SYNAPPX™ WORKSPACES
ANALYTICS AND INSIGHTS FOR A SMARTER ORGANIZATION

ADMINISTRATOR GUIDE

Contents

Introduction

Welcome to Synappx WorkSpaces, your SaaS (Software as a Service) solution for meeting space analytics leveraging the IoT capabilities of your Windows® Collaboration Display by Sharp. WorkSpaces provides meaningful insight on your organization's utilization and condition of meeting spaces and the utilization of your technology investments.

Meeting space data is received and aggregated from multiple sources including:

- Your organization's Windows collaboration display(s)
- Organizational hierarchy and preferences configured by your WorkSpaces administrator(s)
- Resource calendar(s) within your organization's Microsoft 365® environment
- User details within your organization's Microsoft Active Directory®
- Local weather conditions

With Synappx WorkSpaces, organizations can utilize the data and identify insights to mitigate problems and gather analytics to identify habits and trends:
- Inefficient usage of shared meeting spaces
- Uncomfortable meeting room conditions (temperature, humidity, air quality)
- Technology preferences and usage in meeting spaces

Synappx WorkSpaces operates as a subscription service, available 24 hours / 7 days per week, across multiple time zones, supporting your organizations' distributed Windows collaboration displays and WorkSpaces administrators and managers.

WorkSpaces administrator and manager roles may effortlessly provision Windows collaboration displays as they are deployed within your organization.

Prerequisites

The following prerequisites apply for use of Synappx WorkSpaces within your organization:

- One or more Windows collaboration displays from Sharp
- Microsoft Active Directory (User management and Single-Sign-On (SSO))
- Microsoft 365 (Resource calendar integration)
- Billing relationship with Sharp reseller for WorkSpaces subscription service

Account Creation

Organizations may create a free WorkSpaces account in preparation for configuration and Windows collaboration display deployment. To create an account, log on to http://sharp.wspace.cloud.

Click "Register". You will be directed to the WorkSpaces account creation page

WorkSpace Intelligence

Sign Up

Data Center *

North America

Organisation Name *

Manufacturer *

--Select--

Email *

Country *

--Select--

☐ I Agree With Terms and Conditions of the Service

Sign Up

1. Select preferred region for the Data Center for your organization.
   - All Windows collaboration displays are provisioned with Microsoft Azure IoT Hubs in the selected datacenter.
   - All of your organizations' users will login to WorkSpaces in the selected datacenter.
   - Data privacy regulations will apply based upon the jurisdiction of the region of the datacenter you select.
2. Enter your organization name (maximum of 50 characters allowed)
3. Confirm that Sharp is the manufacturer and select the appropriate region.
   - Note: You or your preferred reseller must have a relationship with Sharp in the specified region.
4. Enter your email address. Account creation confirmation notification email will be sent to this address.
5. Select your country. This is used for compliance purposes.
6. Review and agree to the Terms and Conditions of Service.

Microsoft Active Directory Permissions

After account creation, you will receive a confirmation email indicating that your account (tenant) has been provisioned. The email also contains a link to confirm your Active Directory permissions with WorkSpaces.
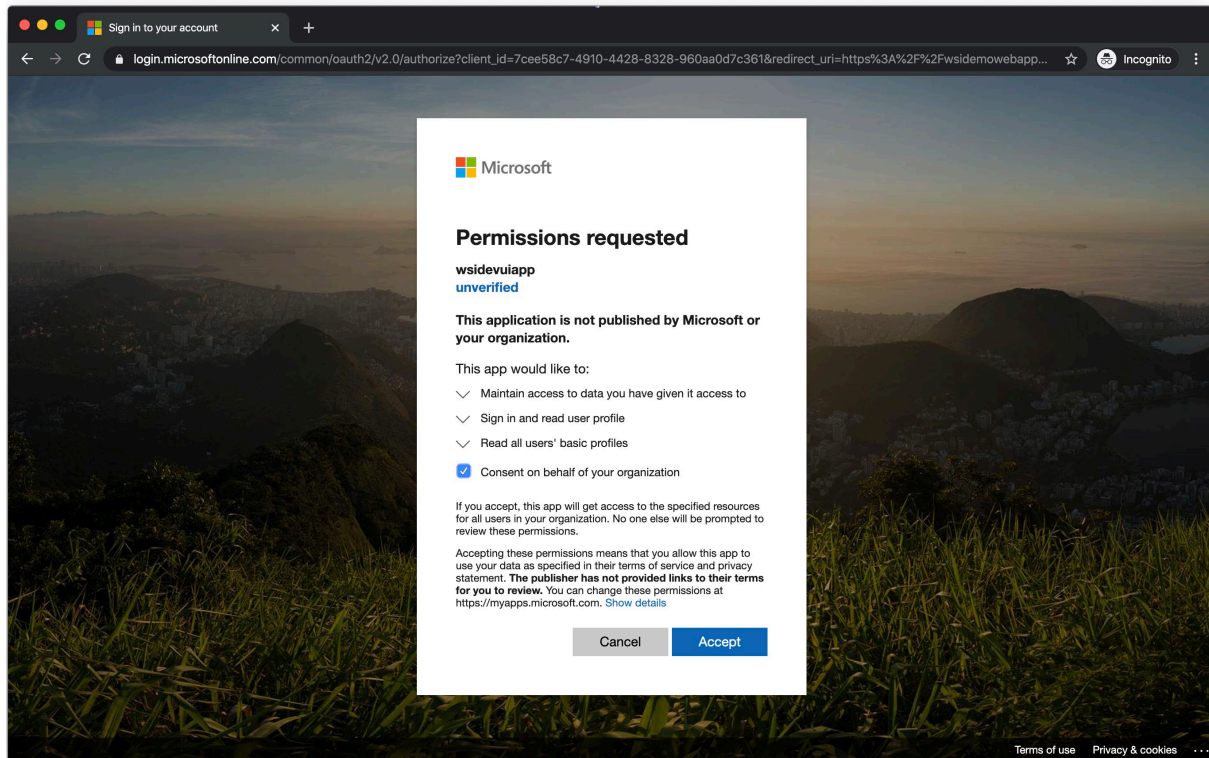
If you are a Microsoft Azure Active Directory admin (with global admin user rights) for your organization, you may accept the permissions request. Otherwise, you may forward the received email to a Microsoft admin for your organization for them to accept the permissions request on your behalf. No further action from a Microsoft admin is required for WorkSpaces, unless permissions for WorkSpaces is revoked. In the event that permissions for WorkSpaces are inadvertently revoked, click here (Appendix A) to recover your WorkSpaces account.

Initial User

Regardless of whether you or another user in your organization accept the permissions request for Microsoft, the registering user will be the initial user created for WorkSpaces and designated as an Admin role. As a user with an Admin role within WorkSpaces, you will have global permissions, including the creation of other users within your organization.

Getting Started

Logging in

As a WorkSpaces administrator, you have permissions to create and edit user accounts for your organization. To log in, direct your web browser to http://sharp.wspace.cloud.

WorkSpaces supports most modern computer browsers, as well as mobile browsers. Please note that although mobile browser support is available, but generally limited to read-only functionality.

Click "Login" option on the top right hand of the window. You will be directed to a Microsoft login page. WorkSpaces supports single sign-on (SSO) and is integrated with your organization's Active Directory. You should use your regular domain login credentials (e.g. email, password and multi-factor authentication if you or your IT administrator has enabled it).
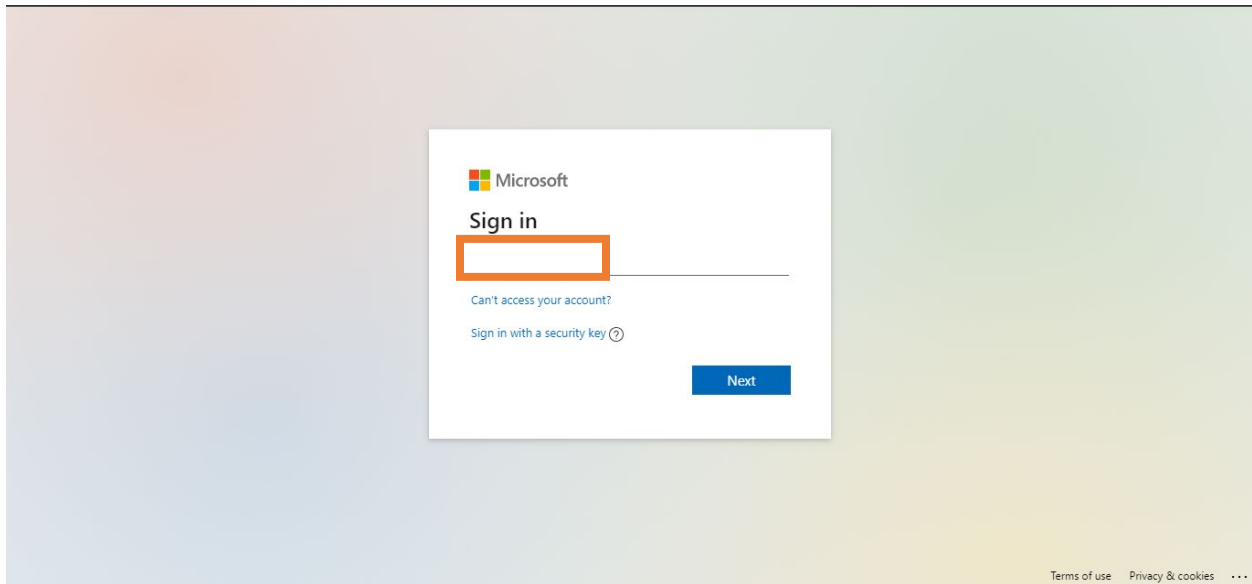
In the event that your password has expired, or you have forgotten it, you may recover it from the Enter password screen. Changing your password affects all services integrated with your organization's Active Directory.
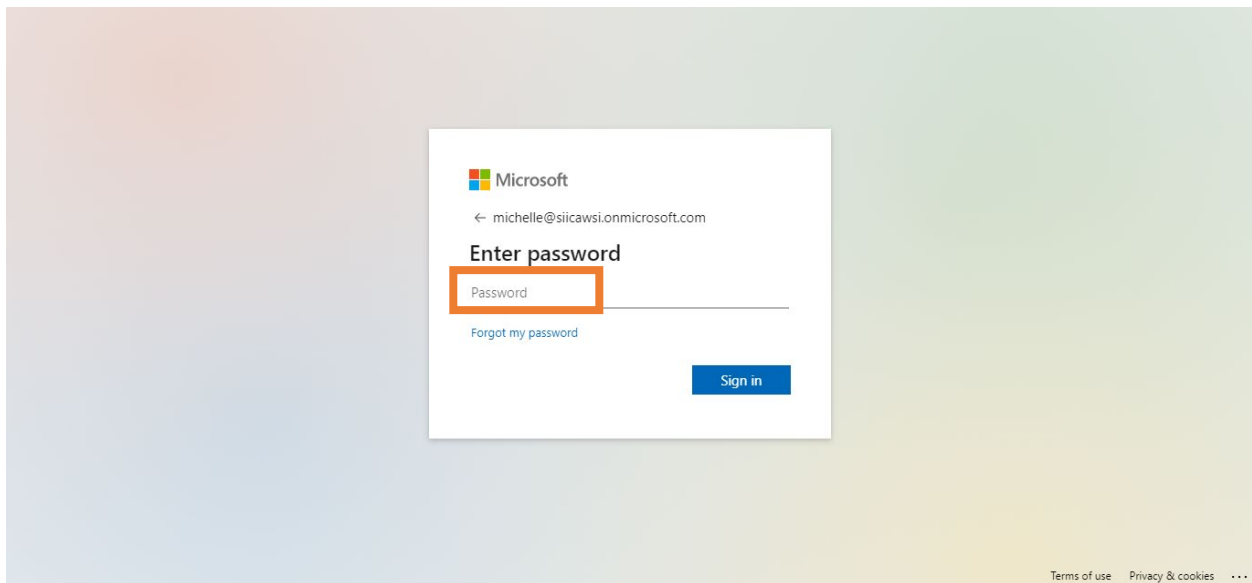
Please note, if you have difficulty logging into your WorkSpaces account, please contact your organization's IT department for further assistance.

You may be asked if you wish to reduce the number of times you are asked to sign in. If your organization supports this feature, and by selecting "Yes", your credentials will be cached on your computer to reduce the number of times you are prompted to enter your password to log into WorkSpaces.
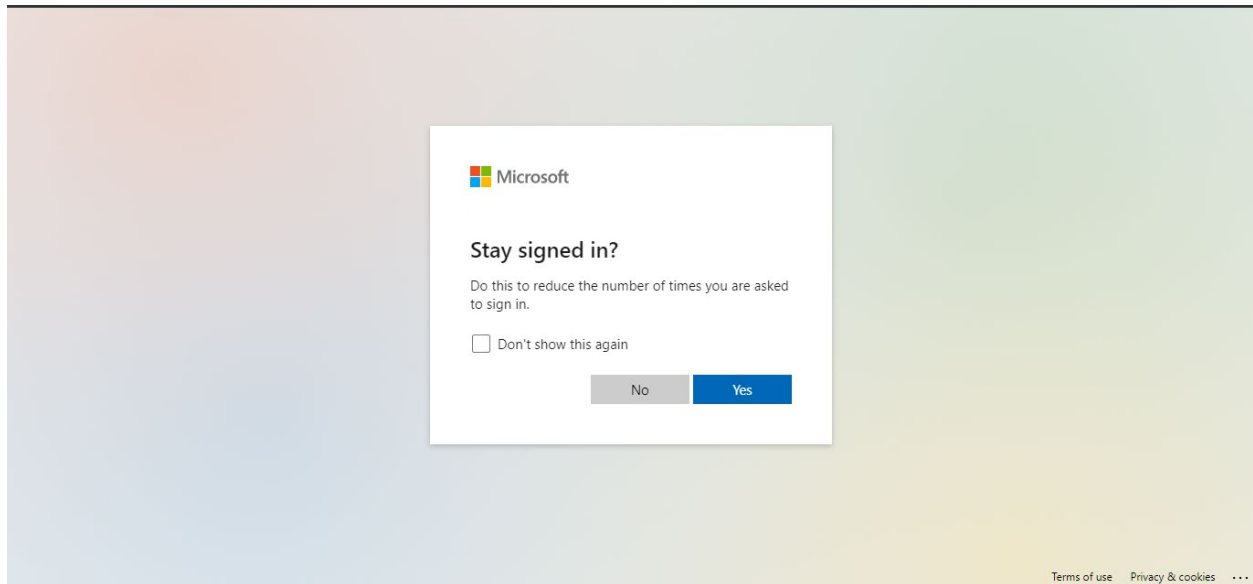

Initial login – User Terms of Service

The first time you login to WorkSpaces, you will be prompted to review and accept the user terms of service. This applies to your use of WorkSpaces, specifically and requires you or another WorkSpaces administrator to review and accept the Terms of Service on behalf of your organization.

Signing out

After 60 minutes of inactivity, you will be automatically signed out of your WorkSpaces account.

To manually sign out of WorkSpaces, click on the user icon in the upper right of the browser window, then click "Sign out"
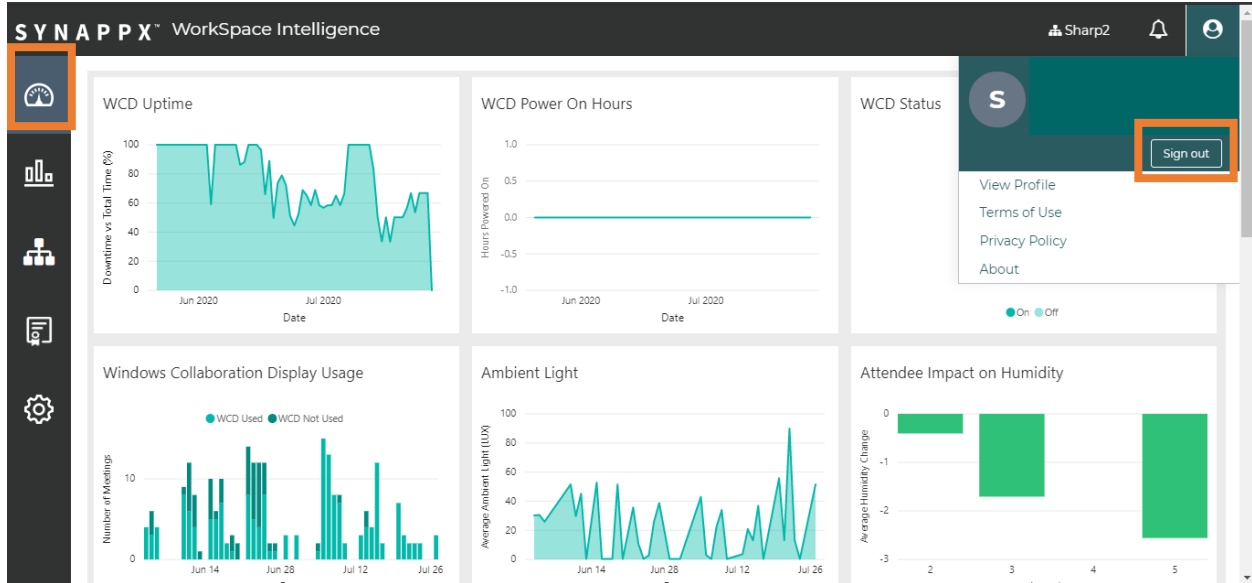
Adding a Campus

With an administrator or manager role access, you may add and configure levels to the organizational hierarchy. To add a campus, click the "+" to the right of the organization name.


1. Enter desired campus name.
2. Select country and time zone of campus location.
3. Select or enter state/province and city.
4. Type the name of campus manager (must be WorkSpaces User).
5. Select workdays and start and end of business day.

Adding a Building

As a WorkSpaces administrator or manager, you may add levels to the organizational hierarchy. To add a building, click the "+" to the right of the campus name.
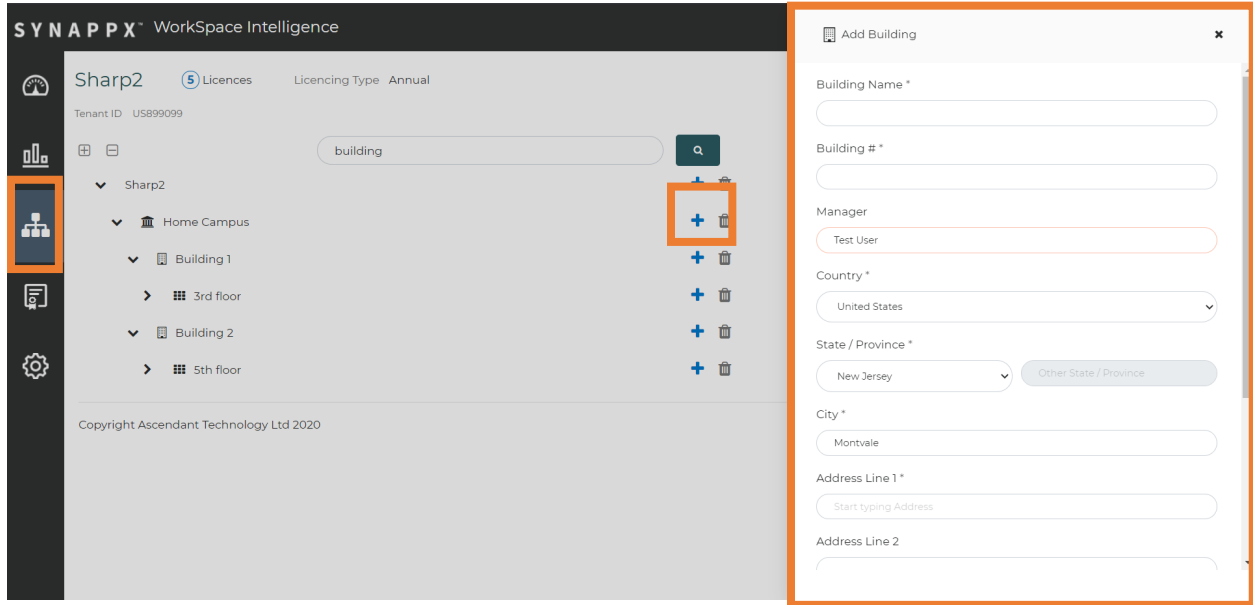
1. Enter the desired building name and building number.
2. Select name of building manager. The campus manager is inherited by default.
3. Enter address of building. The location details from the campus are inherited by default.

Adding a Floor

As a WorkSpaces administrator or manager, you may add levels to the organizational hierarchy. To add a floor, click the "+" to the right of the building name.

1. Enter the desired floor name and floor number.
2. Select a name of floor manager.
   - The building manager is inherited by default.

Adding a Space
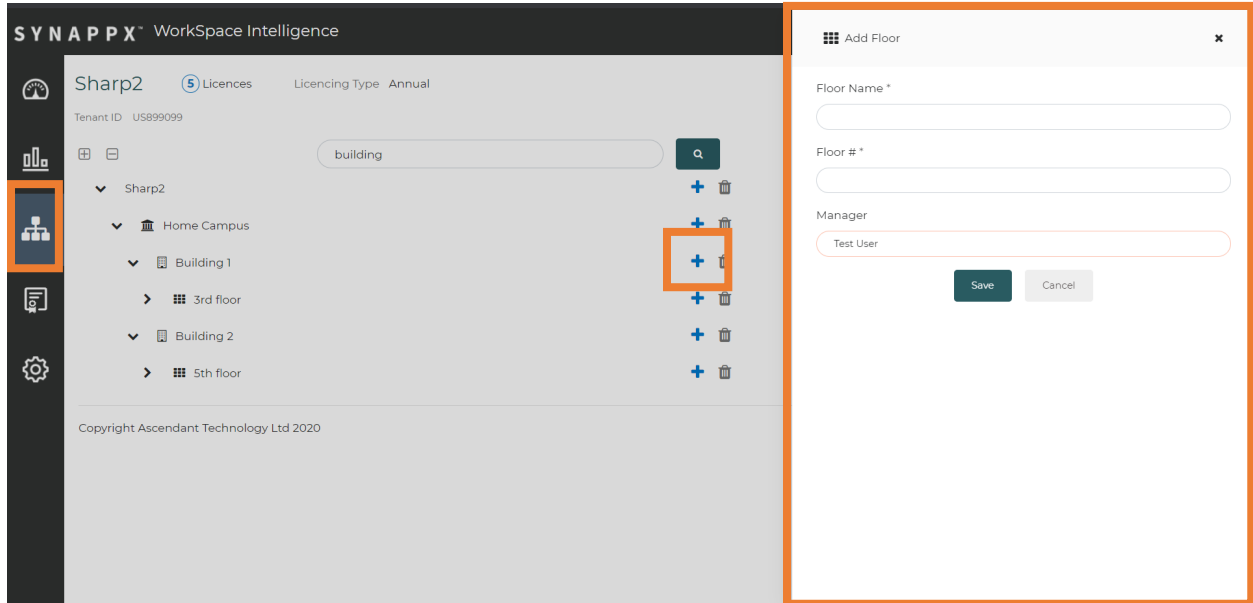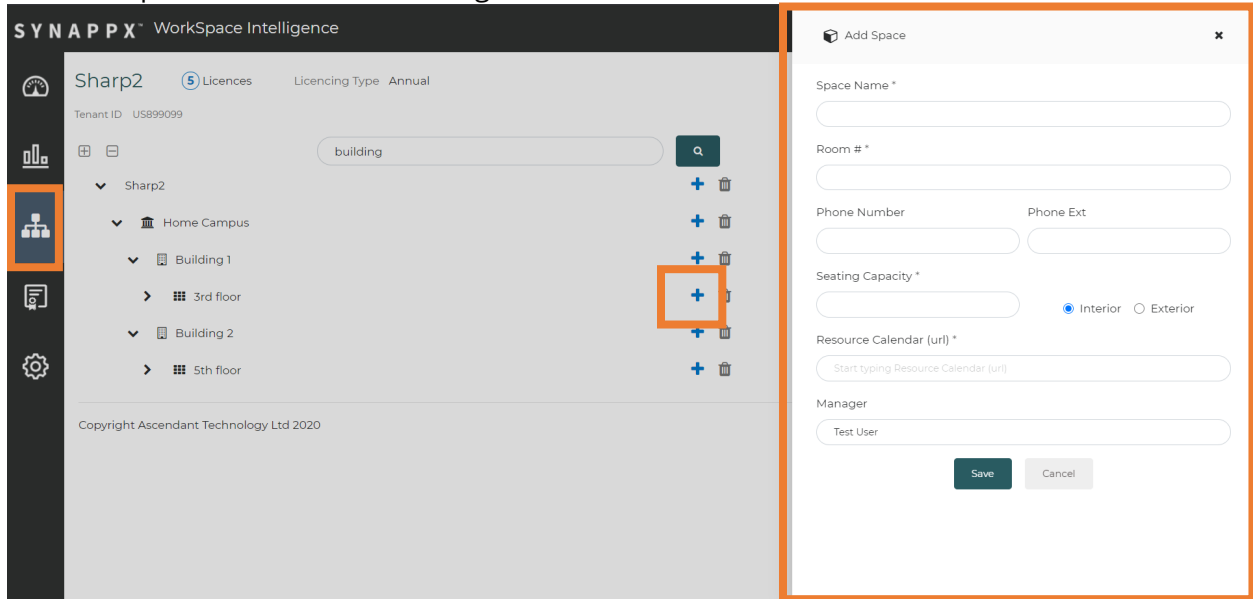
As a WorkSpaces administrator or manager, you may add levels to the organizational hierarchy. To add a space, click the "+" to the right of the floor name.

1. Enter the desired space name and room number.
2. Enter the space phone number and extension (optional).
3. Enter the seating capacity of space.
4. Specify whether the space is interior or exterior facing (has windows).
5. Select the resource calendar by typing the name Active Directory name.
   - The list is generated from all Active Directory resource calendars.
6. Select the name of space manager.
   - The floor manager is inherited by default.

Adding a Device

As a WorkSpaces administrator or manager, you may add devices to the organizational hierarchy.

- To add a device, click the "+" to the right of the space name.
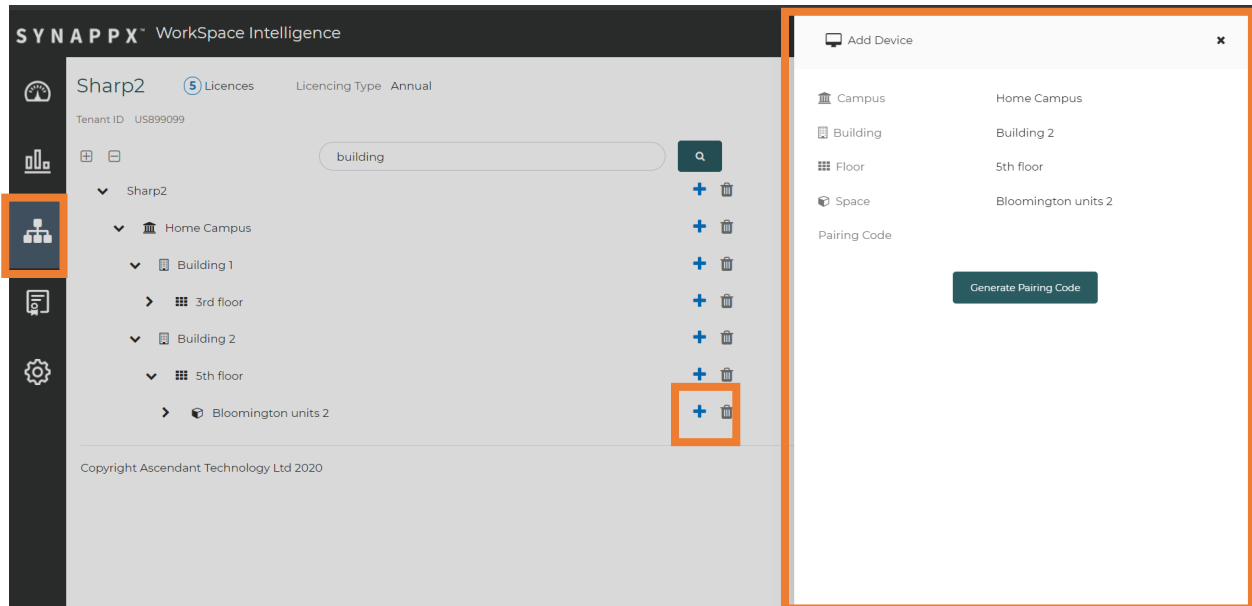

Click "Generate Pairing Code". To add the Windows collaboration display device.

- **Please note, the resulting pairing code is valid for 30 minutes.**

Provisioning a WCD

By entering the pairing code on an un-provisioned Windows collaboration display (the WCD device must be un-provisioned and connected to the Internet) will associate the WCD with WorkSpaces and pair it with the designated datacenter / region. Please note that the pairing code, once generated, will be valid for 30 minutes and will need to be entered onto each WCD that is provisioned to the tenant in the WCD admin menu under Synappx WorkSpaces.
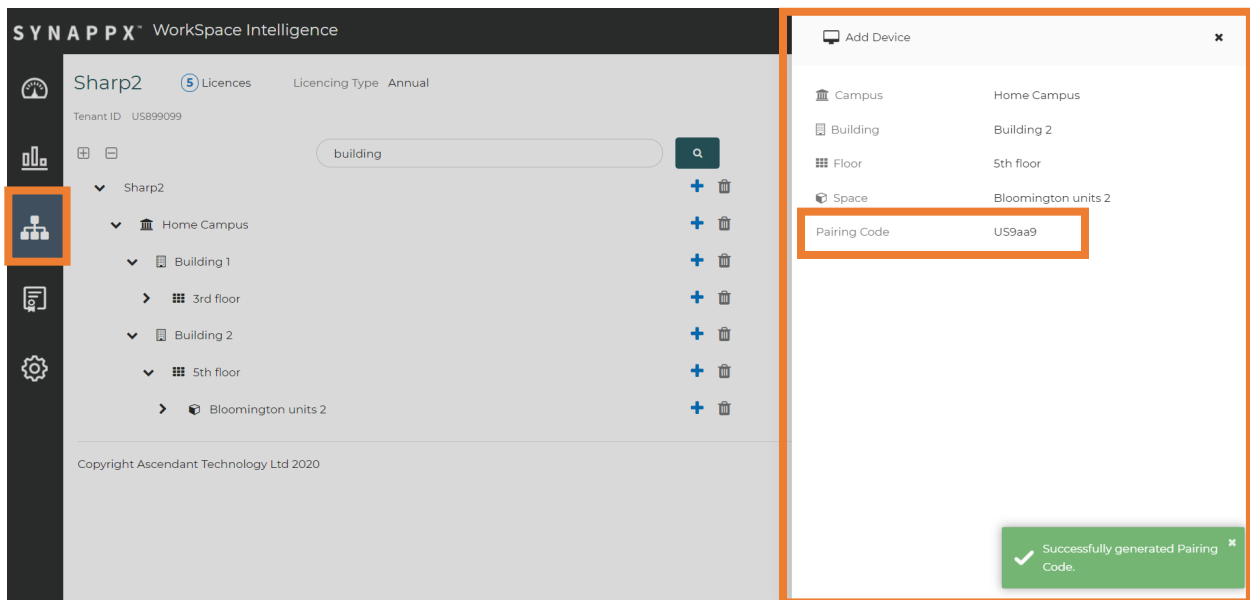
After entering the pairing code, the WCD will be automatically provisioned to WorkSpaces and start reporting data.
Additionally, the WCD will automatically receive published IoT Edge Module updates.

If the WCD has never been provisioned, a 90-day trial license will be automatically applied.
- Please note, in the event that the WCD has been previously provisioned then deprovisioned, license must be purchased within 7 days. Please reference the licensing section for additional details.

Organization View

Expanding and collapsing the organizational hierarchy, while users with WorkSpaces Admin and Manager roles may access the ability to edit the organizational hierarchy.
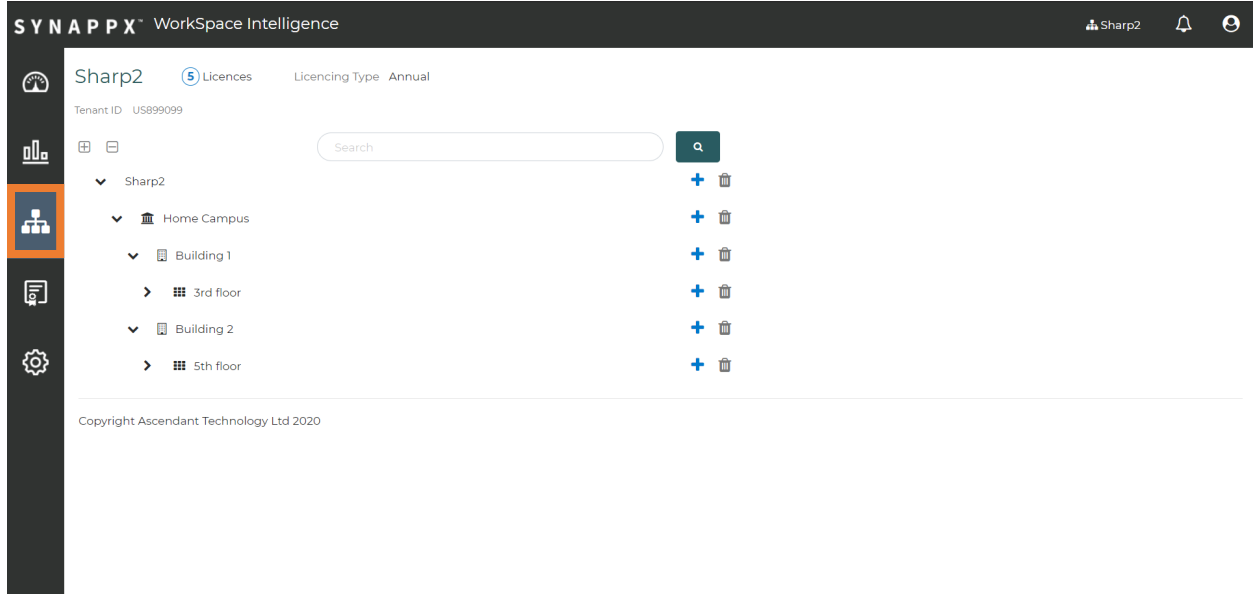
Expanding and Collapsing the Hierarchy

The hierarchy may be expanded or collapsed at all levels, or at an individual level. To expand all levels, click the "+" below the Tenant ID. To collapse all levels, click the "-" below the Tenant ID. To expand or collapse an individual level, click the "v" to the left of the hierarchy name.
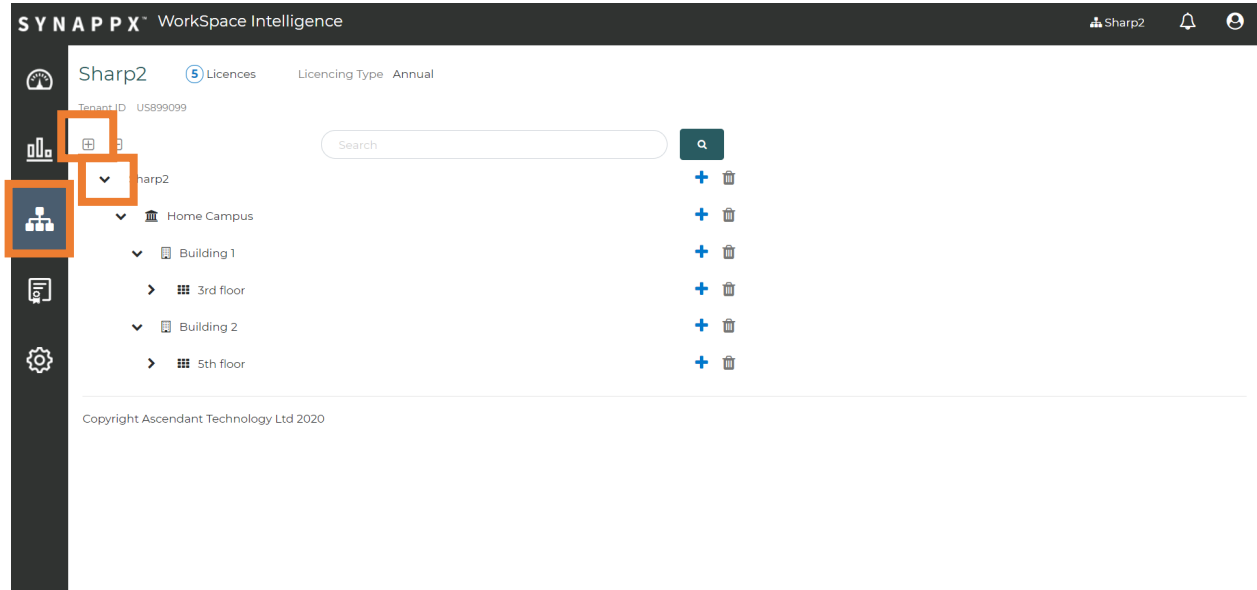
Searching the Hierarchy

You may search hierarchy levels by entering a keyword. The hierarchy will be dynamically expanded to expose matching levels and highlighted in red.
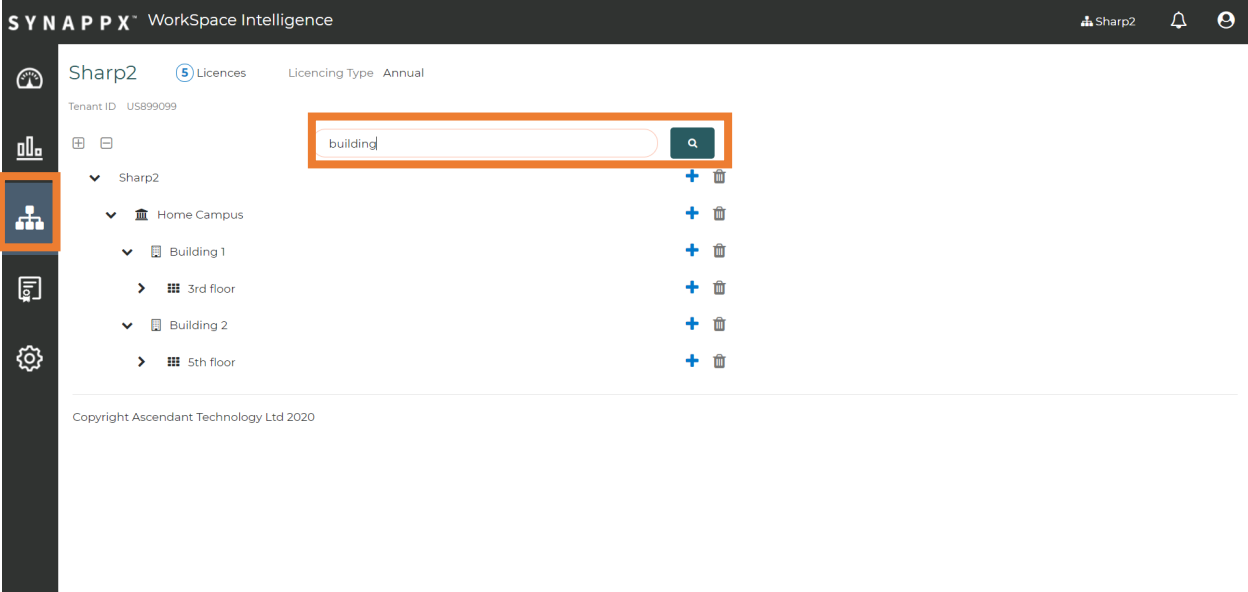
Preferences

Alerts Features

A list of pre-defined alerts is provided within WorkSpaces.
- Alerts are preconfigured for typical use by most organizations, however, the thresholds for each alert type may be customized by any user in an Admin or Manager role on behalf of your organization.
- Alerts are defined by name, logic, Real Time/Insight and Severity categorization.

Alerts apply to all users within your organization; however, you may individually enable or disable any alerts based on your personal preferences.

Alerts Filtering

Alerts may be dynamically filtered by entering a keyword search term. Any matching result from the Alert name is returned.

Alerts Configuration

Alerts may be configured by a WorkSpaces admin or manager by clicking on the pencil icon to the left of the listed alert name.

Configuration of the alert is limited to changing the attribute value (threshold).
- To apply the alert change, enable the alert by clicking on the checkmark to the left of the modified alert.
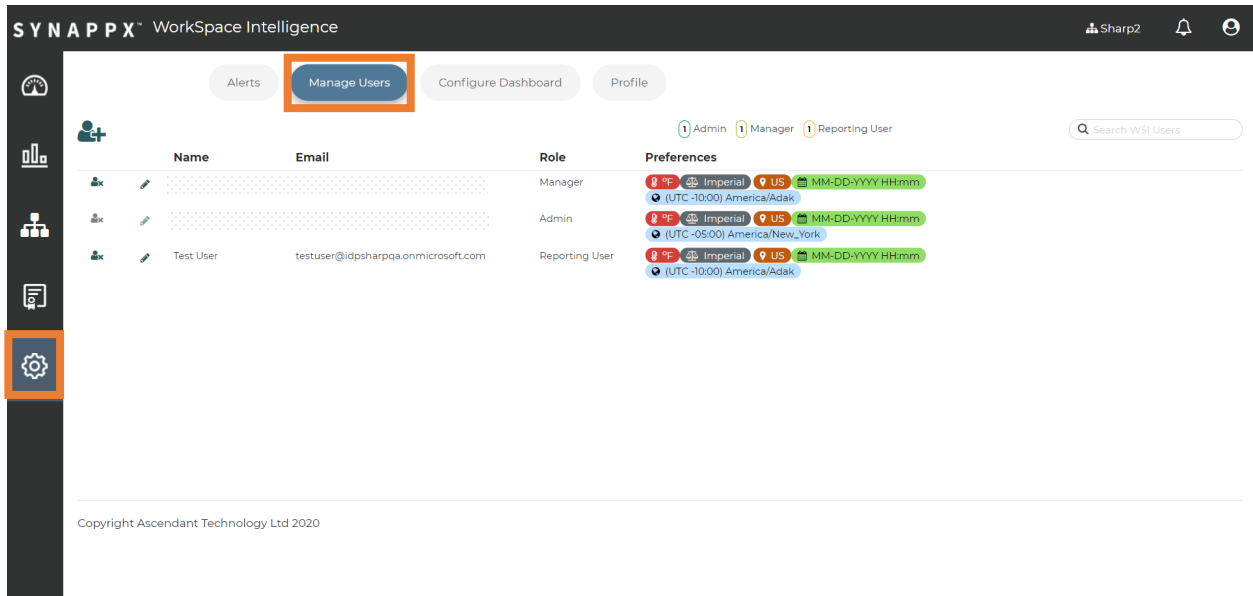
The addition or removal of alerts is not supported by WorkSpaces.

Viewing Users

All users are listed on the "Manage Users" tab and regardless of role, may view the list of users.
- Any user in an Admin role within your organization may add or edit users.
- Users are defined by name, email and role categorization.

Usernames, email addresses and preferences are pulled from your organizations' Active Directory and are stored in WorkSpaces.
- These are read-only values and must be changed by your IT administrator in Active Directory.

Users may be dynamically filtered by entering a keyword search term.
- Any matching result from any user field is returned.

Managing Users

If you are a user with Admin role access, you have permissions to add or modify users within your organization.
- Users suspended within Active Directory will also be suspended within WorkSpaces.
- To maintain data integrity of WorkSpaces, user deletion is not supported.

To provide access to WorkSpaces or to be associated as a manager with a location in the organizational hierarchy, a user must exist within WorkSpaces.
- For a user to exist within WorkSpaces, the user must exist within the organization's Active Directory structure.

Users are classified by three access Role:
- **Reporting User** – Reporting user access role type can view all information (organization, alerts, reports, users) but cannot add or edit anything other than their own profile.
- **Manager** – Manager user access role type can do everything a reporting user can do but can also add or edit the building hierarchy, add/edit/delete users, manage alerts and manage devices.
- **Admin** – Admin access role type can do everything a Manager can do but can also manage the organization.

User roles may be modified by a WorkSpaces administrator.
- Resulting permissions changes will take effect on the next user login.
- User preferences may only be changed by the user.

Adding a User

Users may be added by a WorkSpaces administrator, by clicking the User addition icon.

You can search for a specific user by searching for the username as listed within your organization's Active Directory, then clicking "Add".

Users need only be assigned as a Reporting User role to be associated with an organization hierarchy location as a manager.

Dashboard Configuration

Your dashboard supports up to sixteen tiles that you may customize based on the selection of your preference. Additionally, you can configure the order of the tiles on your dashboard to suit your preferences. Changes to your preferences will be saved to your WorkSpaces user account.
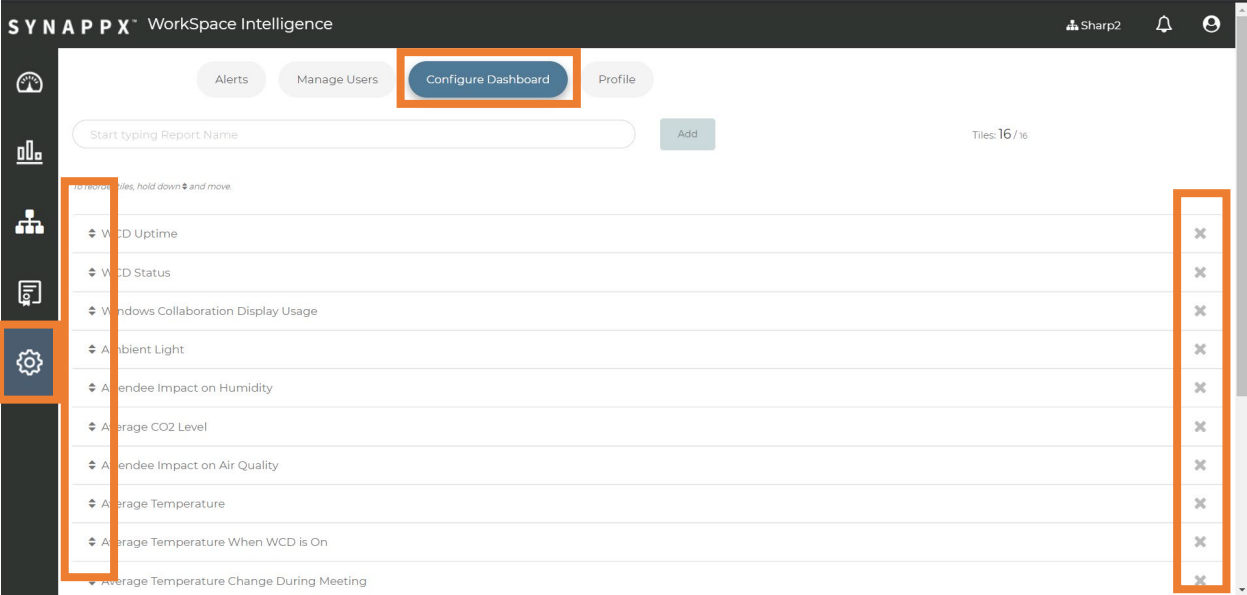
To change the order of the tiles, click and drag the arrows to the left of the tile name up or down in the list.

To delete a tile from your dashboard, click the "X" to the right of the tile name in the list.

By changing or configuring your preferences, the changes will also apply to the order of the reports in the reports view.

Adding Tiles

Provided you have less than sixteen tiles selected, you may add reports and respective tiles by typing a keyword associated with the desired tile, selecting and clicking "Add".

The newly added tile will be added to the bottom of the list.
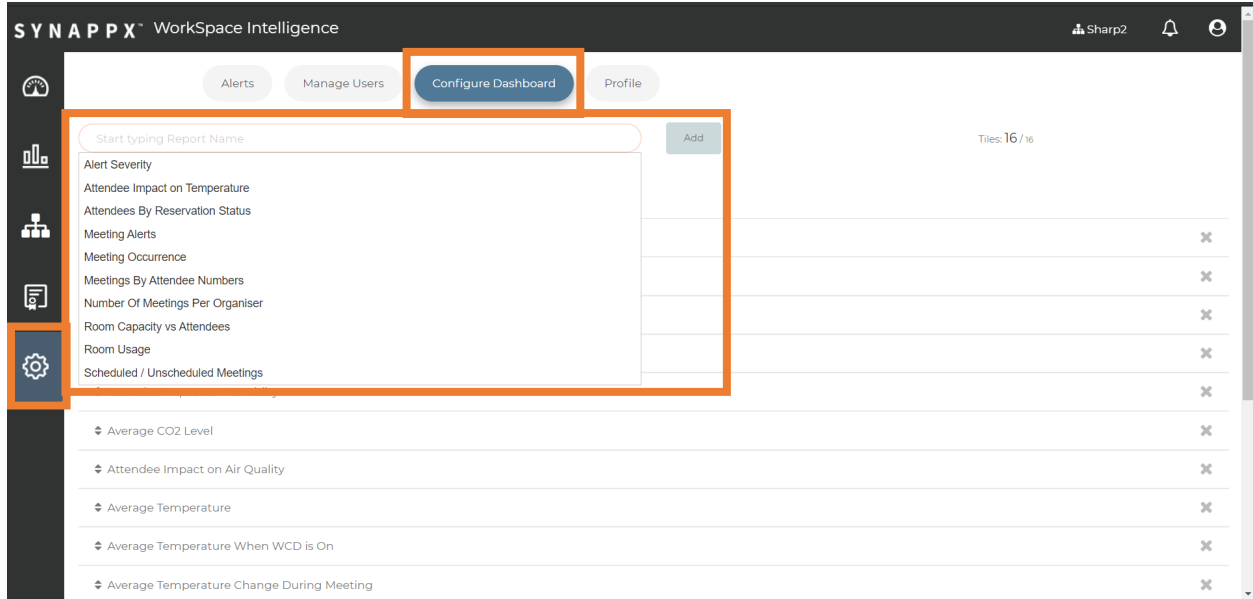
Available Tiles

The following report/tiles are available for selection:

Report Tile Description	Report Data Description
Alert Severity	Shows a breakdown of alerts such as temperature (too high/low; humidity; etc) by severity even when the meeting space is not in use.
Ambient Light	Shows the average light level in the meeting space over time.
Attendee Impact on Air Quality	Shows the impact of meeting attendees had on the air quality in the meeting spaces. The changes in air quality during the meeting is averaged for the meeting space and is drawn against the number of attendees in the calendar invite for those meetings when the meeting space is being used. **Please Note**: When there are no scheduled meetings and no motion detected in the meeting room, this report and data may not be available as this report requires meeting with motion detected in order to represent the data in the report.

Attendee Impact on Humidity	Shows the impact of the meeting attendees had on the humidity in the meeting space. The changes in humidity during the meeting is averaged for the selected meeting spaces and is drawn against the number of attendees in the calendar invite for the meeting space. **Please Note**: When there are no scheduled meetings and no motion detected in the meeting room, this report and data may not be available as this report requires meeting with motion detected in order to represent the data in the report.
Attendee Impact on Temperature	Shows the impact of meeting attendees had on the temperature in the meeting space. The changes in temperature during the meeting is averaged for the meeting space and is drawn against the number of attendees in the calendar invite for those meetings. **Please Note**: When there are no scheduled meetings and no motion detected in the meeting room, this report and data may not be available as this report requires meeting with motion detected in order to represent the data in the report.
Attendees by Reservation Status	Shows the number of attendees broken down by their response to the meeting invite – accepted, declined, tentative, or no response.
Average CO2 Level	Shows the average CO2 level over time in the meeting space.
Average Humidity	Shows the average humidity over time in the meeting space.
Average Temperature	Shows the average temperature over time for both the meeting space and the outside temperature. The outside temperature is obtained from a third-party weather service based on the location of the organization/campus and the corresponding meeting space.
Average Temperature When WCD On	Shows the changes in temperature over time and the number of hours that the WCD(s) were turned on.
Average Temperature Change During Meeting	Shows the changes in temperature in the meeting space during meetings. The changes in the temperature is averaged for the meeting space and is drawn against the number of attendees in the calendar invite for those meetings.
Display Active Inputs	Shows the frequency of use of the different input types on the WCD (such as USB-C, HDMI, etc.)
Meeting Alerts	Shows the number of alerts and the number of meetings.
Meeting Duration	Shows the actual duration of meetings and the time booked for the meeting space, highlighting inefficient usage of meeting space.

	Please Note: In this report tile, organizations will see instances of "overbooked" meetings when for example, employees schedule a meeting for two hours but utilize the meeting space for a portion of the two hours.
Meeting Hours vs Business Hours	Shows the total number of hours that the meeting space was occupied compared to business hours.
Meeting Occurrence	Shows the total number of scheduled meetings separating between the meetings that took place and those that did not, highlighting the meeting spaces that were booked but not used.
Meetings by Attendees	Shows the number of meetings grouped by meeting size (number of attendees on the meeting invite).
Meetings Utilizing Touch	Shows the total number of meetings, highlighting the meeting that used and those that did not use the touch capability of the WCD device in the meeting space.
Number of Meetings per Organizer	Shows the number of meetings organized per person
Room Capacity vs Attendees	Shows the number of attendees in the calendar invite compared to the stated capacity of the meeting space to highlight inefficient use or overcrowding.
Scheduled / Unscheduled Meetings	Shows the total number of meetings separating between scheduled and unscheduled (ad-hoc) meetings
WCD Power On Hours	Shows the number of hours that the WCD device was powered on.
WCD Power On vs Business Hours	Shows the percentage of business hours that the WCD device was powered on.
WCD Status	Shows the status of the WCD device providing a breakdown of alerts and the current power status of the WCD device(s).
WCD Downtime	Shows the percentage of total time that WCDs were not available or reporting data. This report is different as it is based on data **not** received and only shows data up to the previous day. This is necessary due to the impact of time zones and the fact that this is a report of missing information. As reports show data based on the user's preferred time zone we can have a situation where the user's day has ended but that is not the case for the other campuses.
WCD Usage	Shows the total number of meetings, highlighting the meetings that used and the meetings that did not use the WCD.

User Profile

You are the only user with access to view and change your user profile. Your username and email address are pulled from your organizations' Active Directory and are stored in WorkSpaces.

- These are read-only values and must be changed by your IT administrator in Active Directory.
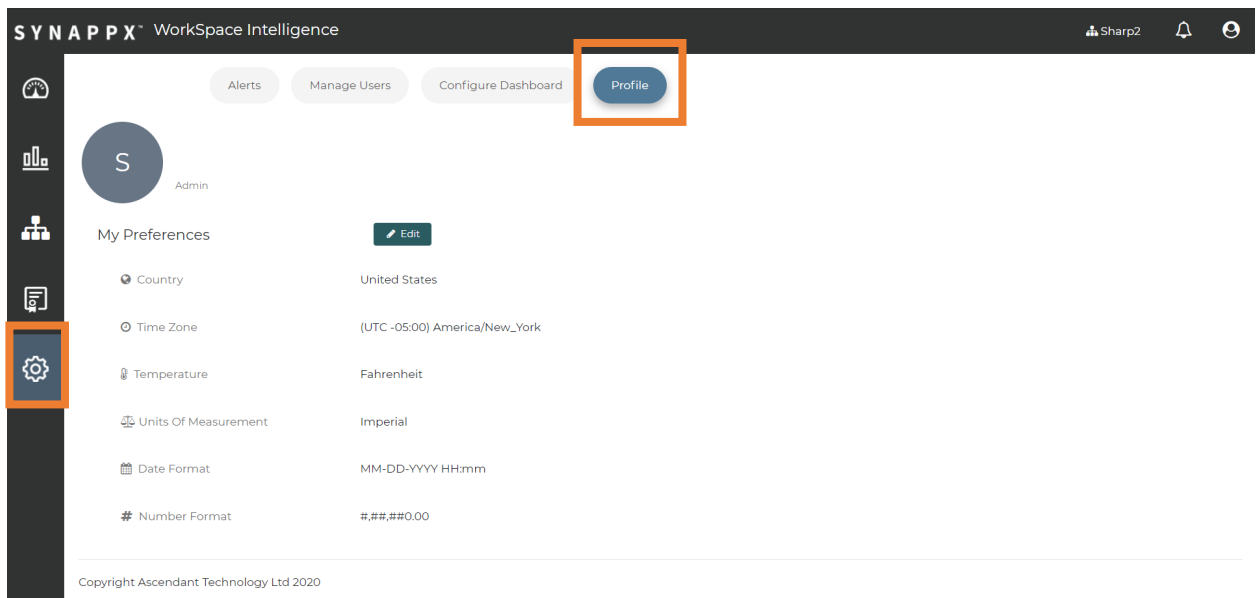
Editing Your User Profile

Your preferences are unique to you, and only you may edit your preferences. To edit your profile preferences, click "Edit" on the Profile tab.

Your preferences include:

- Country
- Time Zone
- Temperature (F/C)
- Units of Measure (Imperial or Metric)
- Date Format (DD-MM or MM-DD)
- Number Format (comma and decimal usage)

These preferences affect the analytics which are presented based upon your location and how you wish to view the analytics.

- Your preferences do not edit the underlying data; just affects how it is displayed for you.

Navigating Synappx WorkSpaces

Dashboard

After successfully logging in, you will be directed to the WorkSpaces Dashboard.
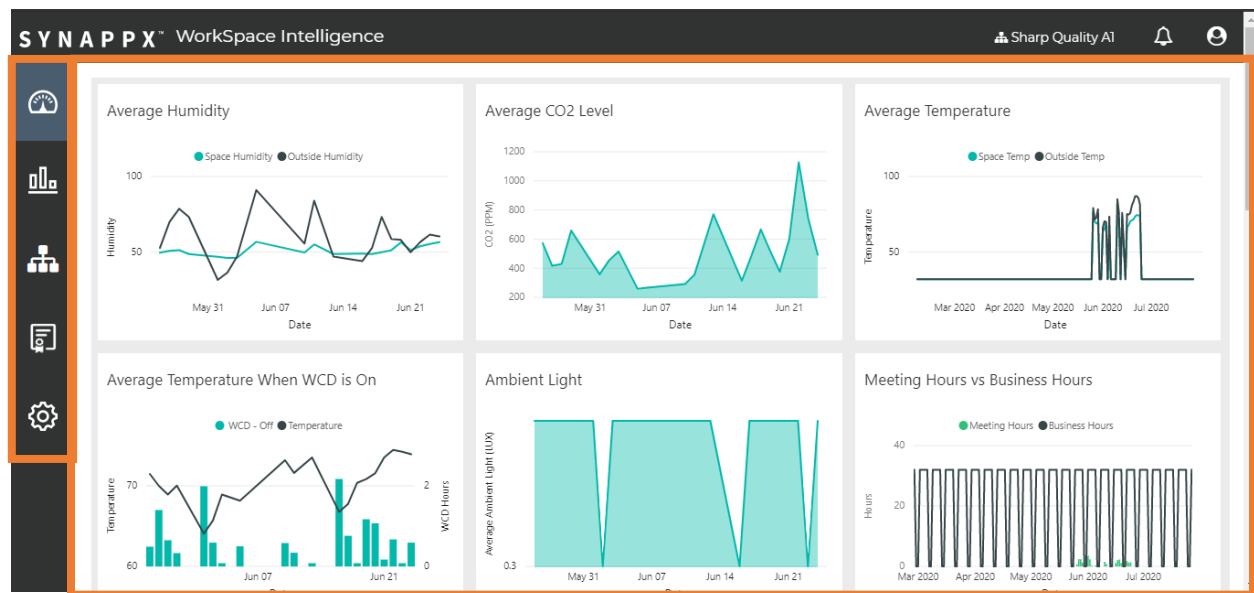
The dashboard provides real-time visibility to up to sixteen "tiles" representing the data collected, with graphs representing the analytics that are important to you and your organization.

- Please note, the first time you log into WorkSpaces, you will be presented with a default set of tiles. You may customize the selection and order of "tiles" based on your organization's preferences.

Clicking on a tile will direct you to the full report details for that tile.

Alerts Window

Selecting the Alerts icon on the top right-hand corner will open the Alerts window. The Alerts window shows all open configured and device alerts.
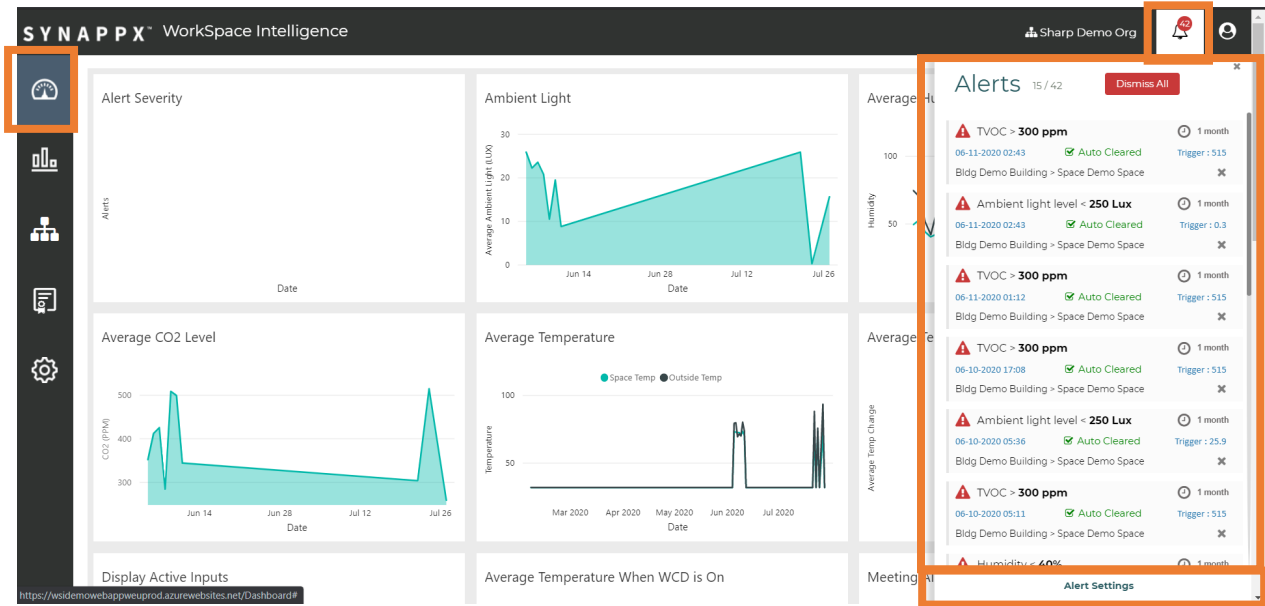
You may dismiss open alerts individually by clicking the "X" to the bottom right corner of the alert item, or by selecting "Dismiss All".

- Please note that when you dismiss alerts, they are cleared for all users (admin, manager, reporting users) within your organization.
- Alerts can also be auto cleared when for example, the temperature alert threshold is set to 72F and if the temperature in the meeting space rises to 72.1F, the alert will be triggered. If then the temperature moves to 72.2F, there is no further alert as the temp has remained above the trigger threshold. If the temperature then falls to 71.8F, the alert will be set to "auto cleared" meaning that there was an alert but the condition which triggered no longer exists. Then, if the temperature increased again to 72.5F there would be a fresh alert so you have one auto cleared alert and one current alert.

By clicking "Alert Settings" at the bottom of the Alerts window, you will be directed to the alert preferences to configure or modify for your organization.

User Window

Selecting the user icon will open the User window. In addition to providing the sign out button, this window will provide your user access to profile details, quick access to terms of use, privacy policy, and more information about the WorkSpaces service.
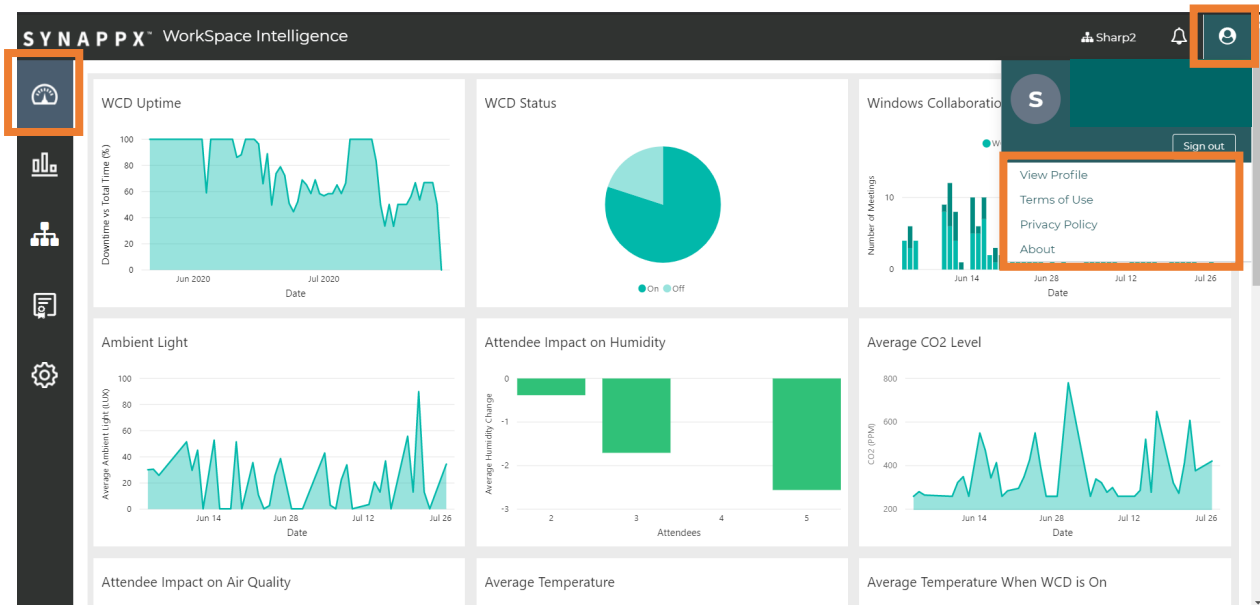
Reports View

Clicking on the reports icon on the left side will direct you to the report details.

- Please note that when you click on the report icon, you will be directed to the report details of the first tile in the first position on your dashboard. Alternatively, you will be directed to the report details by clicking on the desired tile directly in your dashboard.
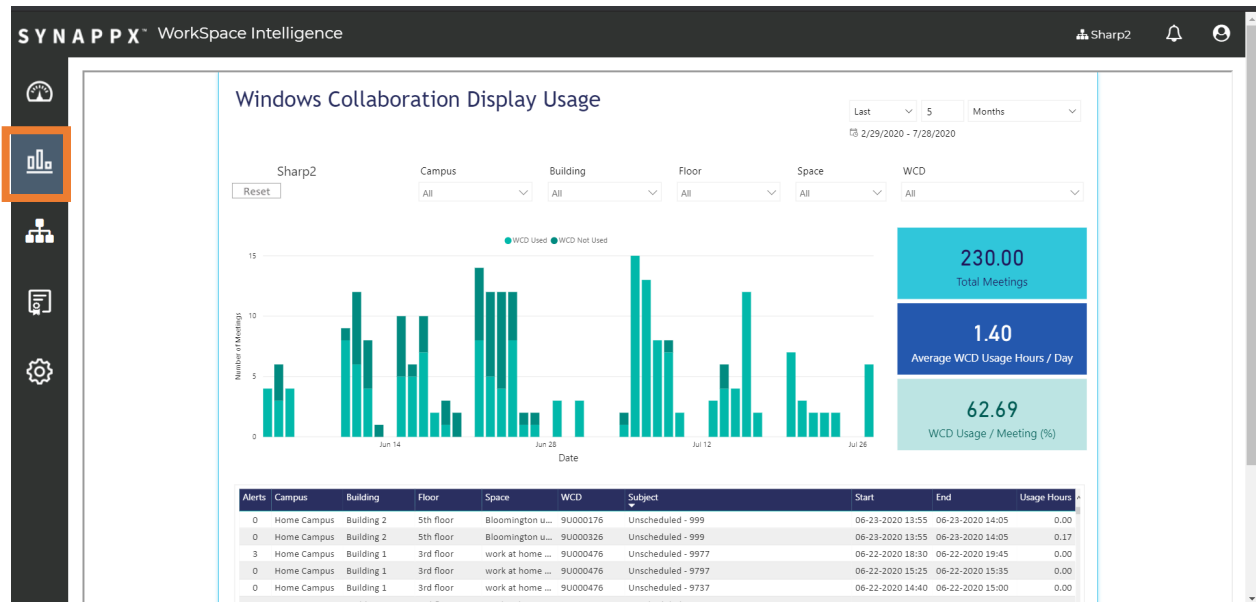
Organization View

You may view and search within your organization for specific locations and devices. The organization view displays a hierarchy "tree", the Tenant ID (used for license management) and current number of active licenses.
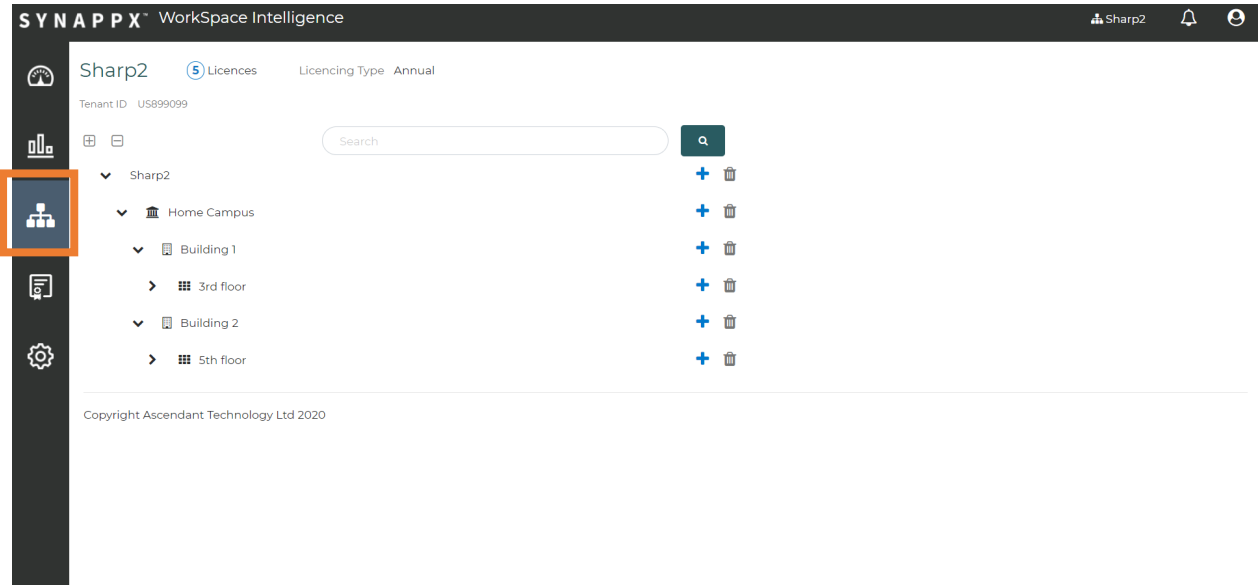
The hierarchy tree is organized into the following levels:
- Organization
- Campus
- Building
- Floor
- Space
- WCD Device(s)

Each level is mandatory and is configured by a WorkSpaces administrator within your organization.

License View

Clicking on the license icon will direct you to the licensing view and it provides details on the current status of all Windows collaboration display devices. Additionally, the WorkSpaces license information is available, including active licenses, licenses that are in the pool.
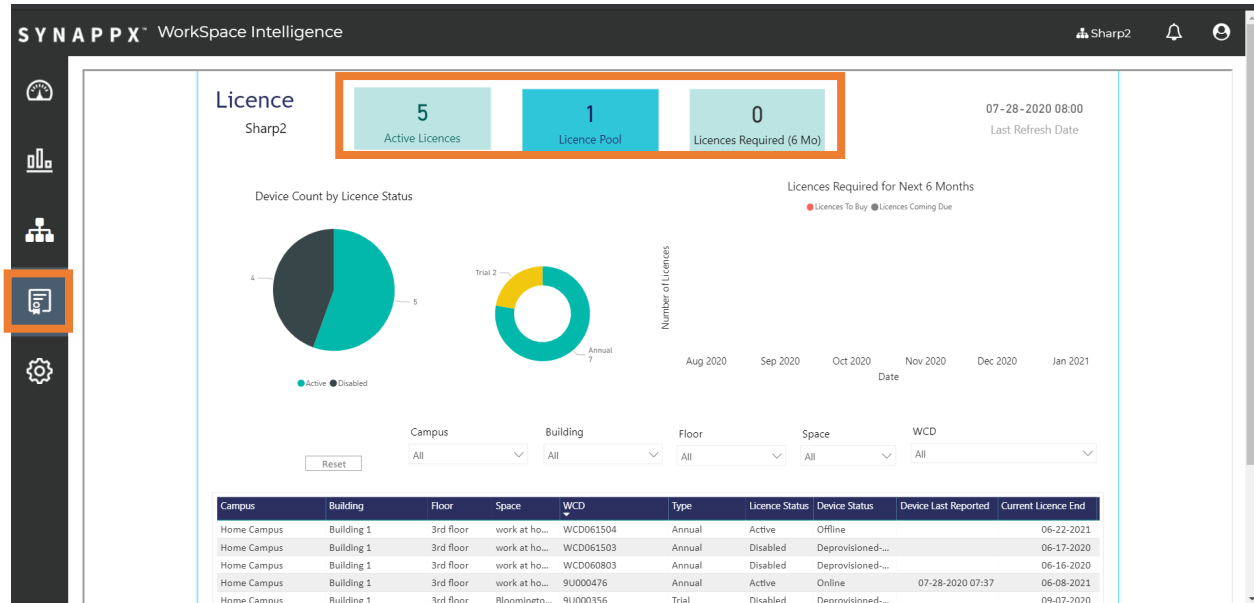
Settings/Preferences View

Clicking on the gear icon will direct you to the preferences view and this view provides access to the preferences for your organization and users. Preference settings for alerts, managing users, configuring the dashboard and modifying profile are available for quick access/modifications.

Reports Features

A. Dynamic chart
B. Time filter
C. Hierarchy filters
D. 3 info tiles
E. Sortable dynamic data table
F. Filter "Reset" (removes all hierarchy filters)
G. Data export

Dynamic Chart

The dynamic chart displays a visual representation of the analytics associated with the selected report. The chart dynamically updates when filters are applied (B,C) or specific data elements are clicked (A,E).

Hovering over a chart element displays relevant data to that element. Clicking on a chart element highlights the chart element and dynamically filters the data table (E) and info tiles (D).
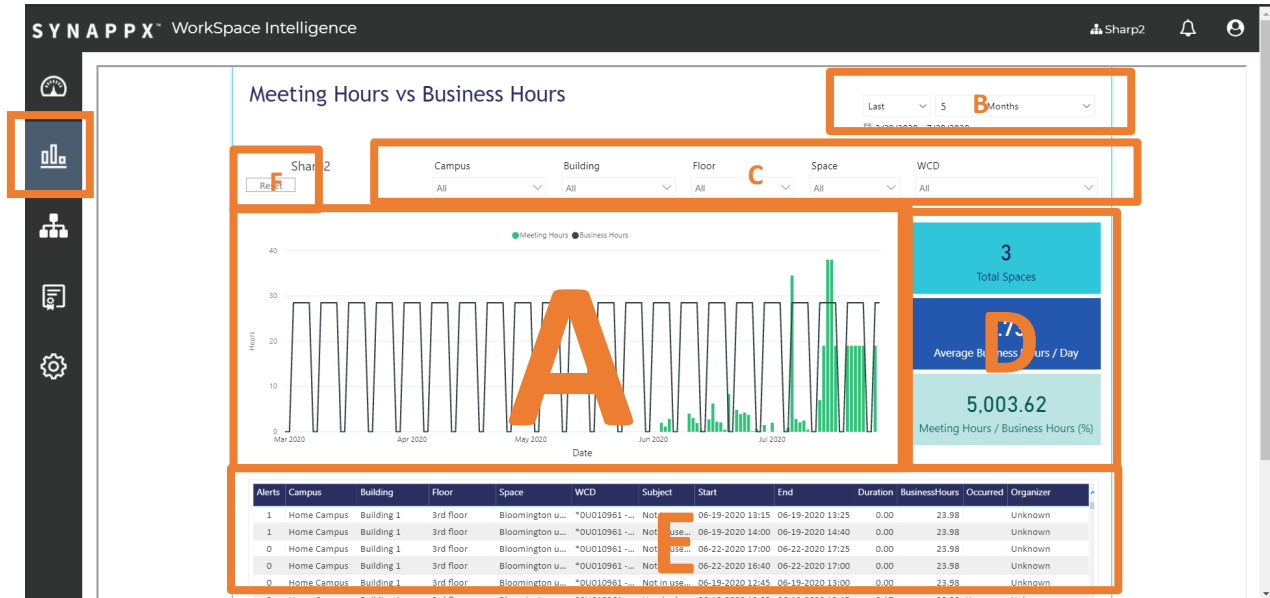
Time Filter

The time filter specifies the time scale for the data represented in the report (A,D,E).
Select the desired time period.
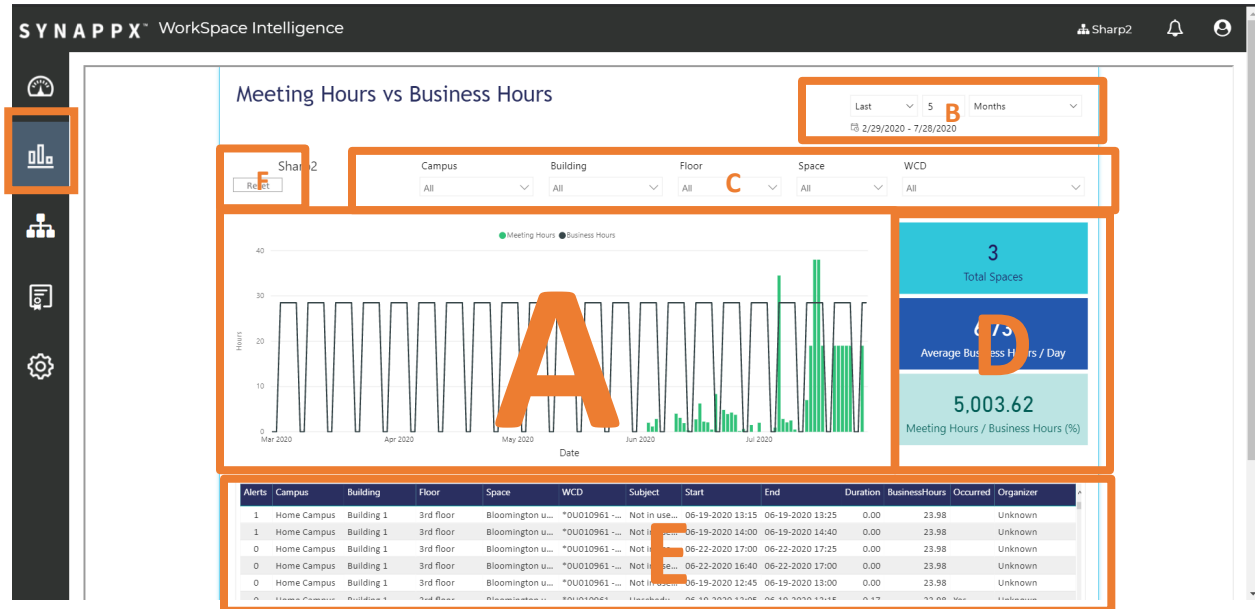
- "Last" or "This" time periods are both valid options. (The "Next" time period is not currently applicable.)

Select days, weeks, months or years (calendar or rolling, if applicable).

Enter the number of periods desired
- The resulting date range is dynamically displayed below the time filter.

To reset the time filter to the default time period, click "Reset" (F).
This will also reset any hierarchy filters which have been applied and remove any selection of a chart element (A).

Hierarchy Filters

The hierarchy filters specify the organizational locations and devices for the data represented in the report (A,D,E). By default, all campuses, buildings, floors, spaces and WCDs are listed. As selections are made at each level of the hierarchy, the lower levels of the hierarchy are automatically filtered to only list the relevant locations at that level.
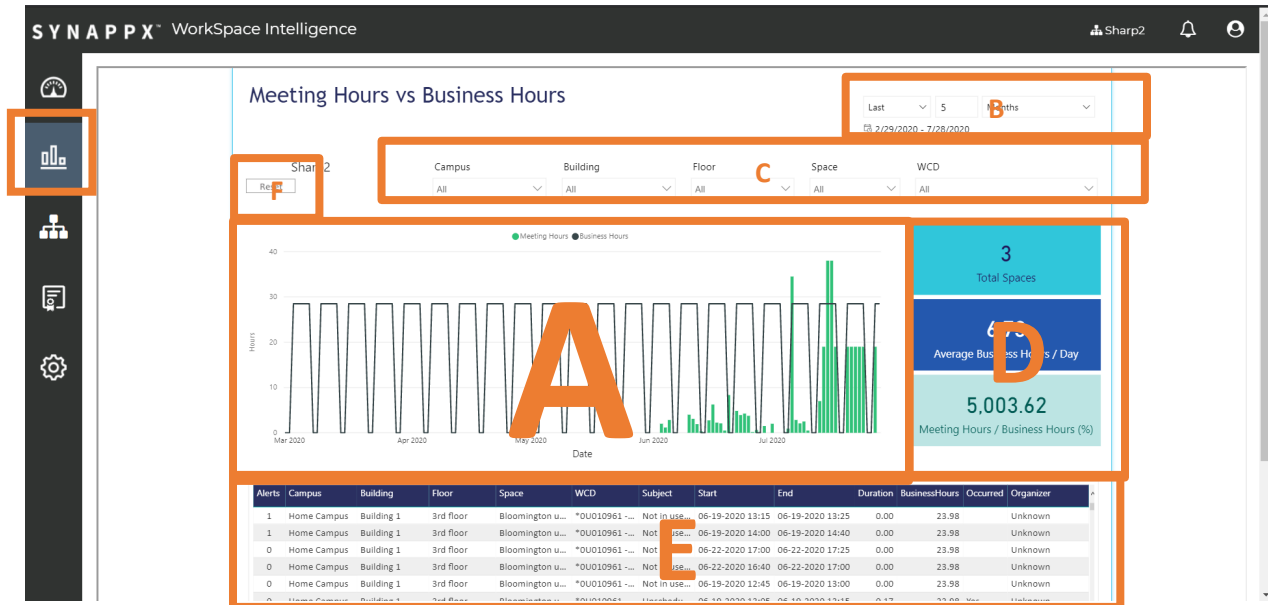
1. Select the desired campus(es).
   - Buildings, floors, spaces and WCDs are automatically filtered to only include those within the selected Campus(es).
2. Select the desired building(s).
   - Floors, spaces and WCDs are automatically filtered to only include those within the selected building(s).
3. Select the desired floor(s).
   - Spaces and WCDs are automatically filtered to only include those within the selected floor(s).
4. Select the desired space(s).
   - WCDs are automatically filtered to only include those within the selected space(s).
5. Select the desired WCD(s).

To remove any hierarchy filters which have been applied, click "Reset" (F).
This will also reset the time filter to default and remove any selection of a chart element (A).

Info Tiles

The three info tiles display relevant insights of the selected report. These are affected by the applied filters (B,C). These are not customizable.

Sortable Dynamic Data Table

The dynamic data table displays detailed fields containing the aggregate data for the selected report.
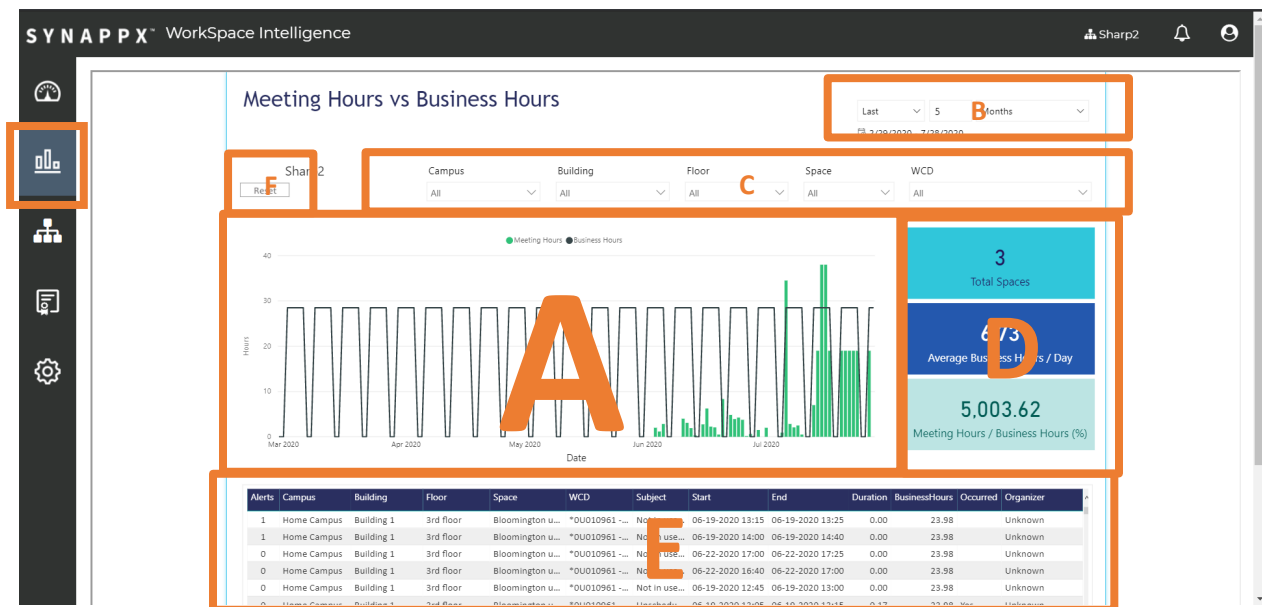
This data is sortable by clicking on the field header in the table. Data in this table is affected by the applied filters (B,C) and any selected chart element (A).

In the reports where meeting types are represented, please note that "unscheduled" meeting refers to an ad-hoc meeting where there is motion detected in the meeting space and the meeting was not scheduled in advance. Additionally, "not in use" meeting type refers to motion detected in the meeting space but either there is no meeting scheduled or there is a meeting scheduled in the meeting space but no motion is detected.

Exporting Data

Data in the table may be exported by clicking on the (…) button then selecting Export data on the right (G).
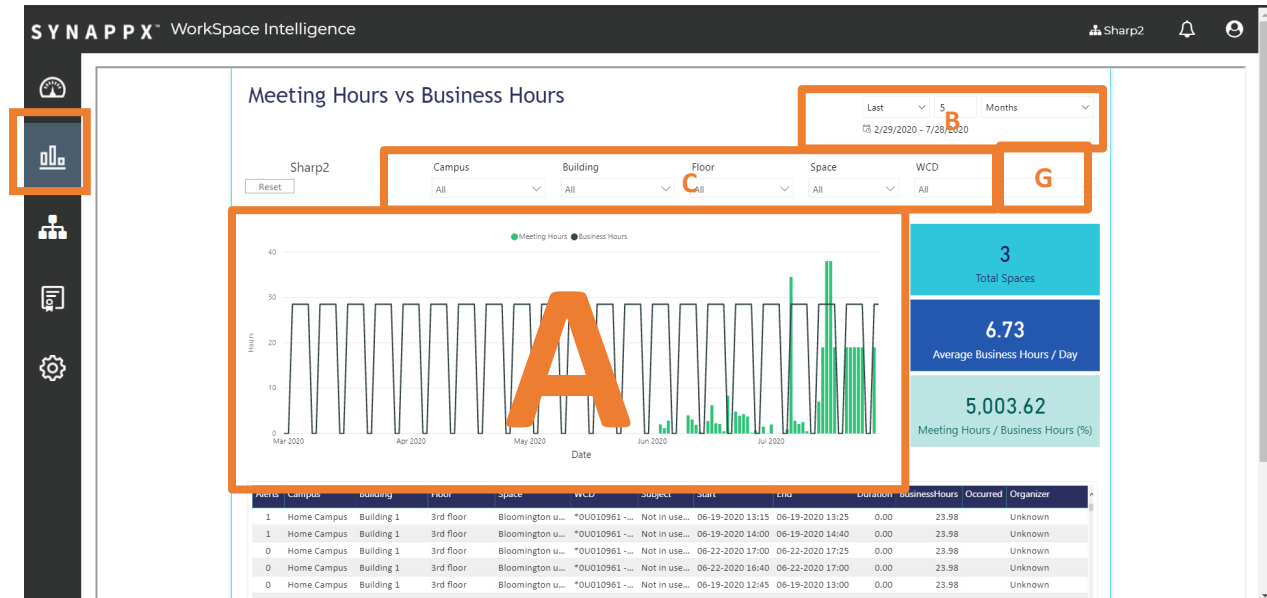
Data may be exported in Excel (xlsx) or CSV formats.
- A file limit of 150,000 rows in Excel format or 30,000 rows in CSV format applies.
- The current time (B), hierarchy filters (C) and any selected data element (A) applies to the data exported.

Changing Reports

You may change reports in one of two methods:

1. **Quick selection of a new report.**
   a. Click on the desired report from the tab bar at the bottom of the currently selected report (A).
   b. All 16 reports are displayed in the user preferred sequence along the bottom of each report.
   c. The order of the reports mirrors the sequence of the tiles on the Dashboard.

2. **Return to dashboard and select new report.**
   a. Click on the dashboard icon and select a new tile.
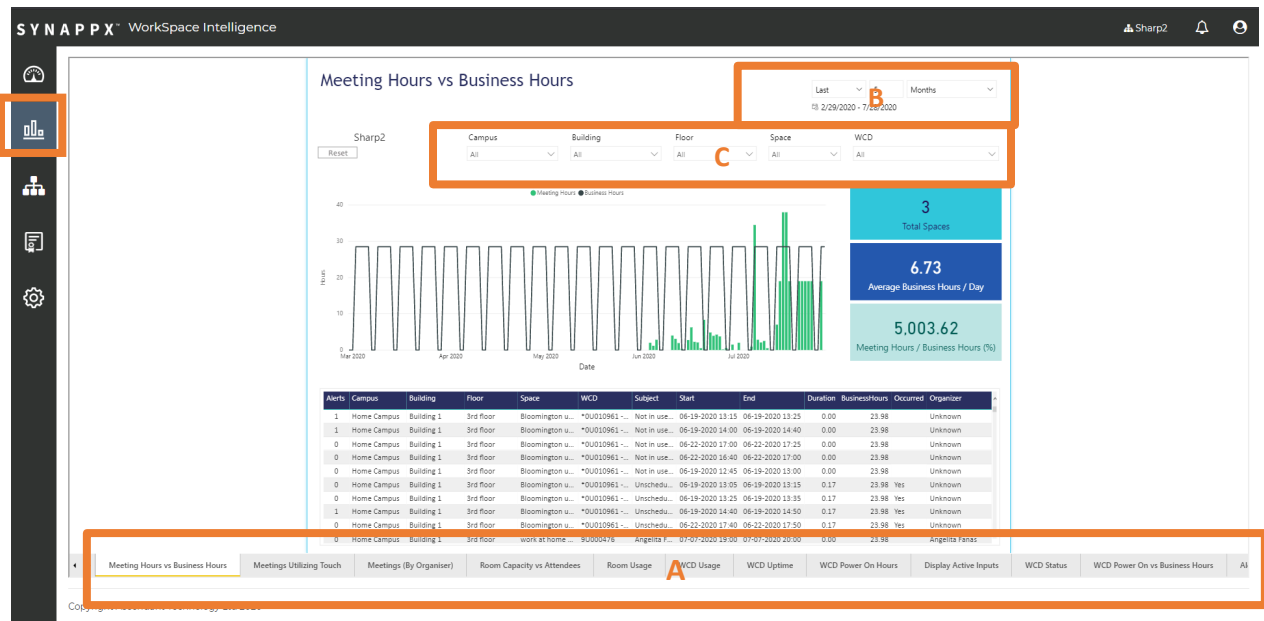
The current timeslice (B) and hierarchy (C) filters remain in effect when selecting between reports.

De-Provisioning a WCD

Once a WCD is provisioned to WorkSpaces, it remains provisioned unless de-provisioned by a WorkSpaces administrator or manager.
For security reasons, WCD de-provisioning must be completed within WorkSpaces. Local deprovisioning of the WCD is not supported.
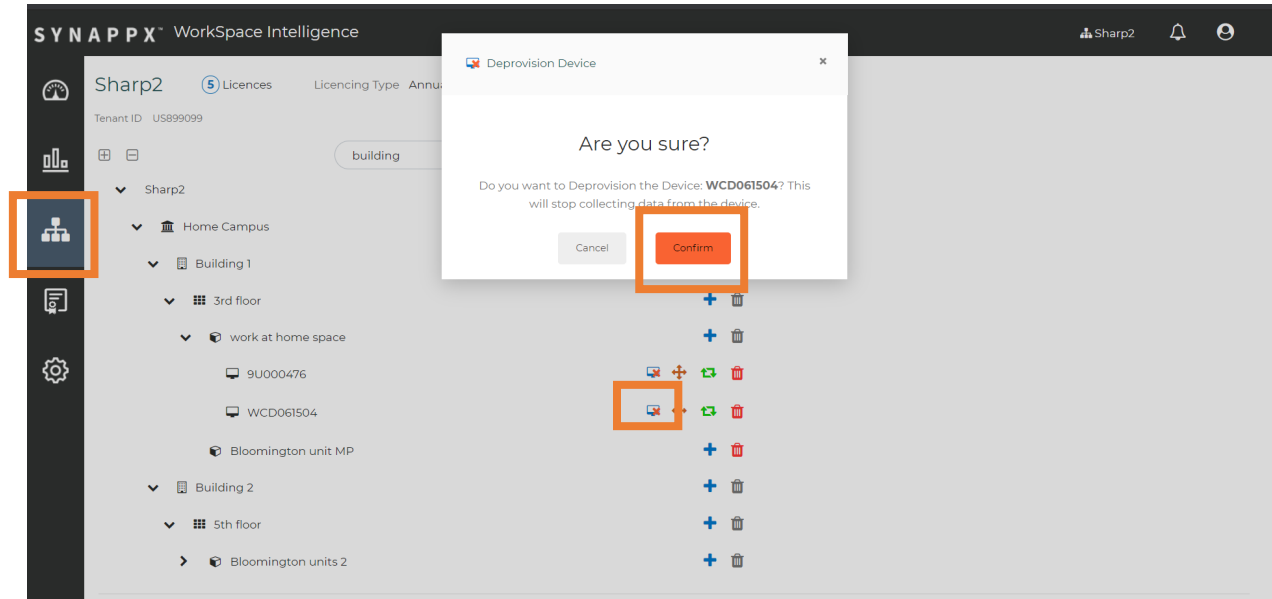
To de-provision a WCD, click on the "Deprovision Device" icon to the right of the WCD in the hierarchy tree to de-provision, then click "Confirm" in the de-provision window.

Upon de-provisioning, the following conditions apply:

- The license (trial and/or purchased) associated with the WCD is effectively consumed and any balance of the remaining term of the license is forfeited.
- The WCD is no longer eligible for a future trial license. If the WCD is re-provisioned, a purchased license will be required.
- The WCD returns to a state whereby it may be re-provisioned within your or another organization.
- The WCD instance will remain in WorkSpaces indefinitely, along with any data transmitted from the WCD.
- If a WCD unit has to be moved, please do not de-provision the WCD unit. Rather, please utilize the move functionality to swap a WCD from a meeting space to another meeting space within the organizational hierarchy tree.
- If a WCD unit fails and must be replaced, the replace functionality allows a replacement WCD to pick up from the failed unit. The licence on the old unit will be assigned to the replacement and the data from old and new units will be treated as if there were a single device in reports.

- Please note that if a WCD device is de-provisioned then re-provisioned for the same tenant/space it will be shown twice in the reports. If the WCD device has been de-provisioned and re-provisioned multiple times, the device will appear in the report multiple times and there will be a number notated in parenthesis that shows the number of times the device has been re-provisioned. In the event that the WCD device is de-provisioned and re-provisioned multiple times, the device number without a number in parenthesis is the most current device that was re-provisioned.
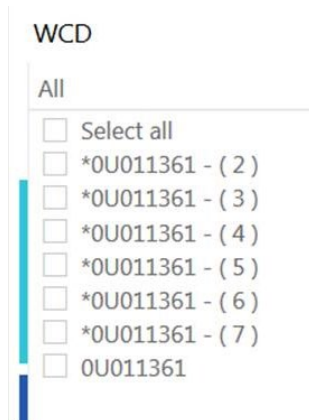
- One occurrence will show data up to the date it was deprovisioned and the other will show data from the point it was re-provisioned.

Moving a WCD Device

A WCD may be relocated from one space to another by an administrator or manager within your organization.
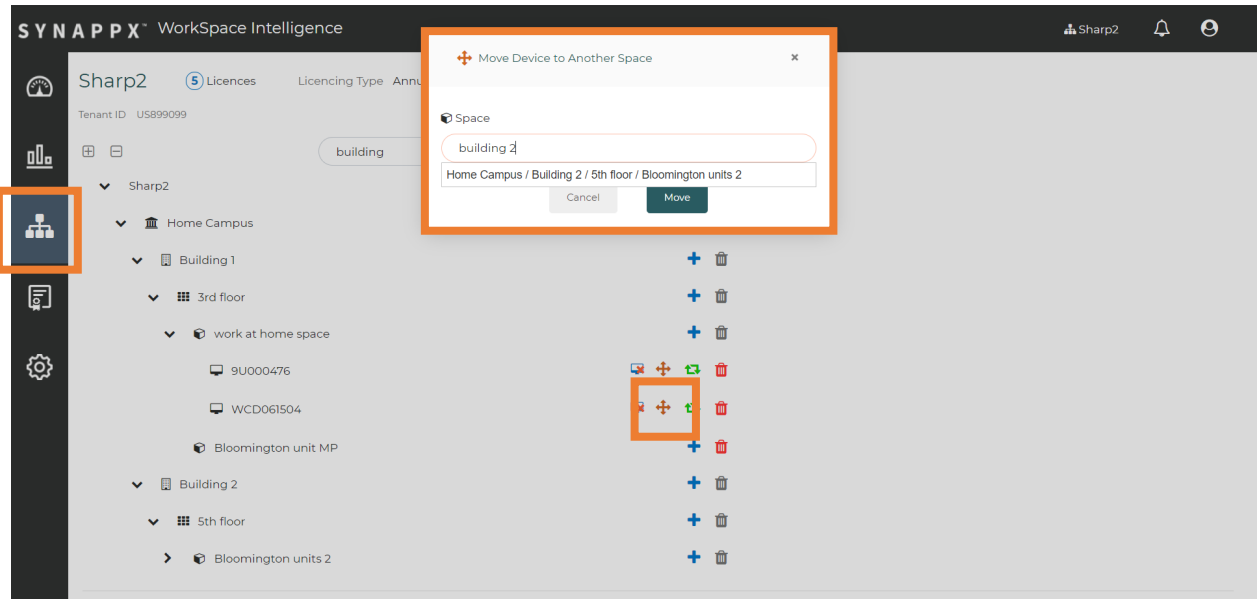
1. If the space you wish to move to has not been created, create the new space in the organization hierarchy.
2. To move a WCD, click on the "Move Device" icon to the right of the WCD you need to move.
3. Begin typing the name of the space which you want to move the WCD to.
   a. All matching results within your organization will be returned.
4. Select the desired space and click "Move".

Upon successful move of the WCD, the following conditions apply:

- The WCD will remain provisioned.
- The current trial or purchased license assigned to the WCD will remain in effect along with all data which has been transmitted to WorkSpaces from the WCD.
- The data will remain with the WCD, meaning that there may be discrepancies in the data between the old and new spaces due to environmental and usage factors.

Replacing a WCD

If a WCD requires replacement in a space due to service or upgrade, replacement of a WCD in WorkSpaces can be completed by an administrator or manager within your organization.
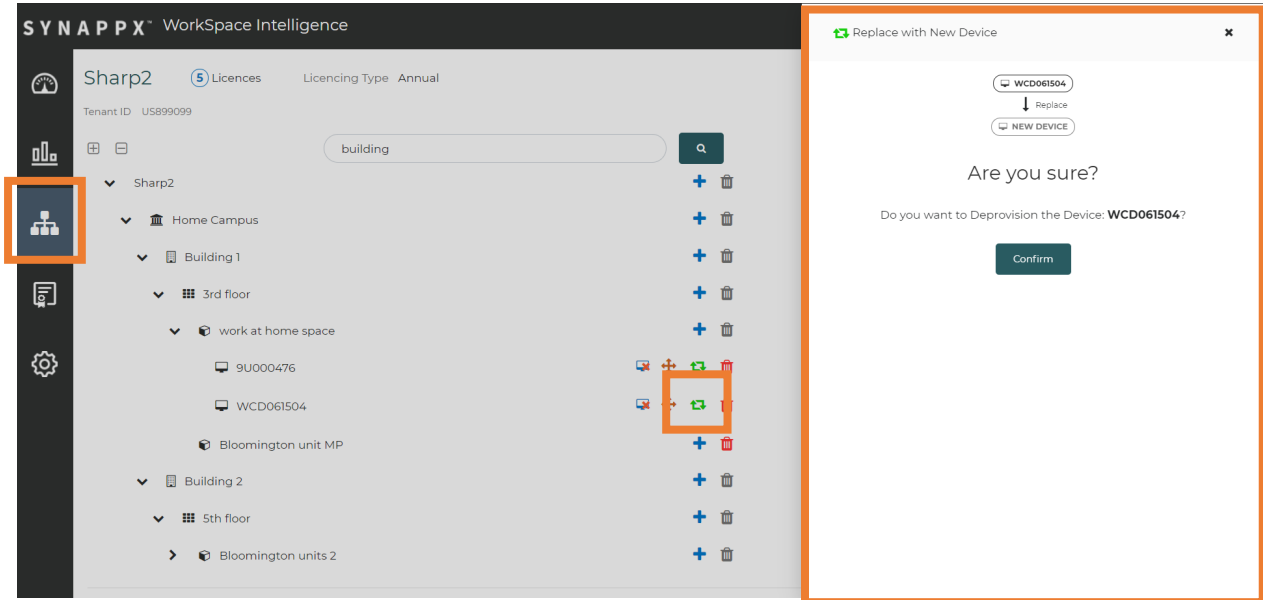
DO NOT de-provision the original WCD.
This procedure will gracefully de-provision the original WCD after replacement.
1. Click on the "Replace Device" icon to the right of the WCD you need to replace.
2. Click "Confirm" in the replace window. A pairing code will be generated for the replacement WCD.
3. Enter the pairing code on the replacement WCD.
4. Upon successful provisioning of the replacement WCD, the following conditions apply:

- The replacement WCD will automatically be provisioned to WorkSpaces and start reporting data.
- Additionally, the WCD will automatically receive published IoT Edge Module updates.
- The replacement WCD will be associated with the original WCD container, along with any data transmitted from the original WCD.
- The original license and any remaining term will be applied to the replacement WCD.
- If the replacement WCD was eligible for a trial license, it is forfeited.
- The original WCD will automatically de-provision.

Deleting a WCD

If you wish to de-provision a WCD and delete the associated data, a WCD may be deleted by an administrator or manager within your organization.
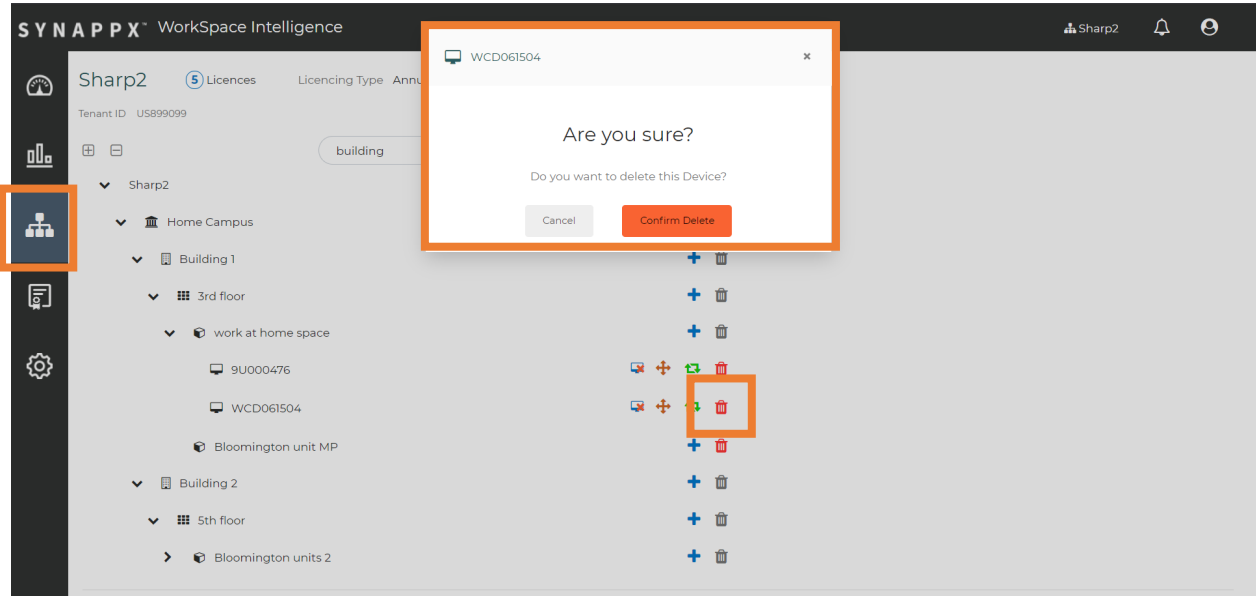
1. Click on the "Delete Device" icon to the right of the WCD you need to delete.
2. Click "Confirm" in the delete window.
3. Upon deletion, the following conditions apply:
- The trial license or purchased license associated with the WCD is effectively consumed and any balance of the remaining term of the license is forfeited.
- The WCD is no longer eligible for a future trial license. If re-provisioned, a purchased license will be required.
- The WCD returns to a state whereby it may be re-provisioned within your or another organization.
- The WCD instance will remain in WorkSpaces indefinitely, along with any data transmitted from the WCD. The de-provisioned or another WCD may not be provisioned against the WCD instance. A new instance must be created (reference Provisioning a WCD).
- The WCD container associated with the WCD is deleted, along with all data which has been transmitted to WorkSpaces from the WCD.

Licensing View

The licensing view consists of an analytics report containing details pertaining to your organizations' devices and WorkSpaces licenses.
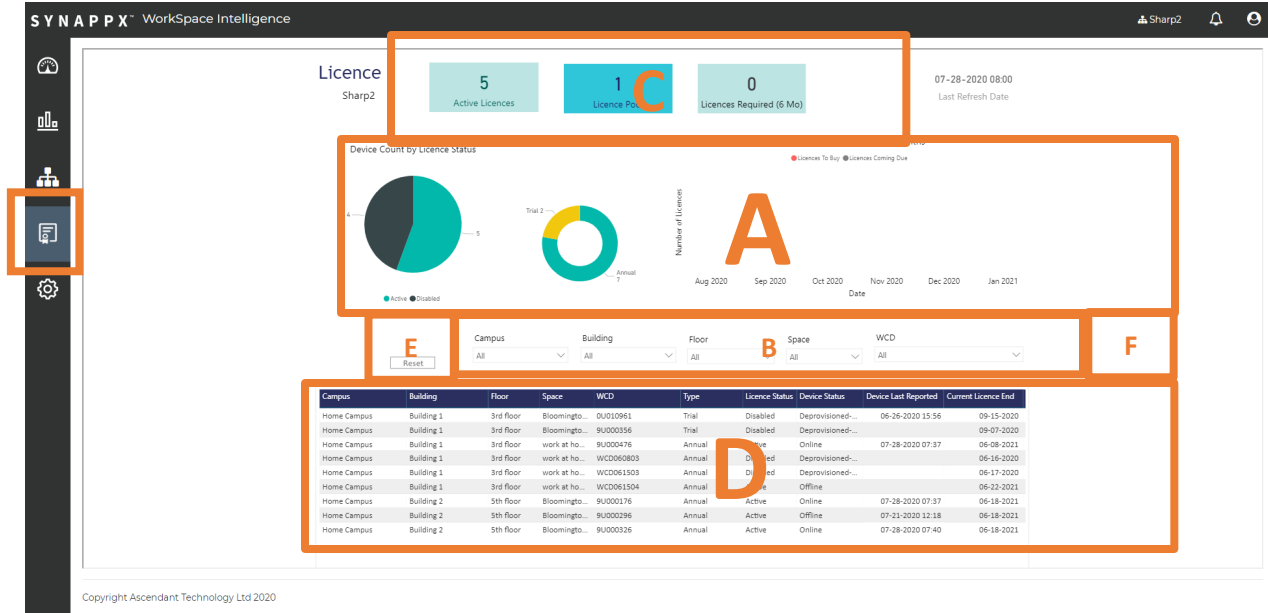
A. Dynamic chart showing the status of devices and licenses
B. Hierarchy filters
C. Info tiles
    a. Active license
    b. Size of license pool - available for additional WCDs
    c. Forecast of required licenses in the next 6 months
D. Sortable dynamic data table
E. Filter "Reset" (resets all hierarchy filters)
F. Data export

Licensing Details

WorkSpaces licenses are subscription based and must be purchased from a Sharp reseller. Licenses are device based and required based on the number of WCD devices connected to your WorkSpaces account for the desired term. There is no cost to establish a WorkSpaces account for your organization. You may add any number of users to your WorkSpaces account. Your organization will only be charged for active devices.

Free Trial License Period

Each "new" WCD is eligible for a single free trial license with a 90-day trial period. A new WCD is a device that has never been provisioned previously by your organization or any other organization. If a WCD is provisioned, then de-provisioned prior to the end of the 90-day period, the trial license is consumed. Refurbished or used Windows collaboration displays may not be eligible for a free trial license.

Unless deprovisioned, the trial period will extend for a full 90-days, at which time a license must be purchased or available for use from the WorkSpaces license pool.

License Pool

The WorkSpaces license pool is used to hold purchased licenses in reserve until such a time that it is required for a WCD device, which is not eligible for a trial period, the trial period has expired, or the prior term has expired.
There is no requirement to hold purchased licenses in reserve, nor is there a limit to the number of licenses which may be purchased and held in the license pool. Licenses in the license pool do not expire. Terms for the licenses do not commence until they are applied to a device, and therefore "exit the license pool".

WorkSpaces License Terms

A. Annual**.** License applies for a full calendar year from the date it is applied. Licenses may be applied and expire on differing dates.

A license which have been applied against a provisioned device, which is then subsequently de-provisioned does not return to the license pool for future use and is effectively considered as being consumed.

First Time Purchase

After a WorkSpaces account has been established for your organization and prior to the end of the trial period for your organization's first WCD, one or more licenses must be purchased from your Sharp reseller.

To purchase WorkSpaces licenses, you must provide your Sharp reseller with:

1. Your organization's WorkSpaces account Tenant ID (located on the Organization View).
2. Complete the necessary process to authorize your Sharp reseller to purchase licenses on behalf of your organization (e.g. Purchase Order, etc)

Once your Sharp reseller processes your purchase of WorkSpaces license(s), the purchased license(s) will automatically be applied to your WorkSpaces account.

Named Reseller

The Sharp reseller that processes your initial purchase will become the "named reseller" for your organization's WorkSpaces account. The named reseller may be changed by initiating a purchase for additional licenses with another Sharp reseller. Only one named reseller may be designated on your organization's WorkSpaces account.

Subsequent License Purchases

Subsequent license purchases result when your organization provisions additional WCD devices which are not eligible for a trial license or the trial period has expired.

Your organization may initiate the purchase of additional licenses from your named reseller as described with the first-time purchase.

If purchased licenses are not yet required by your organization's WCD devices, the licenses will be held in reserve in the license pool until they are required.

If your organization does not initiate the purchase of additional licenses prior to when the licenses are required, the purchase of required licenses will be automatically initiated and charged to your named reseller at the current price for the applicable term, referencing the purchase order number from the first-time purchase. Per the terms of service accepted by your organization, your organization is financially obligated to compensate your organization's named reseller for automatically initiated subsequent purchases.

Your organization's WorkSpaces administrators will receive email notifications 30, 7 and 3 days prior (annual terms) and 7 and 3 days to the expiration of trial licenses.

License Renewals

Renewals result when licenses in your organization's WorkSpaces account expire. If no licenses are available in the license pool, the purchase of renewal licenses will be automatically initiated and charged to your named reseller at the then current price, referencing the purchase order number from the first-time purchase. Per the terms of service accepted by your organization, your organization is financially obligated to compensate your organization's named reseller for automatically initiated renewal purchases.

The quantity of renewal licenses required will be automatically calculated based upon the number of provisioned WCD devices which are not supported by trial licenses.

Your organization's WorkSpaces administrators will receive email notifications 30, 7 and 3 days prior (annual terms) to the expiration of licenses.

Cancellation

Purchases can only be canceled within 3 calendar days of purchase (license have not activated) and there is an excess of licenses compared to provisioned WCD devices for the organization.

Please note automatic purchases only occur when the license pool does not have a sufficient number of licenses to be applied against WCD devices.

After the 3 calendar days of purchase, licenses will apply for the specified term and may not be terminated early for credit. However, you can cancel the auto renewal of licenses.

Renewal Suspension (Cancel Auto-Renew)

If your organization wishes to discontinue its' subscription to WorkSpaces, you may de-provision all WCD devices (reference De-provisioning a WCD), or issue a request to your organization's Named Reseller to suspend auto-renewals.

To suspend auto-renewals, provide your reseller with your WorkSpaces account Tenant ID and request that they suspend auto-renewals for your account.

The suspension of auto-renewals applies to all licenses for provisioned devices. Licenses will remain in effect until each license reaches its' respective expiration date.

Term Expiration / Data Deletion

If there is no purchase made for a license for the initial WCD device on your organization's WorkSpaces account or auto-renewals are suspended by your named reseller, these conditions indicate your organization desires to terminate its' WorkSpaces subscription.

The following conditions apply as the license terms reach their respective end dates.

Your organization's WorkSpaces administrators will receive email notifications 30, 7 and 3 days prior (annual terms) to the expiration of licenses.

Grace Period

All users will see a banner warning in WorkSpaces from the respective end date for seven days. Data received from the corresponding WCD device will continue to be reflected in WorkSpaces. License(s) may be purchased from your named reseller to exit grace period.

Lockout Period

If license(s) are not purchased from your named reseller by the end of grace period, corresponding WCD device(s) enter lockout period for 30 days. Data received from the corresponding WCD device will be rejected, however existing data will continue to be viewable. License(s) may be purchased from your named reseller to exit lockout period, however a gap in the data will exist from the time a WCD device enters lockout period until the purchased license is applied.

Data Deletion

If license(s) are not purchased from your named reseller by the end of lockout period, the associated WCD device(s) will be automatically de-provisioned and the associated data will be permanently deleted. To reconnect the affected WCD device(s), reference Provisioning a WCD.

Recovering WorkSpaces Account

Recovering a WorkSpaces account with revoked Active Directory Permissions

WorkSpaces relies on permissions to your organizations' Azure Active Directory for proper operation. Azure Active Directory provides WorkSpaces access to users and resource calendars. Permissions to WorkSpaces are visible in Azure Active Directory as shown below.
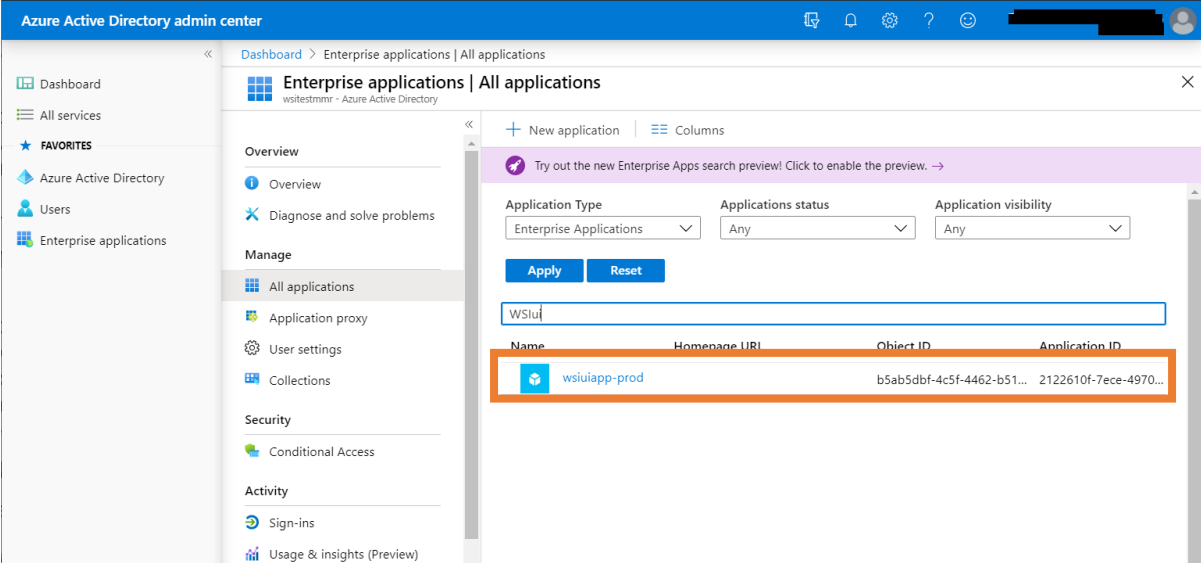
If your organization choose to discontinue use of WorkSpaces, permissions may be revoked by clicking "Delete" from the wsiuiapp-prod Properties.
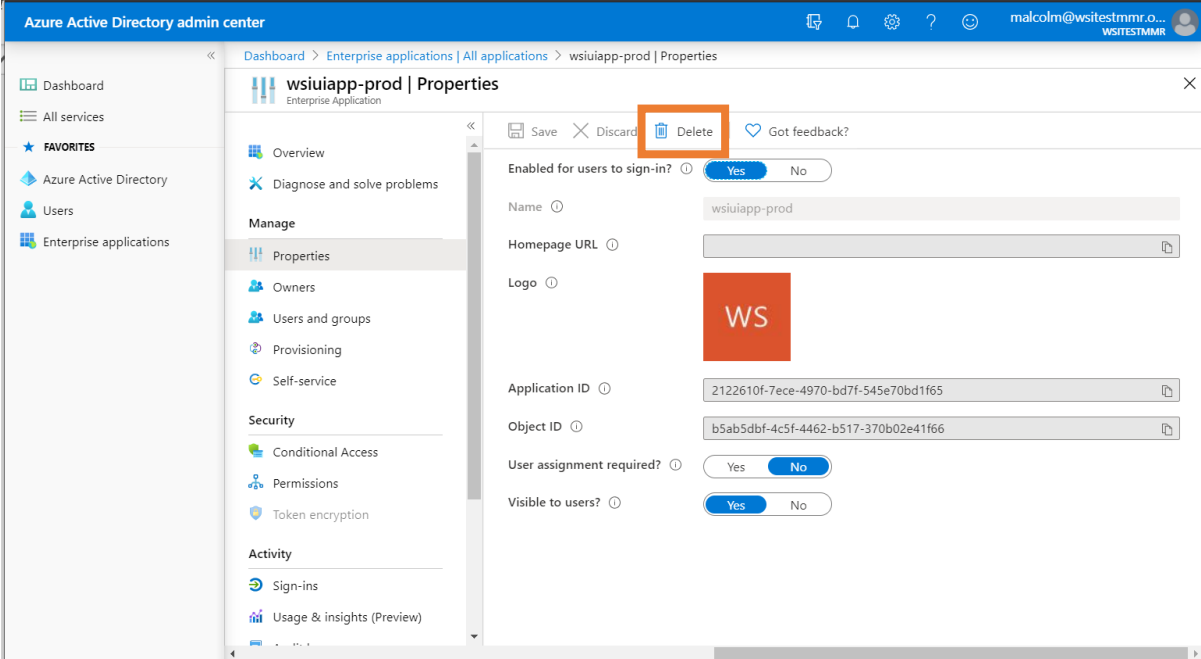
In the event that permissions are revoked unintentionally, users will be unable to log into WorkSpaces until permissions are restored. In this condition, users will receive the message "Can't get it to break so cannot document" on login attempt.

To recover your WorkSpace account, follow the instructions for <u>Account Creation</u>, using a unique, temporary Organization name.

After submitting the Signup form, you will receive a new email from WorkSpaces containing the link to complete the setup.
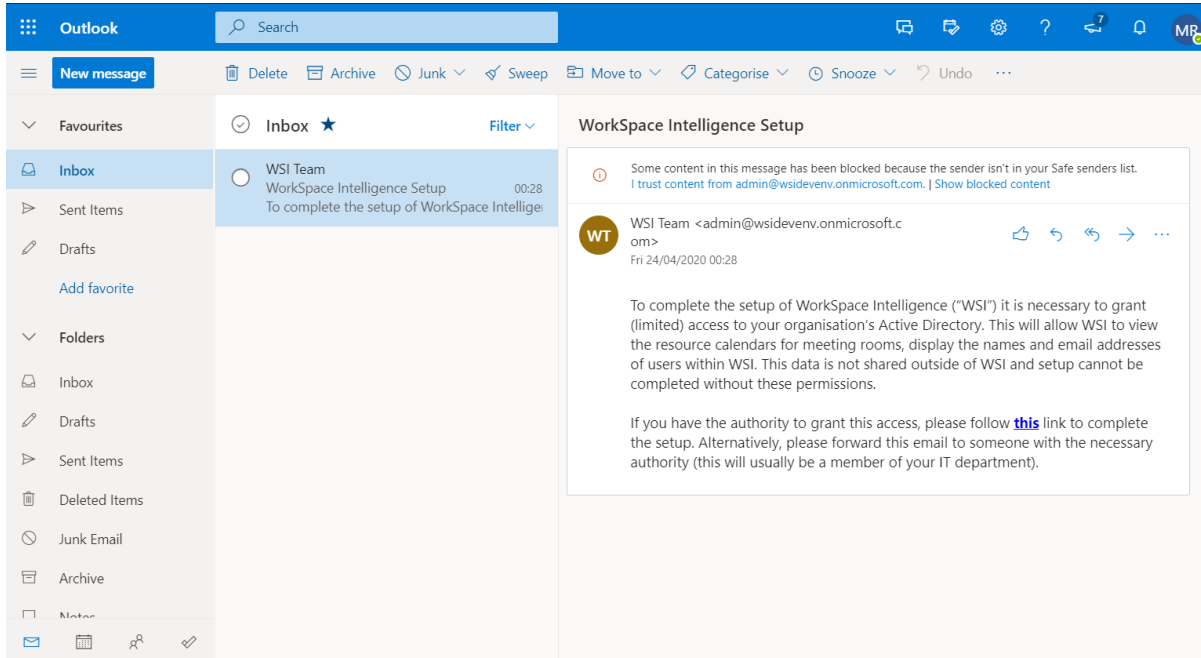
You or your IT administrator may follow this link to reapply permissions to WorkSpaces from your Azure Active Directory.
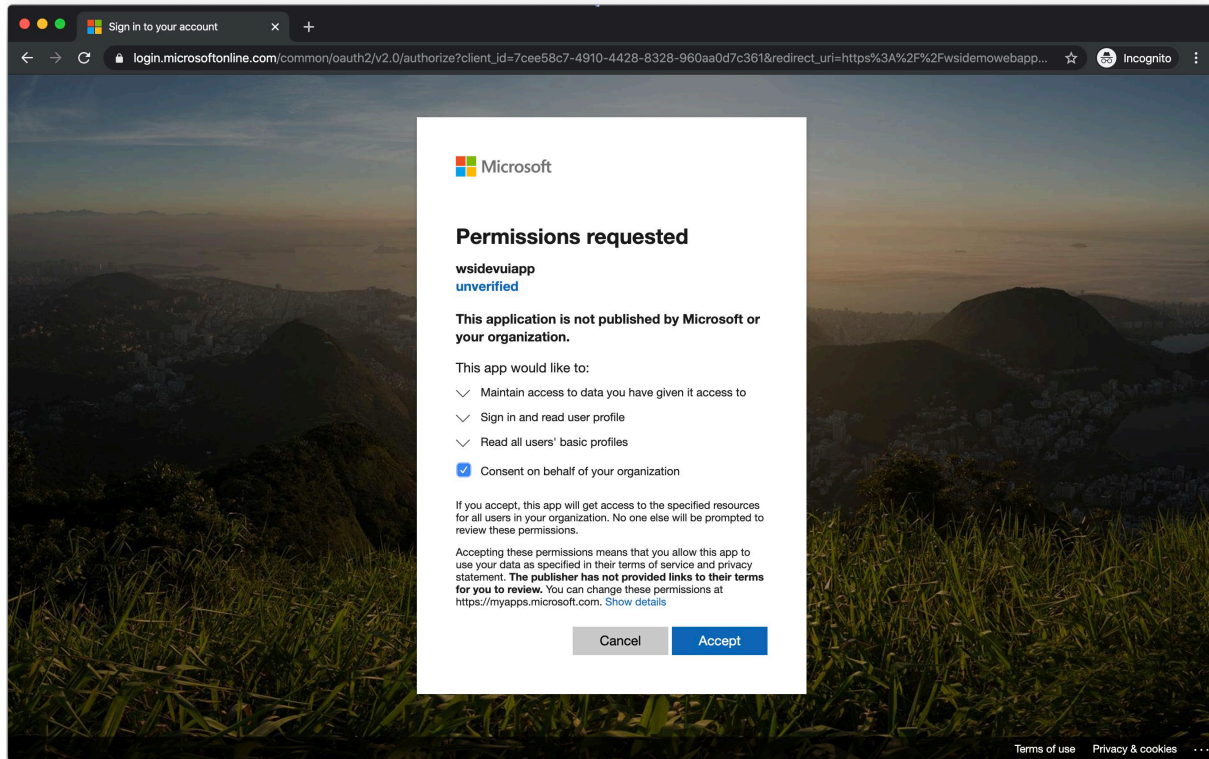
On completion, user access will be restored and data from your Office 365 environment will be accessible again to WorkSpaces. No previously stored data will have been deleted.

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SYNAPPX™

For more information, visit the Synappx Support Site

To access the Synappx WorkSpaces Terms of Use visit: http://sharp.wspace.cloud

To access the Synappx WorkSpaces Privacy Policy visit: http://sharp.wspace.cloud

To access the Synappx WorkSpaces End User License Agreement visit:
http://sharp.wspace.cloud