the casting device or network interface.
4. Filtering (Gatekeeper) settings should be set to **All pass** or **Internet only**.





## MirrorOp Client Sender Software

MirrorOp is a sender application for the casting device (wePresent and wireless Sharp displays).

- Install the MirrorOp application on the client/user PCs.
- In a mixed environment, install both MirrorOp applications on the client PC.

The Synappx Meeting client application automatically connects to the casting device via MirrorOp when the meeting is started.

## MirrorOp Software

- [MirrorOp from Barco](#) (for wePresent external device)  
The PIN is always requested with this type of MirrorOp software.

Be sure to install the correct version to ensure full functionality of the software and the display.

## Set Up Displays for Voice Control

Synappx Meeting supports hands-free operation. Using Amazon's Alexa-enabled speakers, you can control Microsoft PowerPoint presentations, SHARP Pen Software, and the display power and inputs. When voice operation is enabled, you also have the option to end the meeting with a voice command. When the meeting is ended, the application disconnects MirrorOp casting and the supported web conference session and closes the Synappx Meeting Assistant. Follow the steps below to configure the display hardware. For software setup, go to [Step 5: Voice Setup](#).

## Configure Display Hardware

Set up a static IP address and port on the display device following the procedure in the hardware operation manual. The IP address needs to be reachable from client PCs.

If the username and password are set for the display device web page, they need to be set in the Synappx Admin Portal.

### Supported Sharp Displays for Voice Control

The following interactive display models can be controlled using the My Sharp skill for Amazon Alexa.

PN-L401C	PN-L803CA	PN-L751H	PN-HB851H
PN-L501C	PN-L705H	PN-L851H	PN-HM651H
PN-L603WA	PN-L805H	PN-HB651H	PN-HM751H
PN-L703WA	PN-L651H	PN-HB751H	PN-HM851H

#### Notes:

- The display IP address needs to be static.
- The display IP address must be accessible from the client PC.

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