



# Synappx™ Collaboration Hub

## Administrator Setup and Configuration Guide

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# Contents



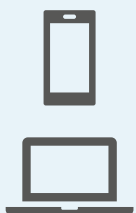
<b>Solution overview</b>	<b>3</b>
<b>Workspace/Meeting Room environment</b>	<b>5</b>
<b>Pre-requisites for optimal environment for Synappx Collaboration Hub (Microsoft 365 and Windows settings)</b>	<b>6</b>
<b>System requirements</b>	<b>7</b>
<b>Installation and configuration steps</b>	<b>8</b>
<b>Setup Workspaces/Meeting Rooms</b>	<b>9</b>
Step 1: Log in (First Time) to Admin Portal	9
Step 2: Add Workspaces	11
Step 3: Allocate Licenses	15
<b>Install Synappx Go Display Agent on an In-Room PC</b>	<b>16</b>
<b>Associate a Room Display and Agent to Workspace</b>	<b>18</b>
<b>Associate NFC tags</b>	<b>20</b>
<b>Install Synappx Meeting App on In-Room PC</b>	<b>23</b>
<b>Install Client aApplications on In-Room PC</b>	<b>26</b>
<b>Add Users and Assign Licenses</b>	<b>27</b>
Add Users	28
Assign Licenses	30
<b>Synappx Go client setup (for users)</b>	<b>31</b>
<b>User experience</b>	<b>32</b>
<b>Admin Portal for Google Workspace™</b>	<b>38</b>
<b>System: Admin Log and System Log</b>	<b>40</b>
<b>Admin Settings (Optional)</b>	<b>42</b>
Administrator Management	42
Add Administrators (Recommended)	43
Supported Domains	44
Other Admin Portal Administration Settings	44
<b>Analytics</b>	<b>45</b>
Overview	45
Available Data – Synappx Meeting	45
Available Data – Synappx Go	46

# Solution overview

Synappx applications are designed to help you focus on the meeting at hand by making complex technology easy to use. Synappx Meeting helps remove the challenges of learning technologies necessary to start meetings such as laptop screen casting and web conference connectivity. Synappx Go offers flexibility in collaboration, allowing you to meet and collaborate wherever you are in the office using your smartphone.

Now newly introduced Synappx Collaboration Hub 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 meeting types:

In-Person Audience BYOD Device	In-Room Compute (PC)	Screen Casting	Remote Audience (Web Conf)	Ad-Hoc Meeting	Scheduled Meeting	Synappx Solution
	N/A	N/A	N/A	✓	N/A	<b>Synappx Go</b>
	N/A	✓	✓	✓	✓	<b>Synappx Meeting</b> (ClickShare, Miracast, Google Cast)
	✓	✓ Laptop via web conference	✓	✓	✓	<b>New!</b> <b>Synappx Collaboration Hub</b> (Synappx Meeting Workspace mode with Synappx Go “Meet”)

## Home Office to Shared Office

While working from home, you may have developed confidence with meeting technology such as MS Teams or Zoom. Now back in the office, you may need to adjust how you conduct meetings and face many uncertain challenges with unfamiliar technology.

Synappx helps bring “Work From Home” (WFH) comfort to the shared office. Simply tap an NFC tag with your smartphone, select a meeting from your mobile and Synappx automatically assists starting web conference sessions by connecting all necessary components. Meetings also can be ended with one click, closing and disconnecting the meeting technology used during the meeting ensuring that the meeting room is left secure and ready for the next users. Synappx helps:

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

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

### Collaboration matters – Room scale hybrid meetings

Adoption of web conferences has increased dramatically and many meetings are now placed involving both in-room and remote participants. One of the common challenges for meeting organisers is participant engagements, remote audiences should not be left behind in collaborative discussions. Synappx Collaboration Hub helps both the in-room and remote audience be fully engaged. With Synappx, in-room camera and audio are connected seamlessly for the web conference and dynamic content share is done with a simple NFC tap. All meeting content and actions can be shared with both in-room and remote audiences. Obtaining meeting content is easier than ever. 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 to meeting invite attachments\*
- Access to files in the cloud storage and remotely operate shared contents
- Access to 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

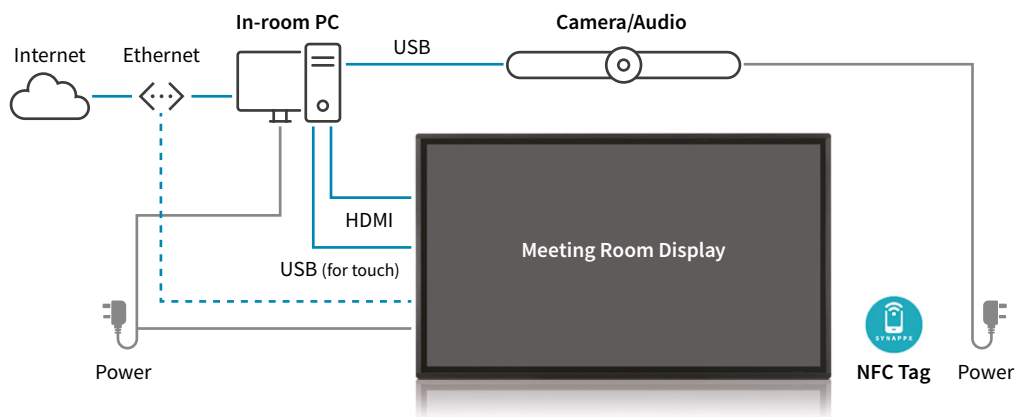
\*Available only for Microsoft 365 users



# Workspace/Meeting Room environment

The new Synappx experience is designed for the in-room compute collaboration style. The following are the key components in the Synappx Collaboration Hub environment.

**Note:** In this environment, laptop users can participate via web conference for screen sharing.



## Installed on the In-Room PC:

- Windows 10 OS
- Synappx Meeting Application (logged in using meeting room resource account, set for workspace mode)
- Synappx Go Display Agent Application (mapped to the target workspace)
- Microsoft Office Application
- Web Browsers (Edge and Chrome)
- [Sharp Pen Software](https://www.sharp.co.uk/cps/rde/xbcr/documents/documents/Service_Information/Software/PenSoftware_current_version_installer.zip) (for the latest version, go to: [https://www.sharp.co.uk/cps/rde/xbcr/documents/documents/Service\\_Information/Software/PenSoftware\\_current\\_version\\_installer.zip](https://www.sharp.co.uk/cps/rde/xbcr/documents/documents/Service_Information/Software/PenSoftware_current_version_installer.zip))
- Web Conference Client Apps (e.g. Microsoft Teams, Zoom, etc)

## 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 display to the ethernet. Configure display auto input via the Synappx Admin Portal.

**Note:** In-room camera audio device connectivity needs to be established before first use of Synappx Collaboration Hub.

# Pre-requisites for Synappx Collaboration Hub

## (Microsoft 365 and Windows settings)

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

### 1. Synappx Go and Synappx Meeting license

The following license is required to use the Synappx Collaboration Suite. Packaged licenses are available. Please contact an authorised Sharp dealer for more details.

- **Synappx Go user license** applied to each user  
**Note:** This feature is not available for guests created in the custom database
- **Synappx Meeting room license** applied to a Workspace

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

When Synappx Meeting is used in the “Workspace” mode, it is required that MS 365 has a room resource calendar and Office 365 license applied to the resource account. This account is used to login to Synappx Meeting installed on the in-room PC and MS Teams (when installed on the in-room PC), and to view downloaded files during the meeting. When logged in and with the Workspace mode enabled, Synappx Meeting displays a scheduled meeting list with an organiser and reserved time.

### 3. Microsoft Teams configurations (Required for the MS 365 environment)

The resource account is required to login to install MS Teams application on the 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 [MS Teams settings](#) to establish controlled environment such as access to calendar and chat history.

### 4. In-Room Compute 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.

# System requirements

## Supported environments

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

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

Microsoft 365® Service Plans	
Operating System (OS)	Windows 10 (32-bit and 64-bit versions) Builds 1909 to 21H1 (Internet connection required)
Central Processing Unit (CPU)	2.0 GHz processor
.NET Framework	Microsoft .NET Framework 4.7.2 or higher
Memory	4GB of RAM
Hard Disk Drive (HDD)	More than 200 MB
Client applications	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® PDF reader for Google native files (view only)
Security	Recommended: Synapppx Windows Shell. Anti-virus software

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® Teams</li><li>Zoom</li><li>Google Meet™</li><li>GoToConnect</li></ul>

Supported Mobile Platform	
OS	Android™ 9 to 11
	iOS 13 to iOS 14

# Installation and configuration steps

Here is a summary of the steps to set up and configure Synappx Go and Synappx Meeting workspace mode. The following sections describe each step in more detail. Before following the steps, please ensure to read the [pre-requisites](#):

Step 1	<a href="#">Setup Workspaces/Meeting Rooms</a>
Step 2	<a href="#">Install Synappx Go Display Agent on to In-Room PC</a>
Step 3	<a href="#">Associate a Room Display and Agent to a Workspace</a>
Step 4	<a href="#">Associate NFC Tags</a>
Step 5	<a href="#">Install Synappx Meeting App on an In-Room PC</a>
Step 6	<a href="#">Install Client Applications on an In-Room PC</a>
Step 7	<a href="#">Add Users and Assign Licenses</a>
Step 8	<a href="#">Synappx Go Client Setup (For Users)</a>



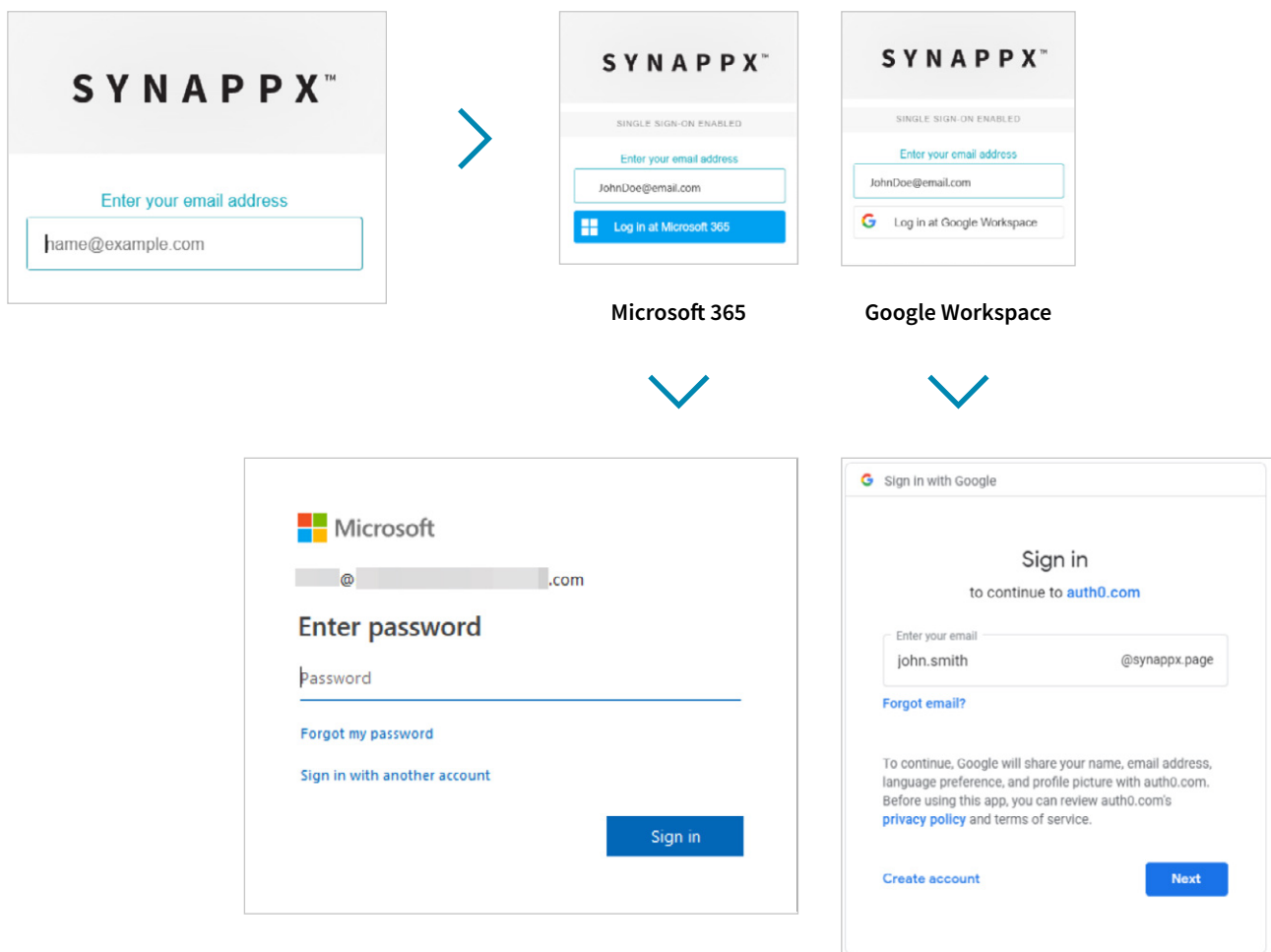
# Setup Workspaces/ Meeting Rooms

## Step 1: Log in (First Time) to Admin Portal

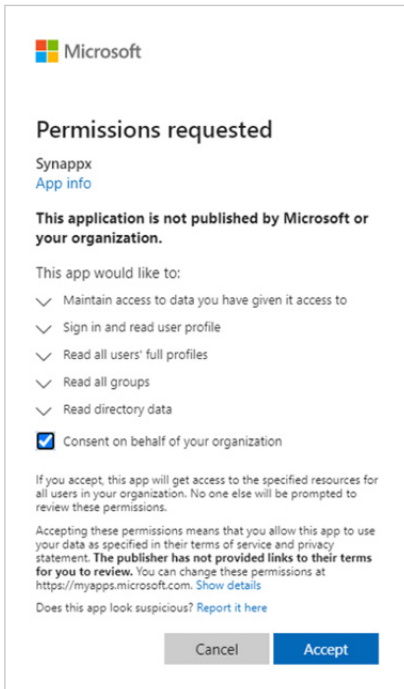
### Notes:

- An email containing the Synappx Admin Portal URL will be sent to the assigned administrator when your organisation 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 authorise 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 organisation** box and select **Accept**.

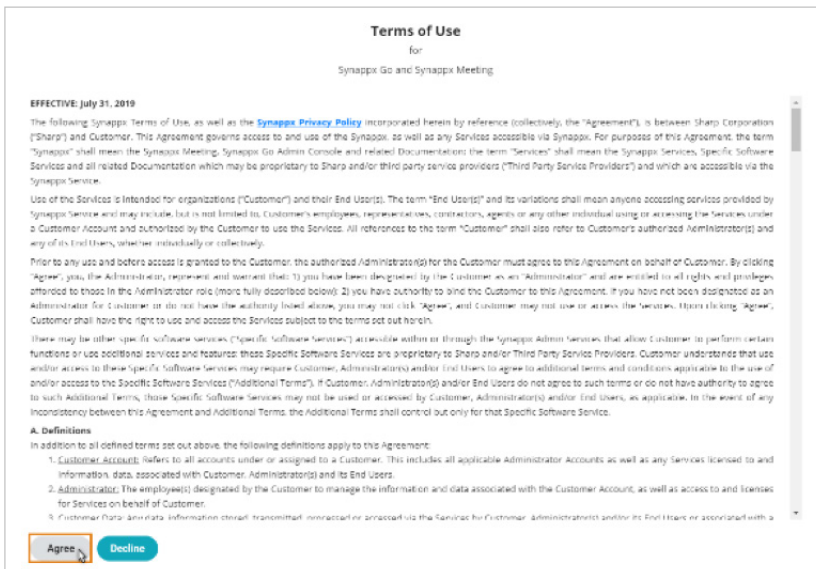


The screenshot shows a Microsoft 365 permissions request window for an application named 'Synappx'. The window title is 'Permissions requested'. Below the title, it says 'Synappx' and 'App info'. A warning message states: 'This application is not published by Microsoft or your organization.' Below this, it says 'This app would like to:' followed by a list of permissions: 'Maintain access to data you have given it access to', 'Sign in and read user profile', 'Read all users' full profiles', 'Read all groups', and 'Read directory data'. The 'Consent on behalf of your organization' checkbox is checked. At the bottom, there are 'Cancel' and 'Accept' buttons. A small text at the bottom left says 'Does this app look suspicious? Report it here'.

**Google Workspace:** Go to the Google Workspace Admin Console and [add the Synappx API scope](#).

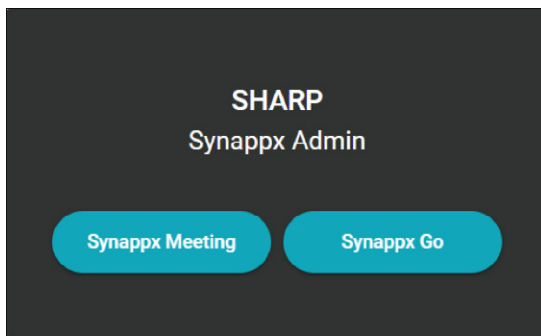
**Note:** Agreement with the Terms of Use is only required with the initial Admin Portal login.

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.



The screenshot shows the 'Terms of Use' for Synappx Go and Synappx Meeting. The document is titled 'Terms of Use for Synappx Go and Synappx Meeting'. It starts with 'EFFECTIVE: July 31, 2019'. The text describes the agreement between Synappx and the user, covering the use of Synappx services and the user's responsibility to comply with the terms. It includes a section 'A. Definitions' which defines 'Customer account', 'Administrator', and 'End User'. At the bottom, there are 'Agree' and 'Decline' buttons.

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



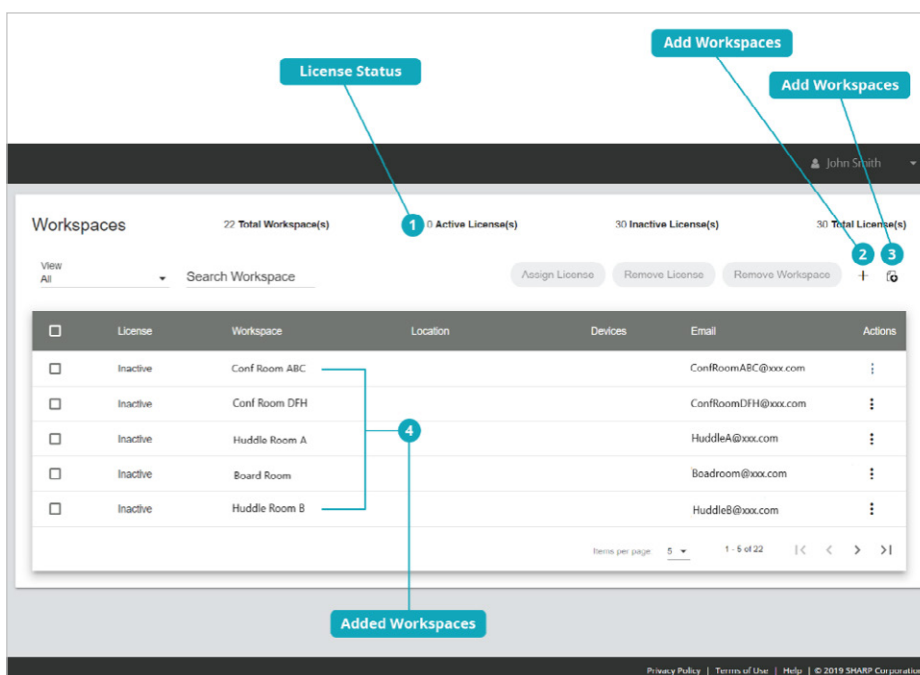
The **Synappx Meeting Admin Portal** homepage will appear.

The screenshot shows the "Workspaces" page in the Synappx Meeting Admin Portal. At the top, it displays "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". A table lists workspaces with columns for License, Workspace, Location, Devices, Email, and Actions. The table contains three rows: "Inactive" for "Conf Rm - 1" (Room1@company.org), "Active" for "Conf Rm - 1E" (Room1E@company.org), and "Active" for "Conf Rm" (ConfRoom@company.org).

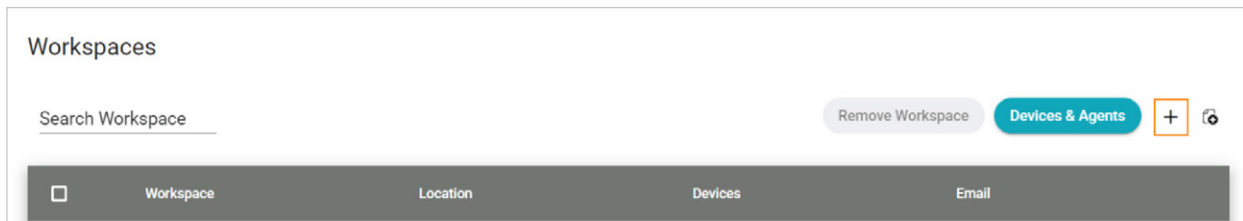
License	Workspace	Location	Devices	Email	Actions
Inactive	Conf Rm - 1			Room1@company.org	
Active	Conf Rm - 1E			Room1E@company.org	
Active	Conf Rm			ConfRoom@company.org	

## Step 2: 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 **(+)**.



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

## 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.

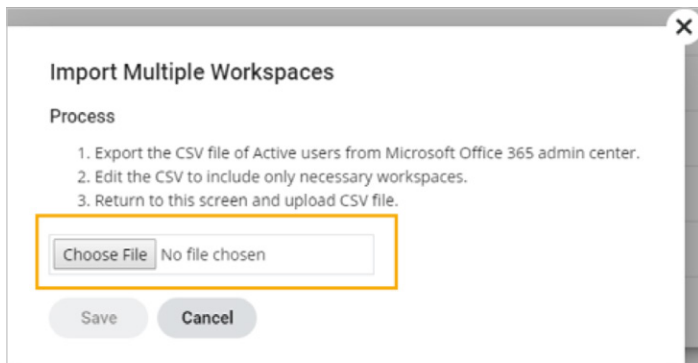
A screenshot of the 'Add Workspace' dialog box. It has two radio buttons: 'Import from G Suite' (selected) and 'Groups'. Below the 'Import from G Suite' option is a text input field labeled 'Workspace Name(\*)' with the value 'Meeting Room A'. Below that is another 'Workspace Name(\*)' input field and a 'Location' input field. At the bottom are 'Save' and 'Cancel' buttons. A vertical scrollbar is on the right side of the dialog.

## Import Workspaces via CSV File

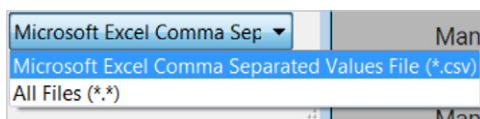
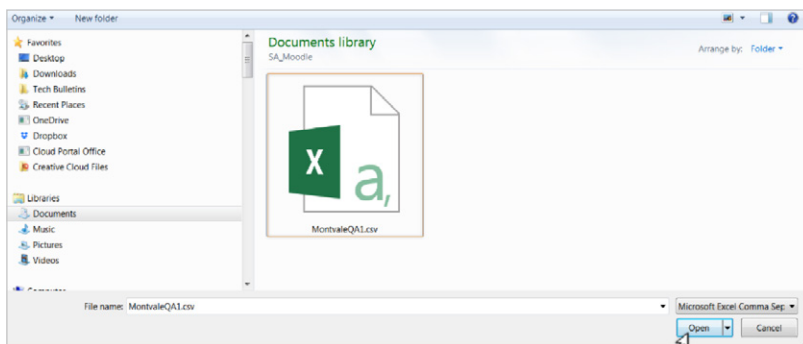
1. Select the **Import Multiple Workspaces** icon.



- 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.
- Select **Choose File**.



- Select your file and click **Open**. The selected .csv file must be a Microsoft Excel Comma Separated Values File.

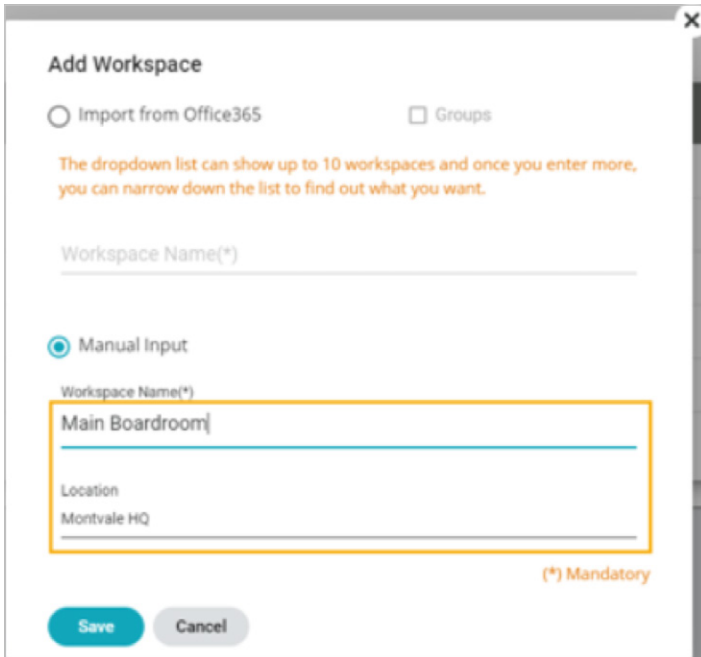


- The file will attach in the **Import Multiple Workspaces** window. Select **Save**.

## 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 has two radio buttons: "Import from Office365" (unselected) and "Manual Input" (selected). A checkbox labeled "Groups" is also present. Below the radio buttons, there is a note: "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." There are two text input fields. The first is labeled "Workspace Name(\*)" and contains the text "Main Boardroom". The second is labeled "Location" and contains the text "Montvale HQ". A yellow rectangular box highlights the "Main Boardroom" text in the first field. At the bottom right, there is a note "(\*) Mandatory". At the bottom left, there are two buttons: "Save" (highlighted in blue) and "Cancel".

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

**Note:** User can have an ad hoc meeting with a manual workspace but cannot book a scheduled meeting with a manual workspace since it has no calendar.

## Step 3: 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 **⋮** menu. 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, a 'License Action' bar contains 'Assign License', 'Remove License', and 'Remove Workspace' buttons. A table lists workspaces with columns for License, Workspace, Location, Devices, Email, and Actions. The table rows are: Conf Room ABC (Active), Conf Room DFH (Inactive), Huddle Room A (Inactive), Board Room (Inactive), and Huddle Room B (Inactive). Callout 1 points to the License Status summary. Callout 2 points to the Assign License button. Callout 3 points to the checkbox in the License column for Huddle Room B. Callout 4 points to the workspace name 'Huddle Room A'. Callout 5 points to the Actions menu for Huddle Room B, which includes options like Edit, License, and Delete. A 'Workspace Selection' label points to the table header, and a 'License Status for Each Workspace' label points to the License column.

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	

# Install Synappx Go Display Agent on an In-Room PC

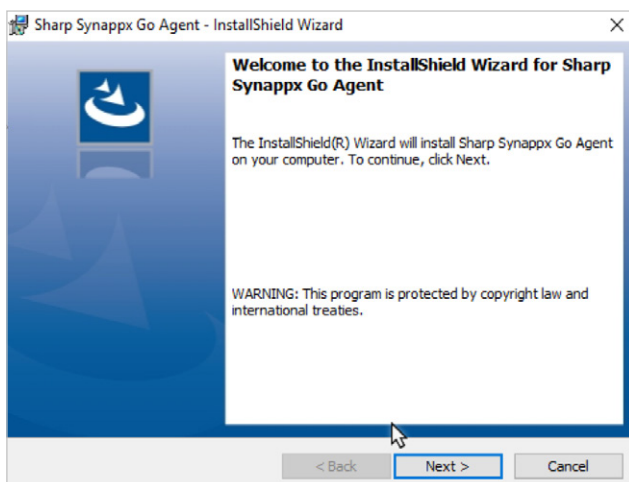
The Synappx Go display agent creates a secure connection to the Synappx Go cloud and manages document sharing to displays. A display agent must be installed on the PC of every display that will be used with Synappx Go. Here is an overview of the display agent installation and configuration:

- The display agent installation starts on a PC (see steps below). Before installation, ensure the prerequisites are met.
  - .NET 4.7.2 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:

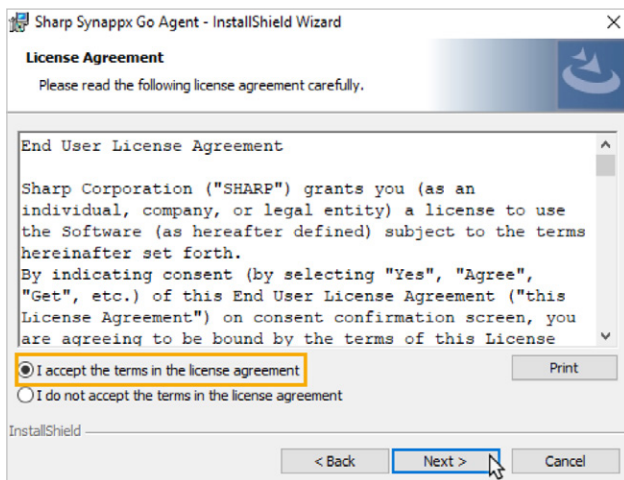
- Prior to installing the agent, an administrator must download the display agent from the Admin Portal to a separate PC. For convenience, you can download the display agent from the Admin Portal once and copy the zip file to any other display computers that will be configured to support Synappx Go. Then, run the setup on each computer, and each will be configured and displayed automatically on the Admin Portal.

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**.

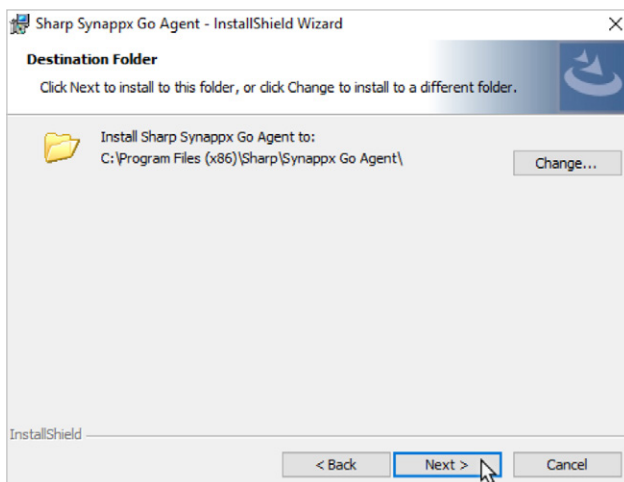




4. Read the End User License Agreement (EULA) and select **I accept the terms in the license agreement**. If desired, print a copy of the EULA. Then select **Next**.



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**.



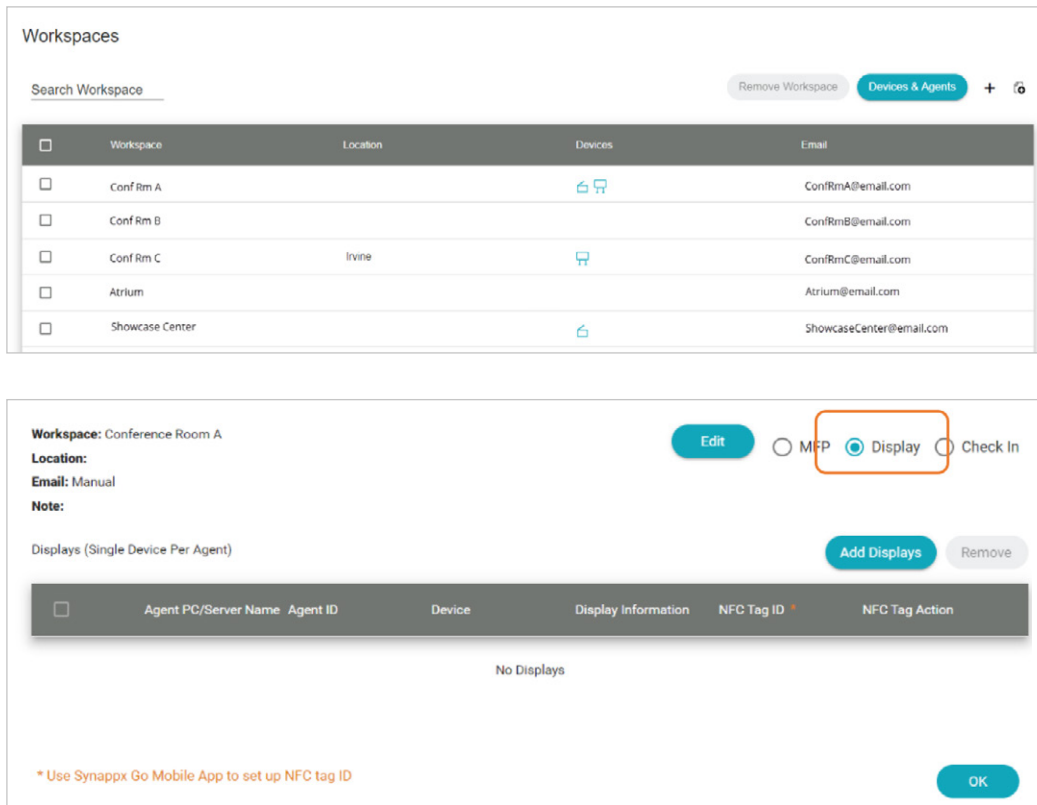
6. The installation process will begin; it could take up to several minutes to finish.
7. When the InstallShield Wizard Completed screen appears, select **Finish**.

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 of 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 Admin Portal.

1. Start by selecting Workspaces from the list. Select Display to view a list of displays associated to the workspace.



**Workspaces**

Search Workspace  Remove Workspace **Devices & Agents** +

<input type="checkbox"/>	Workspace	Location	Devices	Email
<input type="checkbox"/>	Conf Rm A			ConfRmA@email.com
<input type="checkbox"/>	Conf Rm B			ConfRmB@email.com
<input type="checkbox"/>	Conf Rm C	Irvine		ConfRmC@email.com
<input type="checkbox"/>	Atrium			Atrium@email.com
<input type="checkbox"/>	Showcase Center			ShowcaseCenter@email.com

**Workspace:** Conference Room A **Edit** ☐ MFP ☒ **Display** ☐ Check In

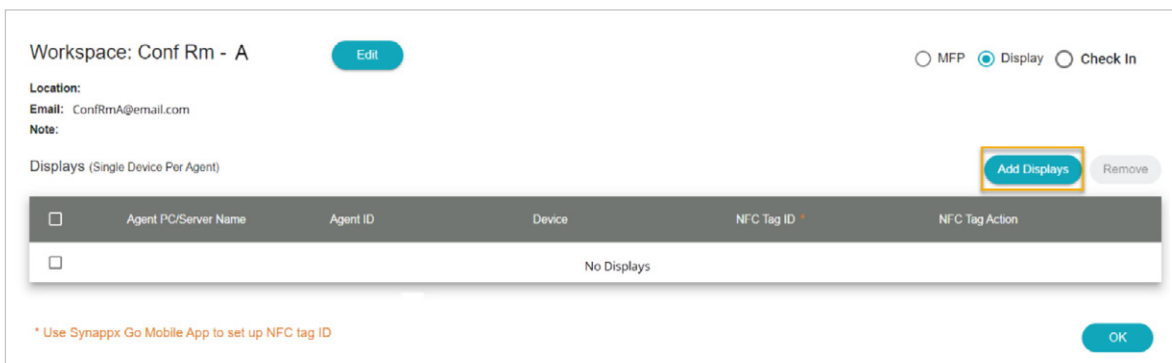
**Location:**  
**Email:** Manual  
**Note:**

Displays (Single Device Per Agent) **Add Displays** Remove

<input type="checkbox"/>	Agent PC/Server Name	Agent ID	Device	Display Information	NFC Tag ID *	NFC Tag Action
No Displays						

\* Use Synappx Go Mobile App to set up NFC tag ID **OK**

2. The **Workspace Configuration** window will appear. Select **Add Displays**.



**Workspace:** Conf Rm - A **Edit** ☐ MFP ☒ **Display** ☐ Check In

**Location:**  
**Email:** ConfRmA@email.com  
**Note:**


Displays (Single Device Per Agent) **Add Displays** Remove

<input type="checkbox"/>	Agent PC/Server Name	Agent ID	Device	NFC Tag ID *	NFC Tag Action
No Displays					

\* Use Synappx Go Mobile App to set up NFC tag ID **OK**

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

Select Display Agent to Associate With This Workspace

<input type="checkbox"/>	Display Agent	Agent ID	Device
<input checked="" type="checkbox"/>	Display Agent Name	d-20201461122317	 Display

Note: One display permitted per agent

OK Cancel

4. Your workspace will now list the associated display agent under the **Device** column. A reminder to set up the NFC tag will appear. Select **OK**.

Workspace: Conference Room A Edit ☒ MFP ☐ Display ☐ Check In

Location:

Email: Manual

Note:

MFPs (Multiple Devices Per Agent) Add MFPs Remove

<input type="checkbox"/>	Agent PC/Server Name	Agent ID	Device	NFC Tag ID *	NFC Tag Action
	MFP A	D123456	MX-M565N 192.168.100.1		Use mobile app to set

\* Use Synappx Go Mobile App to set up NFC tag ID

OK

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. See details on auto-input configuration [here](#).

# Associate NFC tags

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

## iOS

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



## Android

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

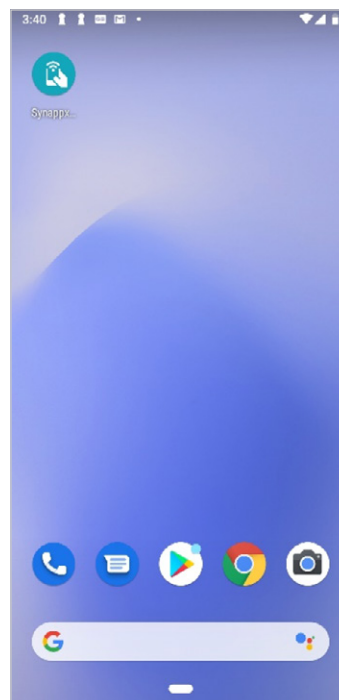



**Note:** The sign-in information only needs to be entered the first time you sign in to the app unless you change your password, log out or do not use the app for 30 days.

2. Open the Synappx Go app.  
When prompted, enter your Microsoft 365 or Google Workspace credentials and accept the permissions request.

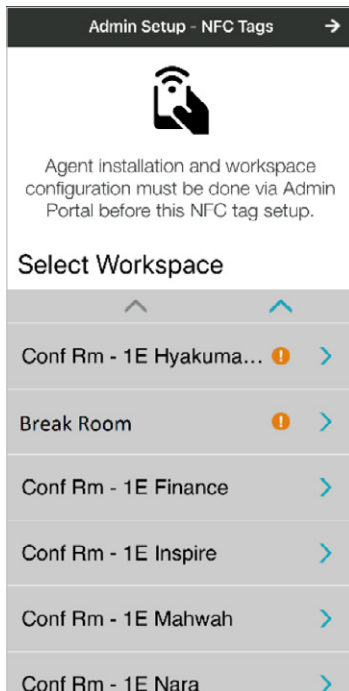


2. Open the Synappx Go app.  
When prompted, enter your Microsoft 365 or Google Workspace credentials and accept the permissions request.

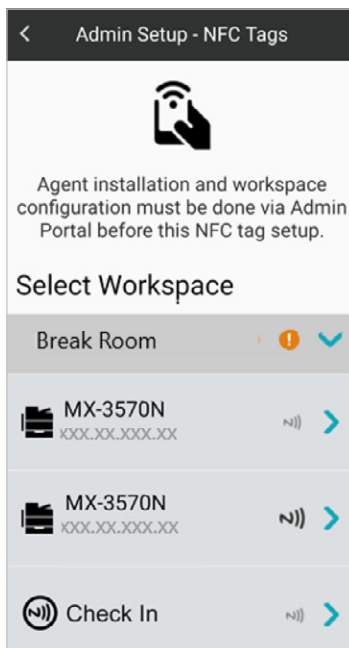


**Note:** When an MFP or display associated with a workspace needs to be set up, a  will appear. You can sort by workspace name or by workspaces requiring NFC tag setup. Check-in can be configured for any workspace.

3. The **Select Workspace** screen will appear. All configured workspaces will display. Select a workspace.

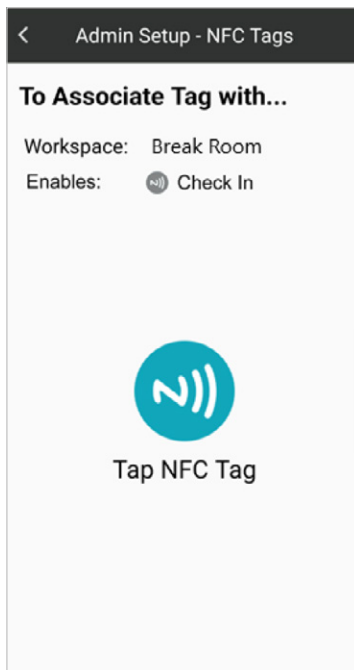


4. A list of devices and a check-in option will appear below the workspace. Select a device or select **the display agent**.



**Note:** A smaller light gray NFC image indicates the device does not yet have an associated NFC tag. A darker grey, larger icon indicates a tag has been associated.

5. Confirm the workspace information is correct. Then, tap a new NFC tag to associate the tag with the display.



6. You will see a notification upon successfully associating the device. Repeat for all other workspaces.

**Notes:**

- After configuration, the NFC tag ID for each configured device will automatically appear on the Synappx Go Admin Portal workspaces page.

NFC tag settings can be changed on the mobile app by going to **Settings > NFC Tag**.

# Install Synappx Meeting app on In-Room PC

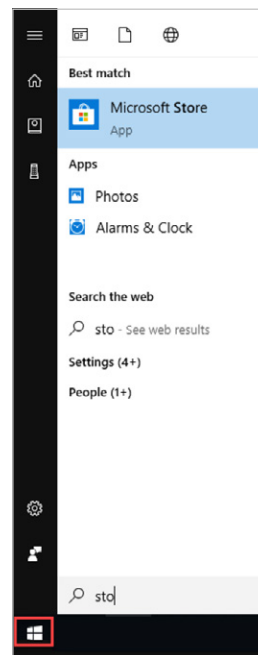
Synappx Meeting application is designed for both laptop BYOD for screen casting and the new workspace mode experience. Synappx Meeting application is available via the Microsoft Windows Store.

## Notes:

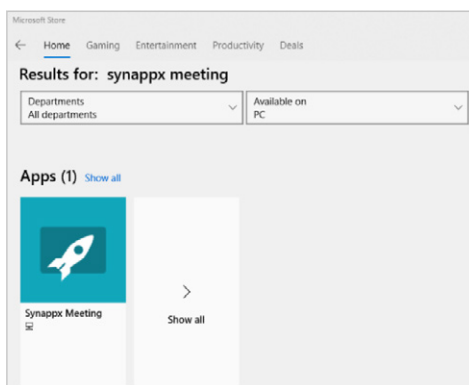
- Some organisations add restrictions to Microsoft 365 or Google Workspace accounts. Ensure users have permission to download apps from the Microsoft® Store.

Download Synappx Meeting to in-room PC from the Microsoft® Store.

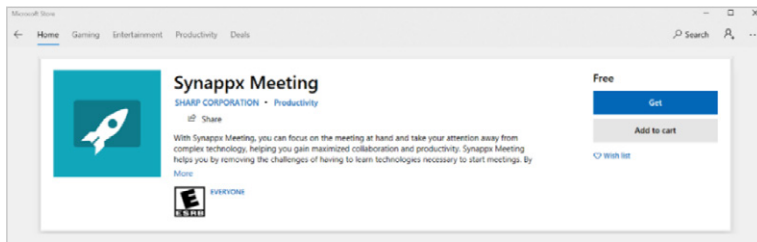
1. Open the Windows® **Start** menu.
2. Start typing **store**.
3. Select the **Microsoft Store** app.



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



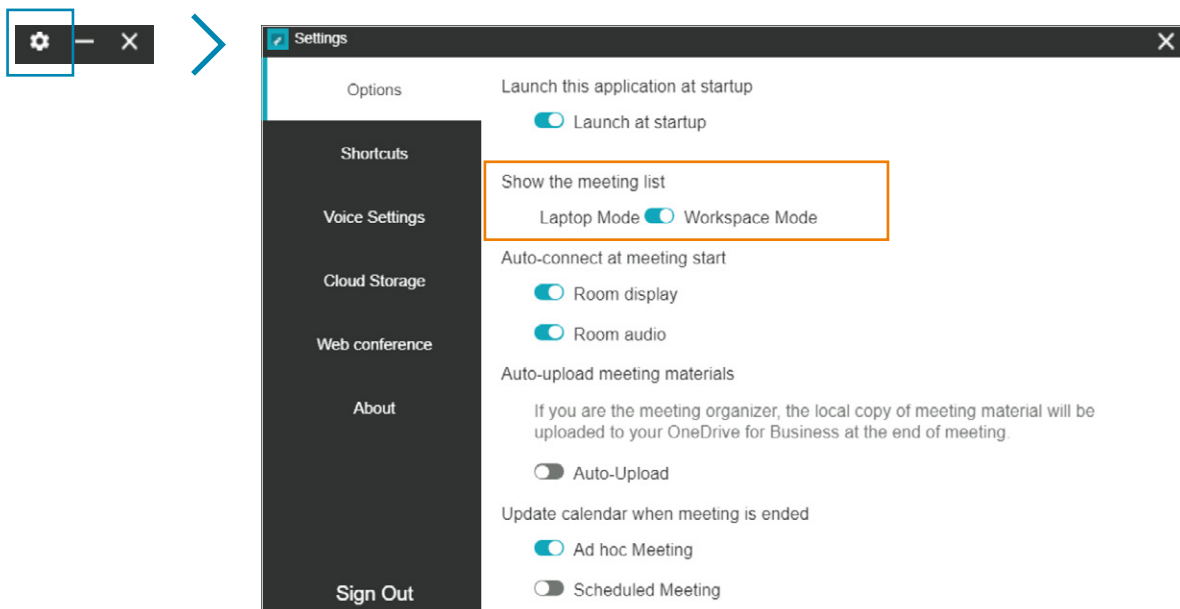
6. The app description page will open. Select **Get**.



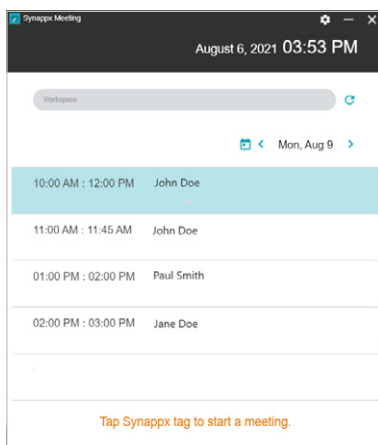
7. The app will begin downloading. Accept the download if a dialogue box requests permission. After the download is complete, Synappx Meeting will open automatically.

8. Login to the Synappx Meeting application using the meeting room resource account.

9. Go to the setting, turn the “Workspace Mode” on. Relaunch Synappx Meeting app. (MS 365 environment only)

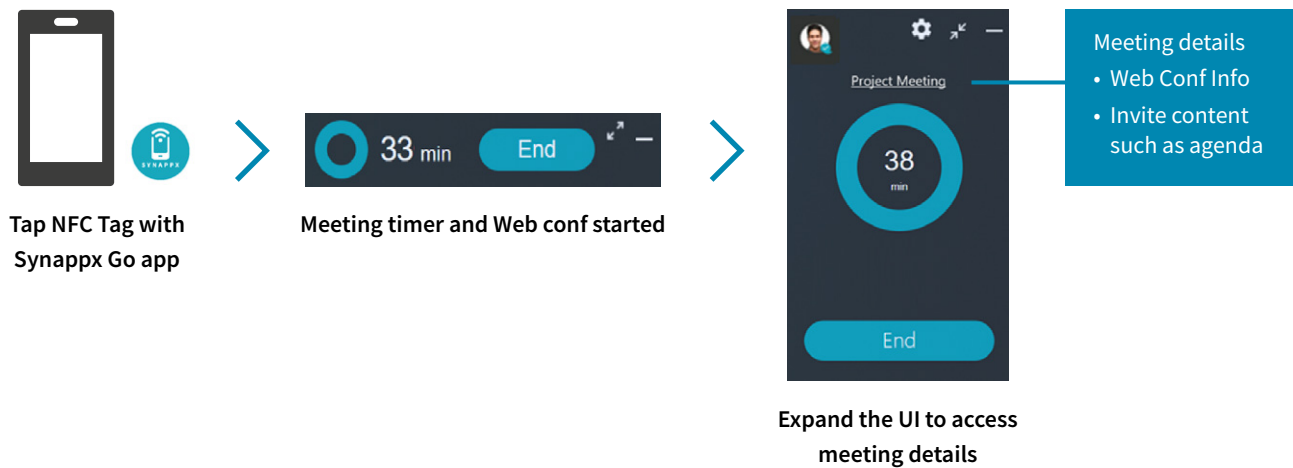


10. Synappx Meeting displays a meeting list for the resource.





When user taps the NFC, a meeting is automatically started and displays the meeting room timer.



### Synappx Collaboration feature comparison chart

Features	Meeting Room – (licensed workspace only)	
	Laptop mode	Workspace mode <b>New!</b>
Auto-start casting/mirroring	Yes	NA
Auto-start web conference	Yes	Yes
Access to attachments	Yes	Yes, Use Synappx Go app
Access to cloud storage	Yes	Yes, Use Synappx Go app
Meeting timer	Yes	Yes
Web conference control	NA (Via Web Conference UI)	Yes
Screen share on/off	NA	Yes, Use Synappx Go app
Camera on/off	NA	Yes, Use Synappx Go app
Volume control	NA	Yes, Use Synappx Go app
Microphone mute/unmute	NA	Yes, Use Synappx Go app
Access to Pen Software	NA	Yes, Use Synappx Go app
Shortcuts	Yes	NA
Update calendar with end time	Yes	Yes
Extend meeting time	Yes	Yes, Use Synappx Go app
End meeting reminder	Yes	Yes
Start meeting countdown	Yes	Yes

# Install Client applications on In-Room PC

To fully enjoy Synappx Collaboration Hub, it is recommended to install the following client applications.

- **Microsoft Office application**

For the optimal experience, it is best that the Microsoft Office client applications are installed. 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).

- **Web Conference Client application**

The optimal experience, it is best that the client application for the web conference is installed. The supported web conference for the Synappx Collaboration Hub is 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. 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 organisation who access Synappx Go features on the mobile application.

The screenshot shows the 'Users' management interface. At the top, there's a filter bar and summary statistics. The main area contains a search bar and a table of users. Callouts point to various UI elements:

- 1: Filter Users by all, active or inactive
- 2: Search Users
- 3: Total number of users (10 Total User(s))
- 4: Number of assigned licenses (0 Active License(s), 40 Inactive License(s))
- 5: Number of assigned licenses
- 6: Total available licenses (50 Total License(s))
- 7: License status (active/inactive)
- 8: User Name
- 9: Email
- 10: Add User Icon
- 11: Import User ID icon
- 12: Import CSV icon
- 13: User ID card numbers

License	User Name	Email	ID Card
Active	Smith, Sharon	smiths@email.com	*****
Active	Ames, Howie	amesh@email.com	*****
Active	Carey, Fred	careyf@email.com	*****
Active	Lee, Joe	leej@email.com	*****
Active	Jones, Don	jonesd@email.com	*****
Active	James, Lily	jamesl@email.com	*****
Active	Johnson, Frank	johnsonf@email.com	*****
Active	Wilson, Robert	wilsonr@email.com	*****
Active	Ling, Sally	lings@email.com	*****
Active	Wild, Maggie	wildm@email.com	*****

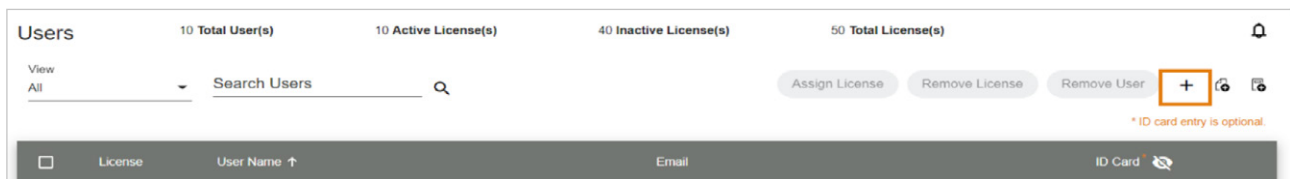
- Assign and remove licenses to and from users on this page.
- Add administrators from the **Admin Settings** page (optional during initial setup but recommended).
- Optional: Add user ID card numbers if MFPs are “locked” by PaperCut MF, Sharp Job Accounting II or Native Authentication.

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

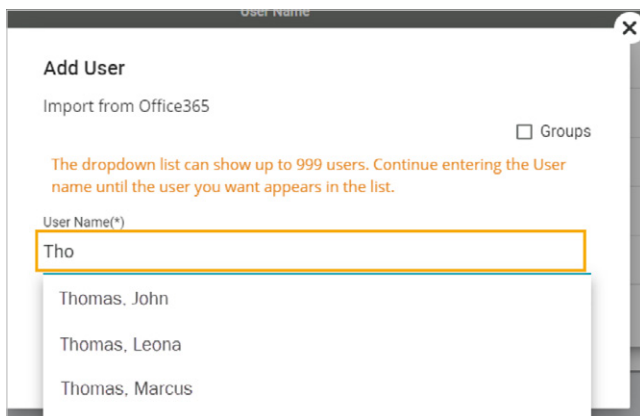
## Add Users

Images show Microsoft 365 as an example.

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

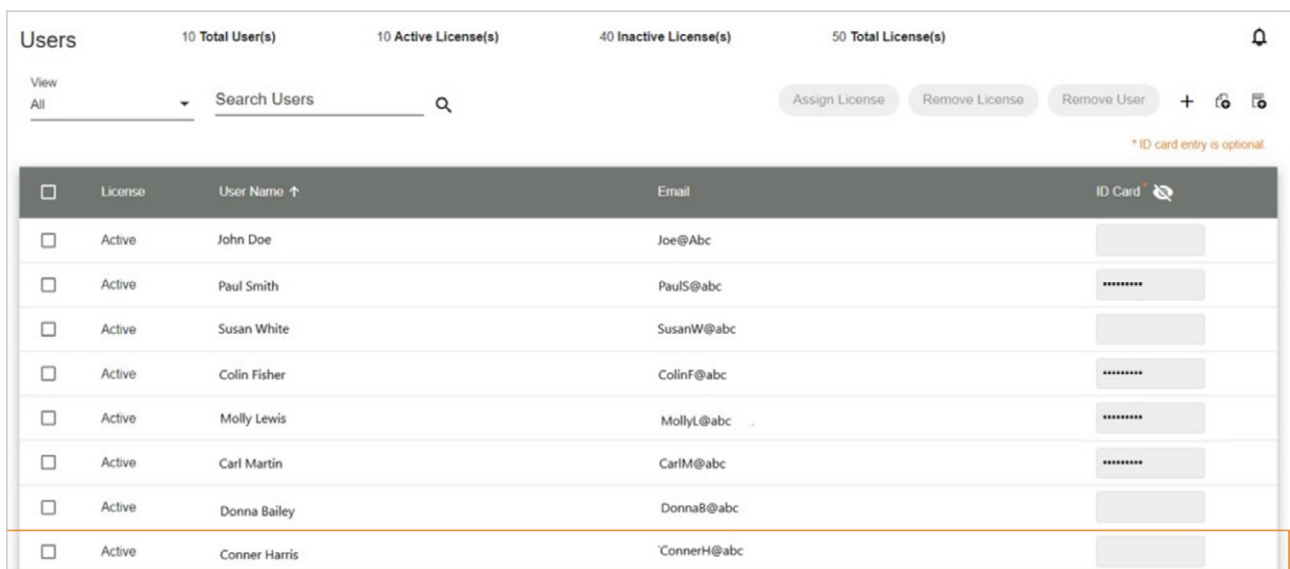


2. Type a few characters in the **User Name** field. Microsoft 365 or Google Workspace users will populate. Select from the list shown. Then select **Save**.



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 **Users** page.



**Note:** Guest users are not supported with the Synappx Collaboration Hub. Content Share is supported.

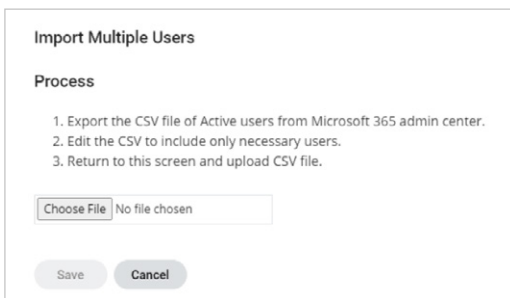
## Import Users via .csv file

Images show Microsoft 365 as an example.

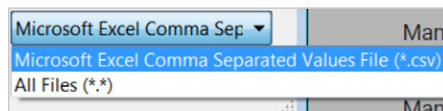
1. Select the **Add Multi-Users** icon.



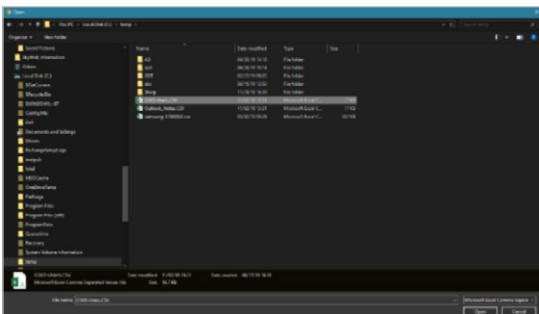
2. The **Import of Multi-Users** window will appear. Follow the **Process** guidelines. The file has a maximum of 50 users and 500KB.



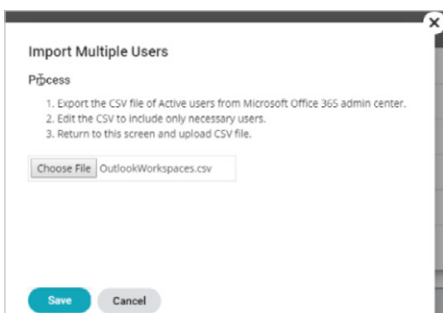
**Note:** The selected file must be a **Microsoft Excel Comma Separated Values File**.



3. Select **Choose File**. Choose the .csv file from the document library. Then select **Open**.

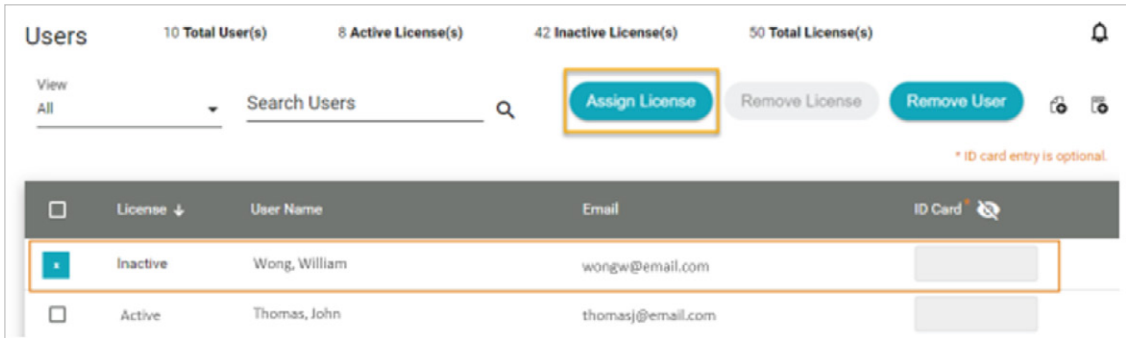


4. The uploaded file will appear in the **Process** pop-up window. Select **Save**. Users in the .csv file will be added to the **Users** list on the **Users** page.



## Assign Licenses

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



The screenshot shows the 'Users' management interface. At the top, it displays statistics: 10 Total User(s), 8 Active License(s), 42 Inactive License(s), and 50 Total License(s). Below this is a search bar with the text 'Search Users' and a magnifying glass icon. To the right of the search bar are three buttons: 'Assign License' (highlighted with an orange box), 'Remove License', and 'Remove User'. Below the buttons is a table with columns: License, User Name, Email, and ID Card. The table contains two rows: one for 'Wong, William' with an 'Inactive' license and email 'wongw@email.com', and another for 'Thomas, John' with an 'Active' license and email 'thomasj@email.com'. The first row is highlighted with an orange box. A note at the bottom right states '\* ID card entry is optional.'.

License	User Name	Email	ID Card
Inactive	Wong, William	wongw@email.com	
Active	Thomas, John	thomasj@email.com	

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 more details, refer to the separate Synappx Go Administrator Guide.

# Synappx Go client setup (for users)

Synappx Go application for users are available from App Store for iOS and Google Play for Android smartphones. Please note that NFC capability varies per types of smart phones.



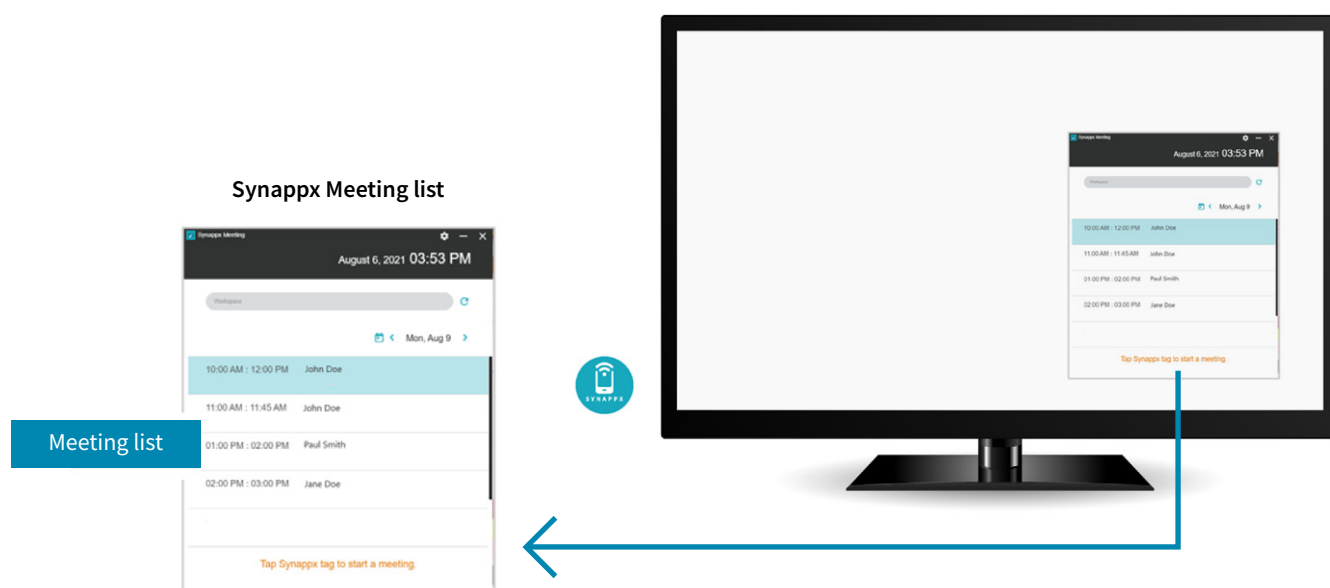
Once users install the app, they will need to login to the Synappx Go application using their normal Microsoft or Google Workspace email address. Please note that users will see “Without Login” option that is designed for free Synappx Go features only for Sharp MFP operations.

# User experience

The new Synappx experience is designed for the in-room computer collaboration style. The following are the key components in each environment.

## Before the meeting

The Synappx Meeting room calendar displays meetings scheduled with the meeting resource. The calendar displays only time and who reserved the resource to maintain privacy and security.



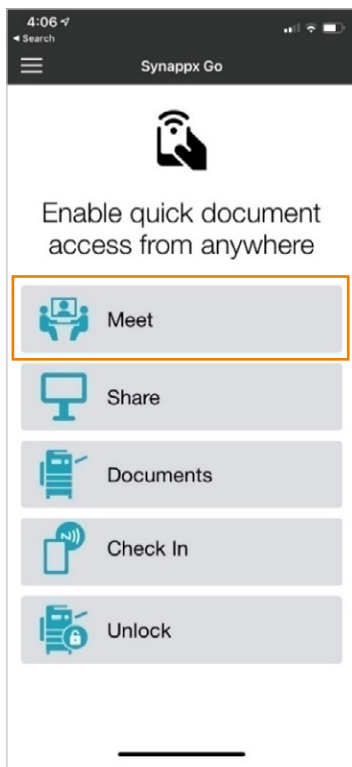
## Starting a scheduled meeting

User taps the NFC tag and selects the meeting via Synappx Go mobile to start a scheduled meeting. Or open Synappx Go application to select a scheduled meeting to start and tap an NFC tag. User can also create an ad hoc meeting and tap the NFC tag to start a new unscheduled meeting. When it is configured, Synappx changes the display input to in-room PC.



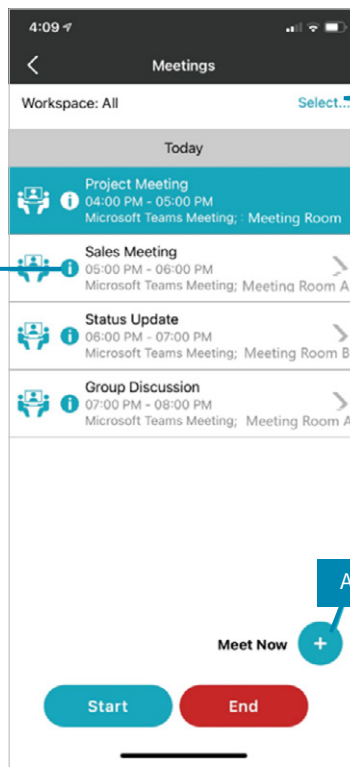
Synappx Go  
NFC tag





Synappx Go app home screen

Meeting details



Workspace selection

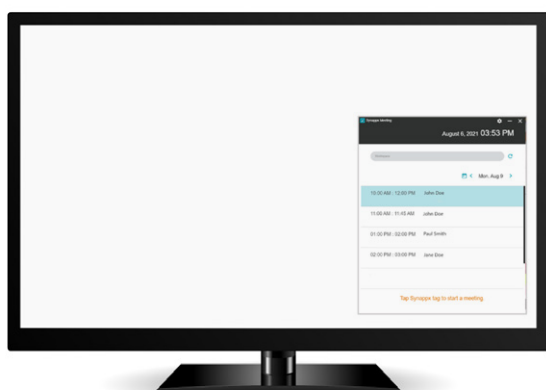
Ad-hoc meeting

Synappx Go app meeting list  
(Synchronised with MS 365 or Google Workspace)

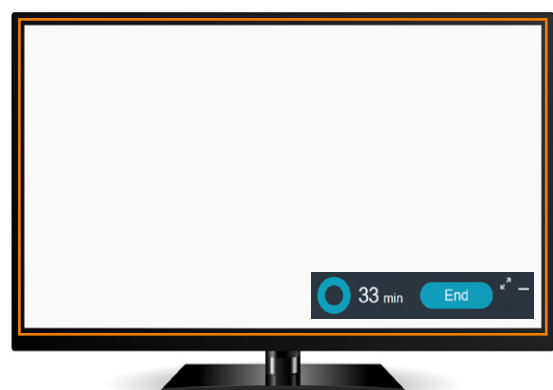
When the NFC tag is tapped, the following components will start automatically:

- Start the scheduled web conference
- Connect in-room camera and audio (Camera is off as default)
- Share display screen with remote audience
- Camera can be turned on from the Synappx Go app

**Note:** See supported automated actions for web conference services.



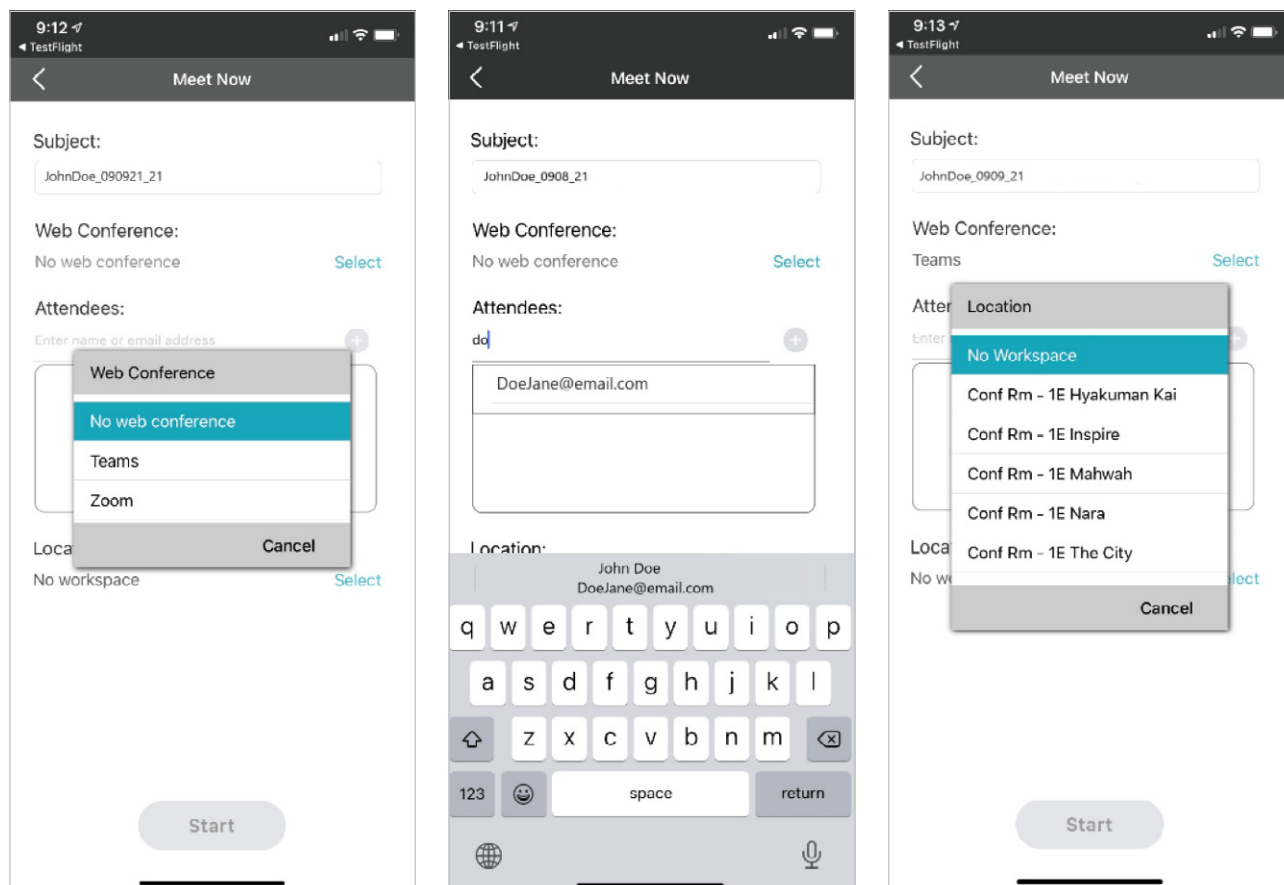
Start Meeting with NFC tap



Synappx Meeting Timer. The screen is shared

## Starting an ad-hoc meeting

An ad-hoc meeting can be coordinated using Synappx Go using the Meet Now feature. Users can create the invite with all necessary components. When users click **Start**, the invite with the web conference information will be sent to attendees, the room is booked when available, and starts the web conference session connecting all key technology components (display, camera/audio) in the room.



Ad-hoc web conf selection

Ad-hoc attendee selection

Ad-hoc room selection

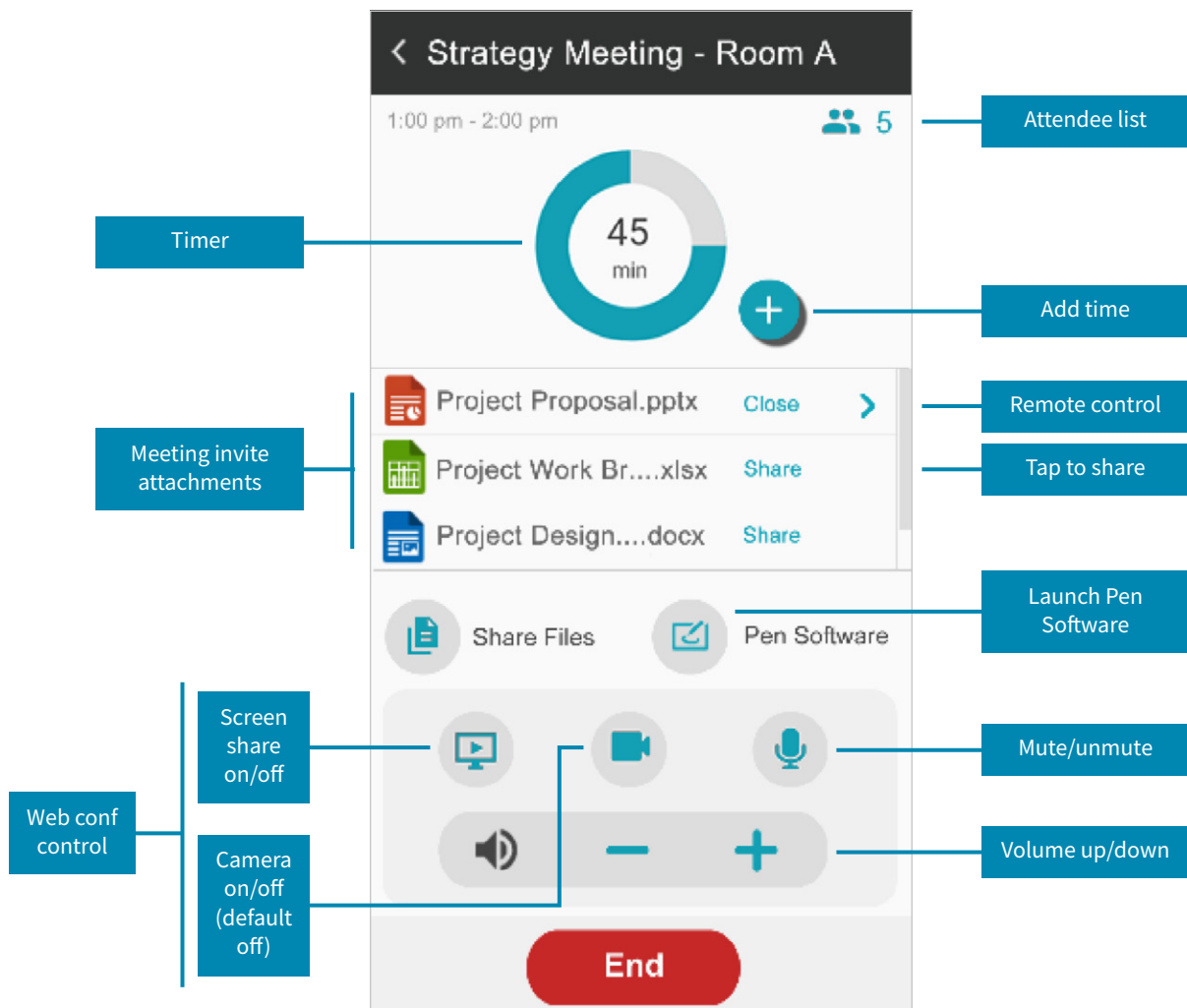
## During a meeting

When the meeting is started, Synappx Meeting will display a meeting timer on the display. The interface can be minimised to the toolbar or enlarged to provide you with a larger timer view.

On the Synappx Go app on the user's smartphone, productivity features will become available for the meeting.

- Meeting room timer with the option to extend the meeting for 30 mins based on the resource availability
- Access to documents attached to the meeting invite. (Document links are not supported)
- Access to other documents stored in the cloud storage
  - Files from photo, email attachments, text as well as web pages can be shared via “open with” or “share” using mobile native feature, Select Synappx Go and tap the NFC.
- Remote file controls for supported file types (e.g., Office apps, PDFs, images)

- Access to Sharp Pen Software (whiteboard application) when it is installed
- Web conference remote control
  - Screen share on/off
  - Camera on/off
  - Microphone mute/unmute
  - Volume up/down

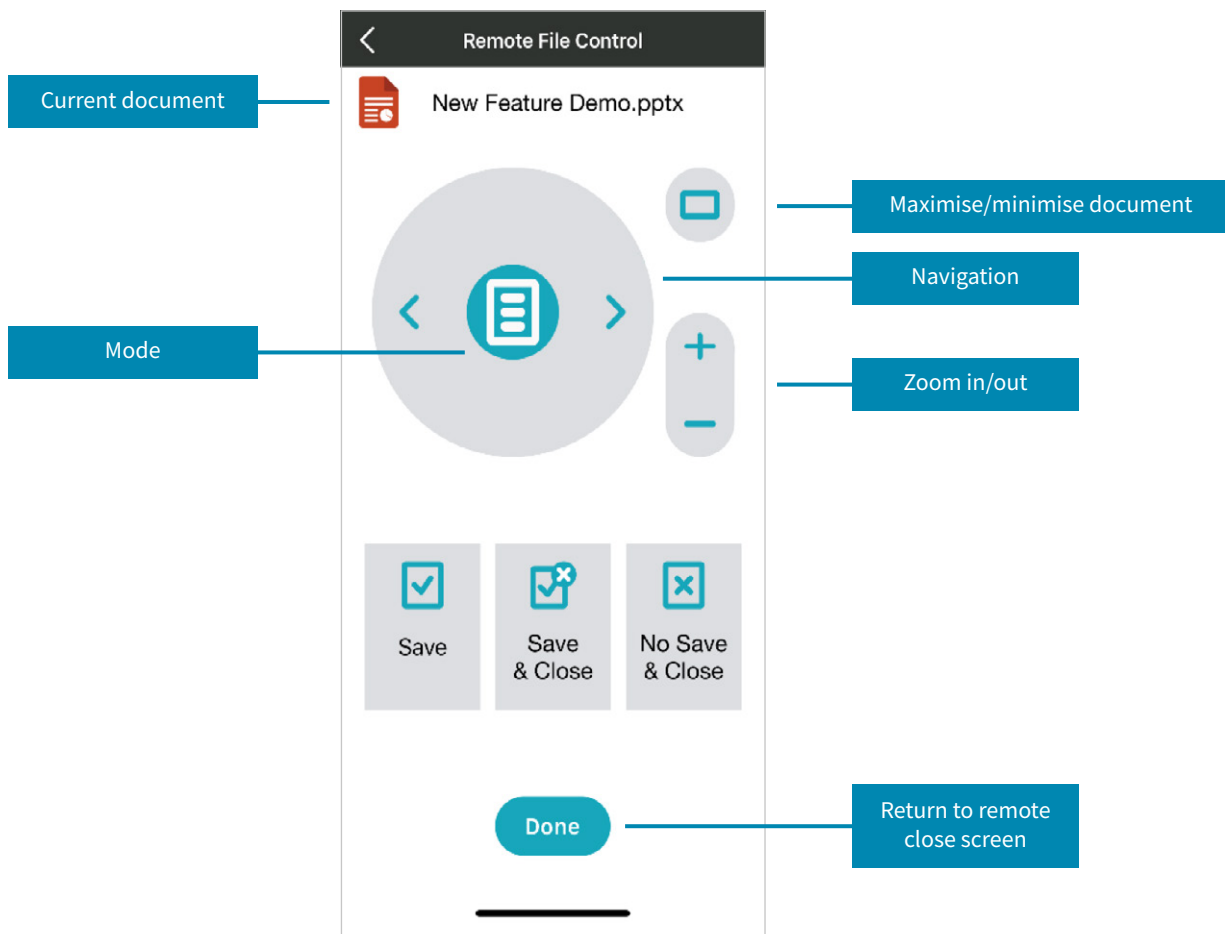


**During a meeting user interface**

Remote file operation is also available from the Synappx Go mobile app for presenter convenience and to minimise touching shared surfaces. User selected files are downloaded from the cloud and updated back to the cloud site if changes are saved. Attachments to meetings are also downloaded and, if changes are made to those files, they are uploaded to the cloud with a temporary link to the changed attachment files sent to the meeting organiser.

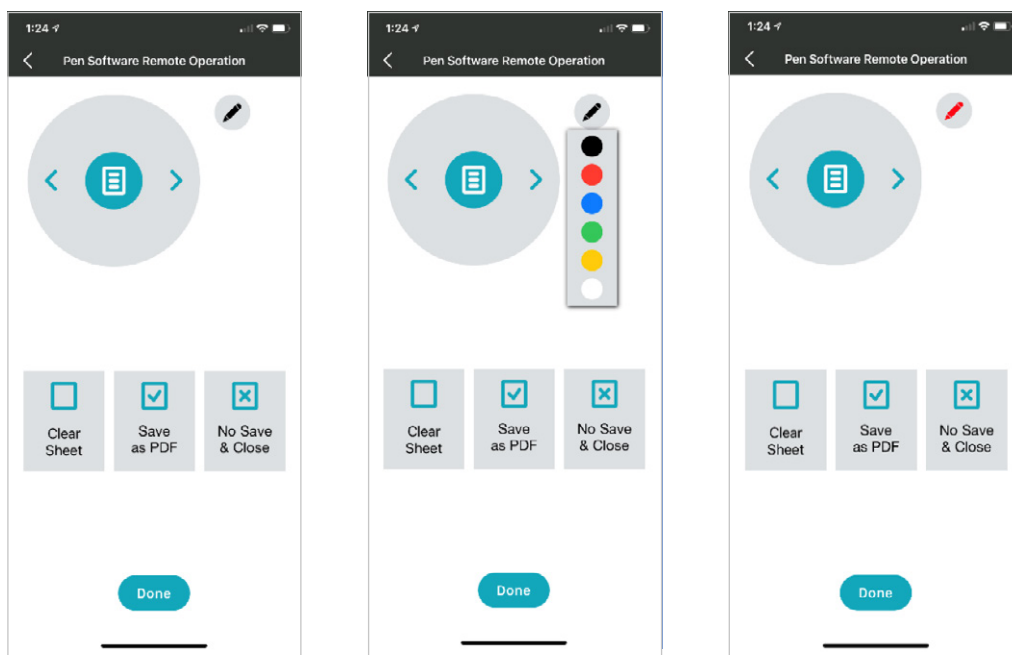
The following file types are supported for remote file operation:

- Microsoft PowerPoint, Word, Excel
- PDF files (opened in Chrome browser)
- Image files JPEG, TIFF, GIF, BMP, PNG and SVG. (opened in Chrome browser)
- Pen Software



Synappx Go remote file operation

### Synappx Go Pen Software remote operation



Black Pen

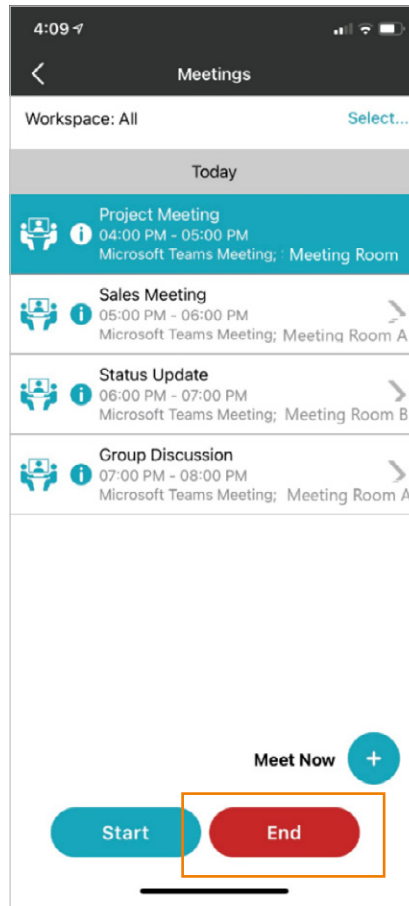
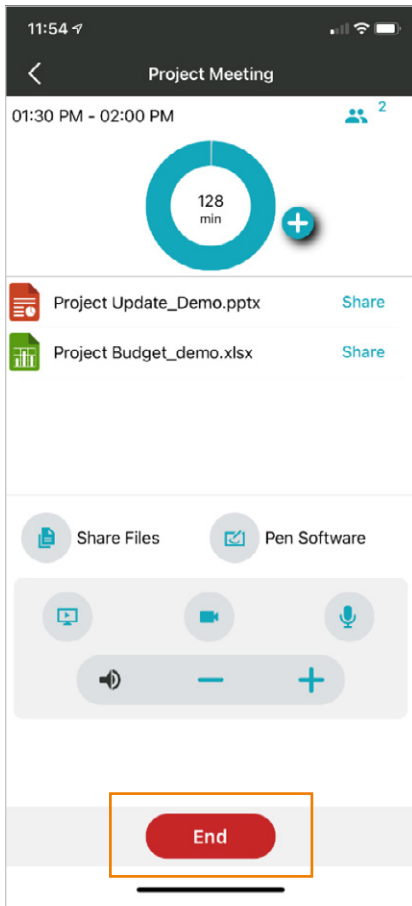
Pen Colour Choice

Red Pen

## Ending a meeting

The meeting initiator or other participant can end the meeting. When **End** is selected:

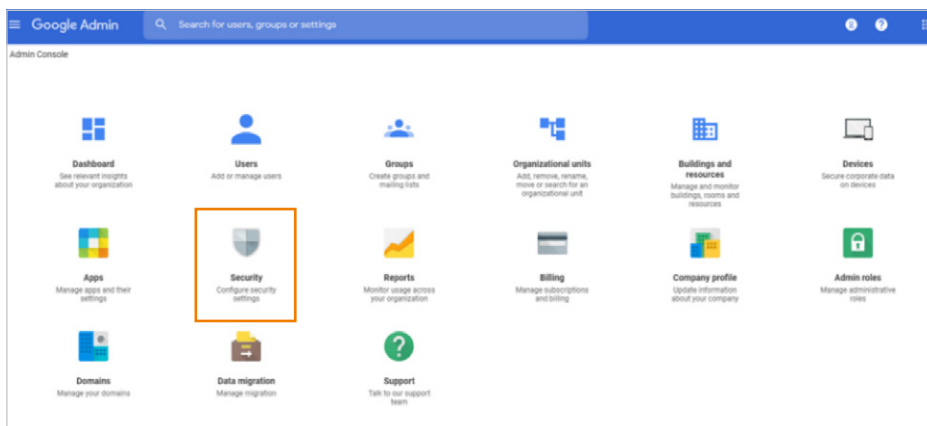
- Web conference session is ended
- Camera/audio are disconnected
- Displayed contents/files are closed
  - Auto-close is supported on shared MS Office plus image and PDF files opened with the built-in Synappx Image Viewer.
- When programmed, the input is back to default



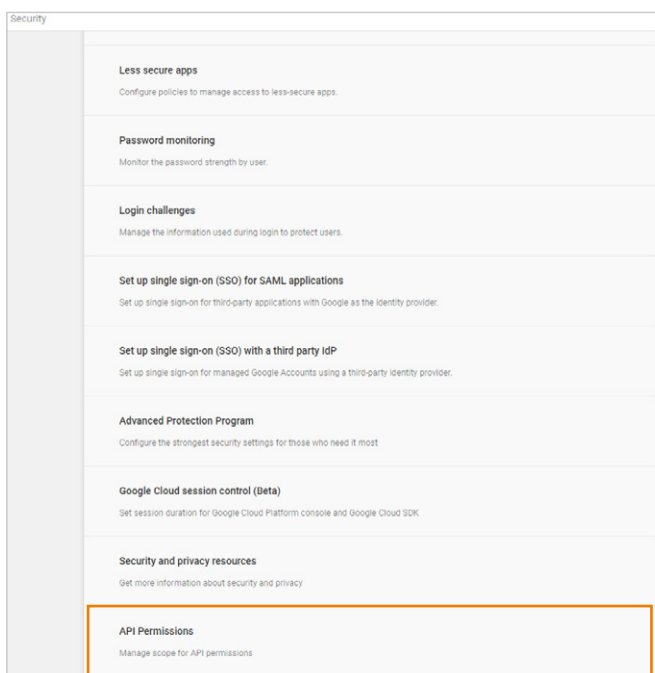
# Admin Portal for Google Workspace™

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.

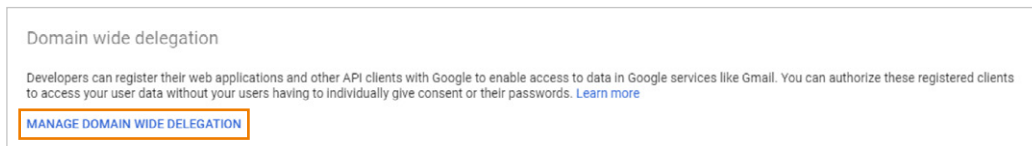
1. Select Google Workspace as your cloud service provider in the initial welcome email.
2. Upon receiving the second welcome email, follow the instructions to set up your Google Workspace Admin Console to communicate with Synappx.
  - a. In any web browser, go to [admin.google.com](https://admin.google.com).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



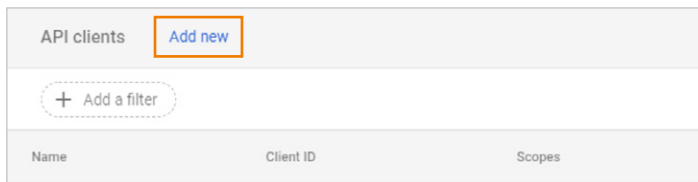
- c. On the Security page, select **API Permissions**.



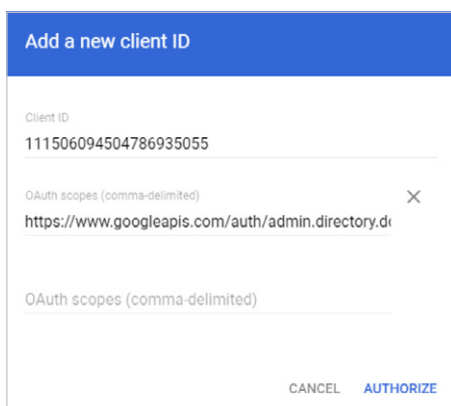
- d. Select **Manage Domain Wide Delegation**.



- e. Select **Add New**.



- f. In the **Client Name** field, enter Sharp's ID number: **115315787895184648103**.



**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 **Authorise**.

```
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://adminportal.synappx.sharp.eu/> to log in to the Admin Portal.

# System: Admin Log and System Log

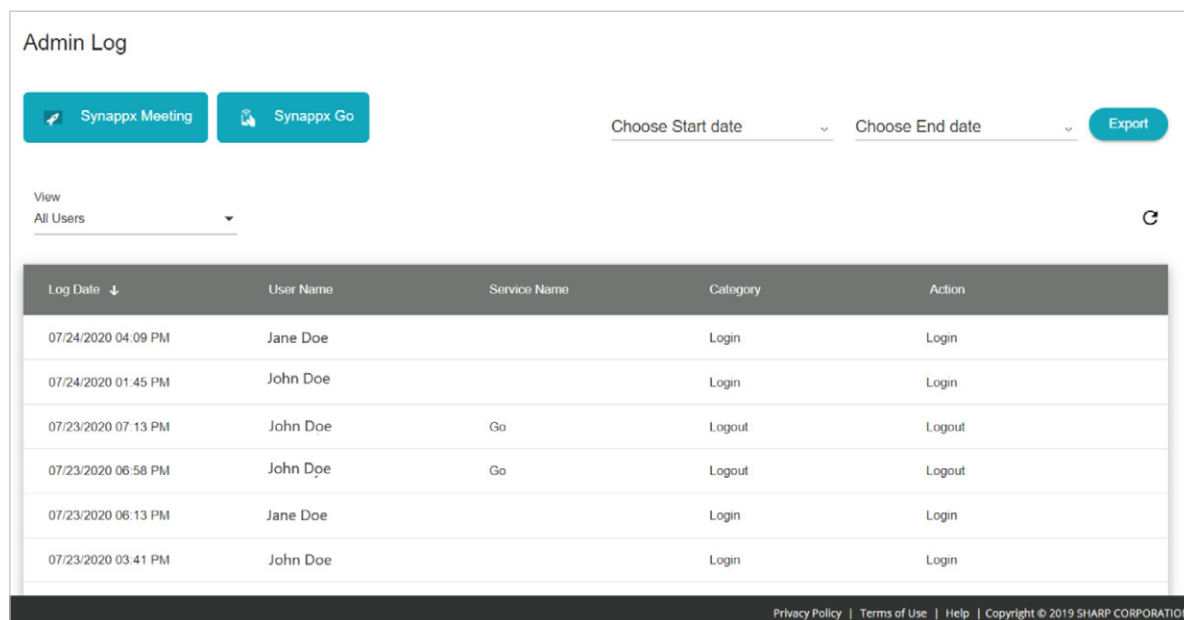
The Synappx Admin Portal provides event data to assist with identifying and resolving issues.

## 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 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, there are two date pickers labeled 'Choose Start date' and 'Choose End date', followed by a teal 'Export' button. Below these, there is a 'View' dropdown menu currently set to 'All Users' and a refresh icon. The main part of the interface is a table with the following columns: 'Log Date' (with a downward arrow), '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
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

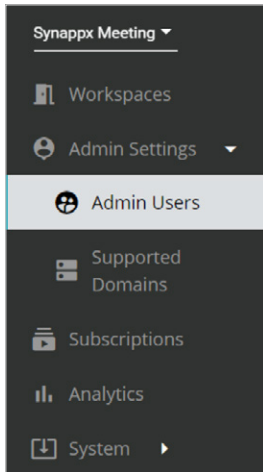
# Admin Settings (Optional)

## 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 organisation's Microsoft 365 or Google Workspace environment. Here is a list of features for full and support administrators.

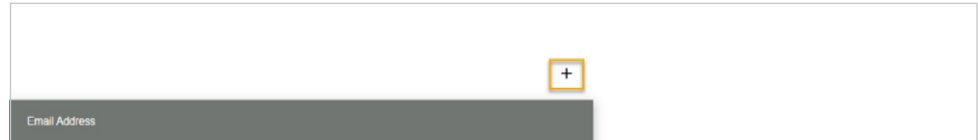
Service	Page	Functions	Admin	Support Admin
<b>Synappx Admin Portal (Common)</b>	Workspaces	View workspace list	Yes	Yes
		Add workspace (manual)	Yes	No
		Add workspace (import from Office 365/ Google Workspace)	Yes	No
		Add workspaces with Group	Yes	No
		Add workspace (import CSV)	Yes	No
		Remove workspace	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
<b>Synappx Meeting</b>	Workspaces	Register/remove device in workspace	Yes	No
		View workspace details	Yes	Yes
		Assign/remove license	Yes	No
<b>Synappx Go</b>	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)

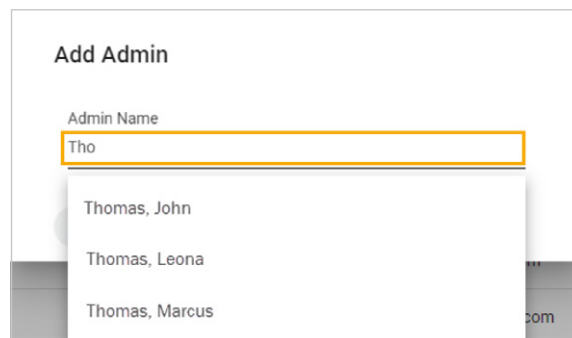


Full administrators can perform all functions on the Admin Portal after the primary admin accepts the initial permissions.

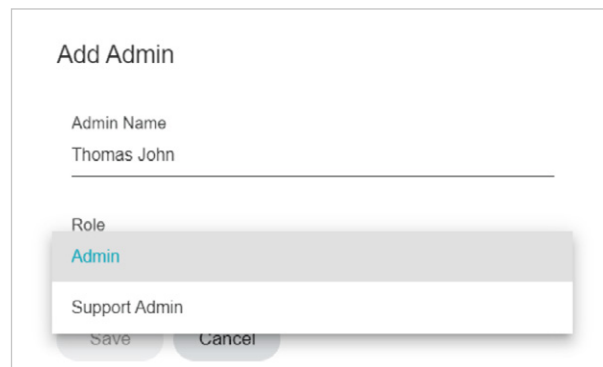
1. Go to **Admin Settings** on the Admin Portal. On the **Admin Users** page, select **(+)**.



2. Type a few characters of the admin's name in the **Admin Name** field. Names from your organisation 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.




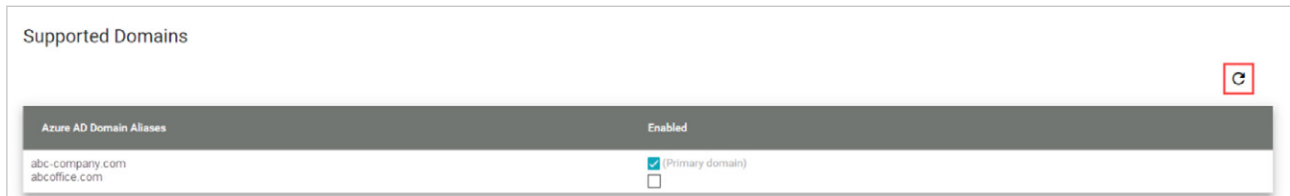
4. Select **Save**. The new administrator will appear on the **Admin Users** list.

## Supported Domains

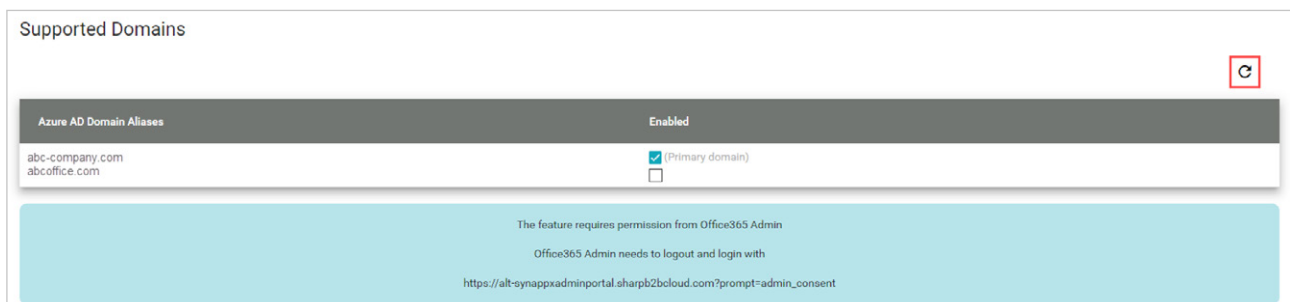
The **Supported Domains** page automatically collects domain aliases from Azure Active Directory or Google Workspace. The default setting is to enable all domains.

**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 into the directory. Read all permission to retrieve domains.



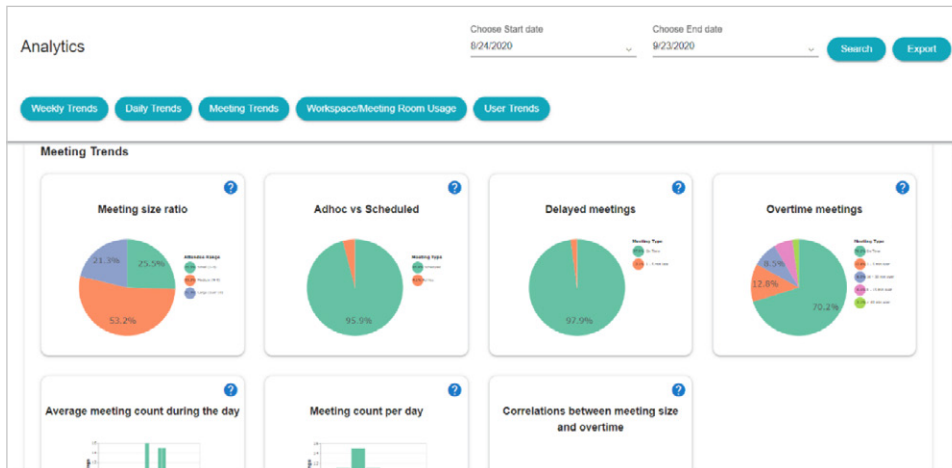
## Other Admin Portal administration settings

Other administrative features are available (e.g., Synappx Go agent update policies, Device and Agent management, mobile notification policies, etc.). See the [Administrator for Synappx Go](#) [Administrator for Synappx Meeting](#) for more details on those administrative features.

# Analytics

## Overview

Reports provide visualised data to help administrators understand Synappx Go and Synappx Meeting 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**.

## Available Data – Synappx Meeting

### 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.

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### 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.

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### Top 5 most frequently used workspaces

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

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### Top 5 least used workspaces

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

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### Accumulated delayed meeting time ranking by workspace

This chart provides insight into how efficiently meetings are started per workspace.

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### Meeting start time efficiency by workspace

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

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### 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.

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### Weekly meeting count

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

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### Meeting count: Started on time

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

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### Meeting count: Ended on time

This line chart shows how many meetings ended on time.

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## Available Data – Synappx Go

### Usage Overview

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#### Mobile App usage (with Mean)

These three bar charts show mobile app usage by user activity (i.e., scan, print release, share to display) per hour, day, or month with mean.

### Feature and Device Usage

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#### Usage by device: Top 10

This stacked bar chart shows MFP usage (i.e., scan to me, scan to email, scan to cloud, print release) by MFP during the selected time period.

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#### Display content downloaded by cloud storage

This pie chart organises downloaded content by cloud storage provider.

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#### Display content types downloaded: Top 10

This pie chart organises downloaded content by file type (e.g., PDF, TIFF).

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### Usage by Workspace: Top 10

This horizontal bar chart shows feature usage by workspace.

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### MFP usage by job type

This pie chart displays overall scan and print release proportions during the selected time period.

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### MFP usage by scan job type

This pie chart shows the scan destination (me, email, cloud storage) proportions during the selected time period.

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### MFP Scan file size by destination

This scatter chart displays the file size by scan destination during the selected time period. It displays the scan file size mean and standard deviation.

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### MFP job usage by MFP: Top 10

This Sankey diagram shows the flow of scan and print jobs by MFP during the selected time period.

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### MFP usage by hours: Top 10

This heat map visualises individual MFP usage over hours of the day during the selected time period.

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### MFP Scan to cloud usage by storage sites

This pie chart shows providers used to scan to cloud storage.

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### MFP Scan file size by type

This scatter chart displays file size and mean by scan job destination.

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### Display usage by hours: Top 10

This heat map visualises individual display agent usage over hours of the day during the selected time period.

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## Mobile Usage

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### Mobile App daily usage by operating system

This stacked bar chart displays mobile user activities by mobile operating system (iOS and Android) during the selected time period.

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### Check in actions by Workspace

This stacked bar chart shows check-in actions by workspace, including check-in NFC tag actions and MFP or display feature use.

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For more information, visit  
[www.sharp.co.uk/synappx/support](http://www.sharp.co.uk/synappx/support)



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