SYNAPPX™ WORKSPACES

Frequently Asked Questions (FAQs)

Contents

Introduction

This document contains details of Frequently Asked Questions for Synappx WorkSpaces.

1 Setting Up a Synappx WorkSpaces Tenant

1.1 How Do I Register for Synappx WorkSpaces?

Registration for a Synappx WorkSpaces tenant is free and easy. Simply visit http://sharp.wspace.cloud and click on the "register" button, then complete the form. You will need to include the email address of the Administrator of your organization's Active Directory on the form to complete the registration process.

1.2 What Type of Azure Active Directory Does Synappx WorkSpaces Require?

Your organization needs to be using Azure Active Directory Premium P1.

1.3 My Organization Does Not Use Microsoft Azure Active Directory, Can I Still Use Synappx WorkSpaces?

At the moment, Synappx Workspaces requires that the organization supports an Azure Active Directory environment, but this may change in future.

1.4 I Entered the Wrong Email Address on the Registration Form, What Should I Do?

When you register for a tenant, WorkSpaces will send a confirmation email to the address you entered as part of the registration process and to set up the single sign-on with your organization's Active Directory – this allows you to login to WorkSpaces using the same username and password as you use for your own organization. However, only an Active Directory Administrator can approve this setup.

If the email is sent to the wrong person, another email must be generated for the correct person by completing the registration form again with the correct email address.

1.5 Can I Create More Than One Tenant?

You can only have one WorkSpaces tenant for each Active Directory.

1.6 How Long Does It Take for My Tenant to Be Setup?

Setup is immediate once your Active Directory Administrator has granted access to WorkSpaces to use Single Sign-on.

1.7 What Does It Cost for A WorkSpaces Tenant?

There is no charge for having a tenant, but WorkSpaces license is required for each WCD. Each WCD is entitled to a 90-day free trial but if you wish to continue to keep that device connected to the WorkSpaces tenant, there is a cost per device.

1.8 We Have Multiple Domains in Our Active Directory, Can We Have Multiple Tenants?

You can only have one WorkSpaces tenant for each Active Directory.

1.9 My Tenant was Registered for the Incorrect Manufacturer, How Do I Change This?

You will not be able to provision devices for one manufacturer against a tenant for another. You should delete the organization from the Organisation screen and re-register for a WorkSpaces tenant.

2 Device Provisioning

2.1 How Do I Provision A WCD?

First log into your WorkSpaces tenant and select the Organisation (third from the top) button from the menu on the left. Then select the space where the WCD is physically located and click on "+" to add a device. On the next screen click on "Generate Pairing Code".

Then at your WCD, go to the menu options for Synappx WorkSpaces and select Device Pairing and enter the pairing code generated from WorkSpaces. Please note that the pairing code is time sensitive and is valid for 30 minutes.

2.2 My Pairing Code Has Expired?

A pairing code is only valid for 30 minutes. If you did not manage to complete the pairing process within this time the WCD will display an error message. Simply generate a new pairing code in WorkSpaces and try again.

2.3 After Provisioning A WCD It Does Not Appear in My WorkSpaces Tenant?

Refresh your WorkSpaces screen to show all changes.

2.4 I Provisioned a WCD to the Wrong Space, What Do I Do?

Within WorkSpaces it is very easy to move a WCD from one space to another space. Simply select the WCD you wish to move, click the "Move Device" button and start typing the name of the space where the WCD is moved to.

2.5 Why Didn't My WCD Get a 90 Day Trial?

Each WCD device is entitled to one, 90-day trial. If you buy a used WCD it is likely that it will already have been granted a trial so will now require a paid license. If you deprovision a WCD during its trial period before the 90-day period is over, the trial period will effectively end and cannot be restarted.

2.6 My WCD Appears in the Building Hierarchy but Not in the Reports

Once a WCD device has been provisioned it will appear in the building hierarchy (you will need to refresh the screen). However, it can take up to 1.5 hours for the device to appear in the filter on the report pages. This is normal and is due to WorkSpaces' scheduled processing tasks.

3 Device Deprovisioning, Deleting and Moving

3.1 How Do I Remove A WCD?

In order to remove a WCD from your tenant, simply find it on the Organization screen and click on either the "Delete Device" or "Deprovision Device" buttons. Please refer to section 3.4, "What Is the Difference Between Deprovision and Delete A Device" to understand the difference between these two options.

3.2 I Provisioned A WCD to the Wrong Space in My WorkSpaces Tenant?

Please refer to section 3.5, "I Provisioned The WCD In The Wrong Space" for more information.

3.3 I Want to Move a WCD to Another Room, What Do I Do?

For info on how to move a WCD, please refer to section 3.5, "I Provisioned The WCD In The Wrong Space" for more information.

3.4 What Is the Difference Between Deprovision and Delete A Device?

When you deprovision a WCD device, the historic data for that device is retained but the device can no longer send data to WorkSpaces. Delete is similar to deprovision but historic data is also deleted. No license is required for deprovisioned devices.

Normally, it is better to "deprovision" as this retains your historic data. However, if you have made changes to the layout of your building such as removing a room which previously had a WCD, you may want to use delete so reports reflect the current building configuration.

Please be advised that when a WCD device is deprovisioned or deleted your WorkSpaces tenant, you will lose the remaining balance of the license term. For additional details, please refer to section 3.5, "I Deprovisioned a WCD, then Re-Provisioned the WCD and My License Has Disappeared"

3.5 I Deprovisioned a WCD, then Re-Provisioned the WCD and My License Has Disappeared

If a WCD device has a valid license when it is deprovisioned or deleted, that license is terminated. If you are physically moving a WCD device, you should use "Move device" as the license will be transferred with the device.

4   Licensing

4.1   How Much Does It Cost to Add Another User?

There is no cost per user. WorkSpaces is licensed according to the number of active WCD devices.

4.2   What License Models Are Available?

Synappx WorkSpaces supports the following license types:

- Free trial – each WCD device is entitled to a free trial of up to 90 days

- Annual non coterminous – 1-year licenses where each device has its own renewal date

4.3   When Do Annual Licenses End?

With non-coterminous annual licenses, each WCD device will have its own end date which is 1 year after the license was assigned to the device.

4.4   What Is "Grace Period"?

When a license reaches its end date, WorkSpaces will automatically try to renew the license on your behalf (unless you have instructed your reseller to stop auto-renewal). If there is a gap between the end date and the new license being received the device will enter "grace period". During this period, WorkSpaces will function as normal so you can view all reports, make any changes to your organization, users, alerts and data will be collected from the device which is in grace period.

Grace period lasts seven days.

4.5   What Is "Lockout"?

If a license for a WCD device has not been renewed by the end of the grace period, the device will enter a 30-day lockout period. During this period no further data will be collected by the device but historic data is still available. All other features of WorkSpaces will operate as normal and data will be collected from other devices (assuming they are not also in lockout period).

If a license has not been purchased by the end of the lockout period, the device and all historic data will be deleted from WorkSpaces.

4.6   How Do I Buy A License?

Licenses need to be purchased via your dealer/reseller. Generally, this will be the same dealer/reseller you used to purchase the WCD. Once the initial license has been purchased, WorkSpaces will handle all future license additions for new devices and license renewals for existing devices. The license screen in WorkSpaces lets you see details of WCDs, their license status and a forecasted projection of the number of licenses which will be required over the next six months for your tenant.

4.7 I Received an Email About License Renewals– What Do I Need to Do?

Unless you have previously asked your dealer/reseller to stop auto-renewal of licenses for WorkSpaces, no action is required by either you or your dealer/reseller. If you have previously stopped auto-renewal through your dealer/reseller, you will need to instruct your dealer/reseller to purchase licenses for you.

Please note: the subsequent purchase of a license will turn auto-renewal back on.

4.8 Can I Stop Automatic Renewals of WorkSpaces Licenses?

Yes, please ask your dealer/reseller to stop auto-renewal for WorkSpaces licenses. However, if automatic renewal is not re-enabled, your devices will eventually be removed from WorkSpaces along with all historic data when their license expires as it will not automatically renew.

4.9 Can I Cancel A License Purchase?

License transactions can be cancelled and are subject to two conditions:

- The cancellation must be within 72 hours of the original purchase (based on the date and time recorded in WorkSpaces) **and** there must be sufficient licenses in the pool to "undo" the transaction.

- If the license was assigned to a WCD device, the license transaction cannot be cancelled.

4.10 What Is the Difference Between Device Deprovisioning And Stopping Auto Renewal?

When a device is deprovisioned, it is removed from WorkSpaces although historic data can still be viewed, and the license is terminated. Devices can be terminated by a user and termination of devices must be carried out on a device by device basis.

Stop auto-renew applies to all devices and can only be done by the dealer/reseller. Existing licenses will continue to their end date, then the devices will enter grace period and then lockout as the license will not be renewed.

4.11 Can I Change Who Receives the Email Reminder for License Renewals?

Email reminders are sent to the most recent contact for the dealer/reseller and the billing contact for the WorkSpaces tenant.

The billing contact can be changed within WorkSpaces on the "Organisation" screen by clicking on the "+" at the top of the organization hierarchy. The next screen will show Billing Contact field where it can be changed or updated.

The reseller contact is updated each time a license is purchased through the dealer/reseller.

4.12   Where Do I Find My Tenant ID?

The Tenant ID is shown at the top left-hand corner of the "Organisation" screen.

4.13   What Is the "License Pool"?

If licenses are added to a WorkSpaces tenant in excess of the number currently required, these are added to the pool. When licenses are required, WorkSpaces will take the license(s) from the pool and assign to devices. Only when the "License Pool" is empty will additional licenses be purchased.

4.14   How Do I Change My Dealer/Reseller for WorkSpaces?

As WorkSpaces is set to automatically renew licenses when they reach their end date, you need ask the new dealer/reseller to purchase one (or more) licenses on your behalf. (You may wish to wait until you have licenses which are due for renewal to avoid licenses being added to the "License Pool".)

4.15   I Have Received an Email About License Renewals. Do I Need to Do Anything?

The billing contact for each organization (set on the "Organisation" properties on the "Organisation" screen) will receive emails prior to licenses being renewed. For annual licenses the email reminders are sent 30, seven and three days prior to renewal.

Action is required when the trial for the first WCD device ends – you should contact your dealer/reseller and purchase a minimum of one license. Once the first license has been purchased, WorkSpaces will automatically take care of any additions and renewals automatically.

Once the first purchase has been made, these emails are for information and no action is required.

4.16   I Have Purchased A License, but I Cannot See It on The License Screen

The majority of licensing transactions are processed overnight, and currently, the "License" screen is updated twice a day. This is likely to change in the future to give a real time view.

5   Users

5.1   How Do I Add Users?

Users are added by navigating to the "Settings" screen then selecting the second button across the top titled "Manage Users". From there, simply click the add button located at the top left corner of the screen, search for the name of the user you wish to add, select their WorkSpaces role (Admin, Manager or Reporting User) and click "Add".

When adding users to the tenant, please select the username from the dropdown as it shows from Active Directory. As you type the username in the search username or email field, it will further filter by user input. However, if the email address of a valid AD user is typed into the field and the admin selects the "add" button, there will be an "invalid user" error message for that username when logging into the tenant. The WorkSpaces system expects to have a display name (and email address that is in AD) in the search field to compare it to the entered name.

For example, Michael Smith (michael.smith@mycompany.com) will be accepted as a valid user but entering Michael Smith or michael.smith@mycompany.com to add will result in an error.

5.2   Can I Add Someone from Outside My Organization?

All users of WorkSpaces must be members of your organization's Active Directory to be added to WorkSpaces.

5.3   How Much Does It Cost to Add Another User?

There is no cost per user. WorkSpaces is licensed according to the number of active WCD devices in the tenant.

5.4   What Is the Difference Between the Different User Types in WorkSpaces?

WorkSpaces has three types of user:

- <u>Reporting User</u> – can view all information (organization, alerts, reports, users) but cannot add or edit anything other than their own profile.

- <u>Manager</u> – 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.

- <u>Admin</u> – can do everything a Manager can do but can also manage the organization.

5.5   Can Users Still See Data After They Leave the Organization?

The management of users is controlled by your organization's Active Directory. Provided that the user has been removed from your Active Directory, they cannot gain access to WorkSpaces tenant.

5.6   How Do I Change My Password?

WorkSpaces relies upon your organization's Active Directory for managing access and does not rely on a separate username and password for WorkSpaces. Therefore, to change your password you should follow the instructions from your own IT department for changing your network password.

5.7   I Forgot My Password, How Do I Get A Password Reminder?

WorkSpaces relies upon your organization's Active Directory for managing access and does not rely on a separate username and password for WorkSpaces. Therefore, if you have forgotten your password, you should follow the instructions from your own IT department for recovering your network password.

5.8   Can I Use Two Factor Authentication?

WorkSpaces relies upon your organization's Active Directory for managing access, so the use of Two Factor Authentication ("2FA") will be determined by your own organization's Active Directory configuration.

5.9   How Do I Remove A User?

Users can be deleted from WorkSpaces by navigating to the "Settings" screen, then select "Manage Users" button. You cannot delete your own user access from WorkSpaces nor can you modify your access rights.

5.10   How Do I Change A User's Preferred Date Format / Number Format / Etc?

All users, including "Reporting User" level access, can change their preferences located within the "Settings" screen. This can be accessed either from the menu on the left side of the screen or from the "Profile" button located at the top of the screen.

6   Alerts

6.1   What Are Alerts?

All data received from WCD devices is monitored against the alert settings for each organization. The alerts can be turned on or off on an individual basis and you can also set the threshold for each alert. This allows you to, for example, receive an alert if a space gets too hot or too cold.

6.2   How Do I Turn an Alert On / Off?

Alerts can be managed within the "Settings" screen and each alert can be enabled/disabled. The settings for each alert apply to all devices and all users within the organization.

6.3   How Do I Change the Trigger Value for an Alert?

Alerts can be managed within the "Settings" screen and the threshold for each alert can be modified. The settings for each alert apply to all devices and all users within an organization.

6.4   Can Different Users Have Different Alerts Enabled?

At this moment, this is not supported but it may change in the future.

6.5   Can I Set Different Trigger Values for Different Buildings?

At this moment, this is not supported but it may change in the future.

6.6   How Do I Clear Alerts?

Alerts can be cleared clicking on the Alerts button (Bell icon) at the top right corner of the screen.

6.7   What Does "Auto Cleared" Mean for Alerts?

When an alert exceeds a threshold value, an alert is created. If the value then returns to normal, the alert is "auto cleared" so that it will remain in your list of alerts so that you can see there was an issue but the alert is cleared so that you know the problem no longer exists. For example, WorkSpaces has been set to alert if the temperature exceeds 75°F, and the temperature was 74.5^{o}F but increased to 76°F but later returns to 74.5^{o}F. In this case, an alert will be generated when the temperature first exceeds 75°F but when the temperature falls back below this threshold the alert will be marked as "auto cleared".

6.8   Why Do Some Alerts Appear Multiple Times?

If the data received from a WCD device shows the value is fluctuating so that it exceeds an alert threshold then returns to normal before exceeding the threshold again, a separate alert will be created each time the threshold is exceeded. For example, WorkSpaces has been set to alert if the temperature drops below 55°F, the temperature was 56°F but then dropped to 54.9^{o}F. Later, the temperature increased to 55.1^{o}F, then later fell to 54.8^{o}F. The initial alert for low temperature will be shown as "auto cleared" as the temperature rose above the

alerting threshold but when fell again so a fresh alert was created. If the temperature had simply remained below 55°F, there would have been a single alert.

6.9   Why Can't I Change Alerts?

Alerts can only be updated by users with "Manager" or "Admin" access, but "Reporting Users" can see the alerts.

6.10   Are Emails / Text Messages Sent for An Alert?

Alerts are only visible within WorkSpaces presently, but it may change in the future

7 Building Hierarchy

7.1 How Do I Add Details of My Buildings, Rooms, Etc?

These can be added, edited and deleted from the "Organisation" screen. Please refer to the WorkSpaces Admin Guide for more details

7.2 The Buttons to Add or Delete Are Not Enabled?

The building hierarchy can only be updated by users with "Manager" or "Admin" access although users with "Reporting User" access can view it.

7.3 Why Do I Need to Set the Resource Calendar for A Space (Room)?

The power of WorkSpaces comes from matching different sources of information. The WCDs provide information about the room including motion. The calendar provides information about what meetings are scheduled. By combining these two sources of data, WorkSpaces can identify meetings which were booked and do not take place, or rooms used for impromptu meetings – both of which give you a more accurate view of the true room utilization.

7.4 What Is the Role of the Campus / Building / Floor Manager?

This role has been added to support functionality which is planned for the future.

7.5 Can I Import My Building Hierarchy?

At present this is not supported but it may change in the future.

8 Reports

8.1 Can I Filter A Report by Campus / Building / Floor / Space?

Every report includes a filter at the top of the screen which let you select the locations you are interested in. You can select a single location or multi-select if you wish to see several locations included in a single report.

8.2 Can I Filter A Report for a Specific Time Period?

Every report includes a filter at the top of the screen which let you select the time period you are interested in. You can select the number of days / weeks / months / years to be included.

8.3 What Does the Reset Button to the Left of the Location Selector Do?

The reset button allows you to undo all of your filter selections for location. Suppose you have selected specific spaces in certain buildings but now want to look at different locations. Rather than having to uncheck each of your previous selection, you can simply click on "reset" to clear your selection.

8.4 Can I Export the Data for A Report?

Data can be exported either in Excel or CSV formats by clicking on the "…" button at the top right of the table of data on each report.

8.5 Can I Export All of My Data?

WorkSpaces only allows you to export the data for one report at a time.

8.6 What Is the Purpose of Each Report?

8.6.1 Average Temperature

Shows the average temperature over time for both the meeting space and the city location of the organization. Outside temperature is obtained from a third-party weather service based on the location of the campus containing the meeting space.

8.6.2 Average Humidity

Shows the average humidity over time for both the meeting space and the city location of the organization. Outside humidity is obtained from a third-party weather service based on the location of the campus containing the meeting space.

8.6.3 Ambient Light

Shows the average light level (brightness) over time.

8.6.4 Average CO_2 Level

Shows the average CO_2 level over time.

8.6.5 Attendee Impact on Temp

Shows the impact of meeting attendees had on the meeting room temperature. The changes in temperature during each meeting is shown against the number of attendees in those meeting invites.

8.6.6 Attendee Impact on Air Quality

Shows the impact of meeting attendees had on the meeting room air quality. The changes in air quality during each meeting is shown against the number of attendees in those meeting invites.

8.6.7 Attendee Impact on Humidity

Shows the impact of meeting attendees had on the meeting room humidity. The changes in humidity during each meeting is shown against the number of attendees in those meeting invites.

8.6.8 Average Temp When WCD On

Shows the changes in temperature over time and the number of hours that the WCD(s) were turned on.

8.6.9 Average Temperature Change During Meeting

Shows the changes in temperature during meetings. The changes in temperature is shown against the number of attendees in those meeting invites.

8.6.10 Meeting Occurrence

Shows the total number of scheduled meetings split between those that took place and those that did not, thus highlighting meeting spaces that are being booked but not used.

8.6.11 Scheduled / Unscheduled Meetings

Shows the total number of meetings split between scheduled and unscheduled (ad-hoc meetings).

8.6.12 Meeting Duration

Shows the actual duration of meetings vs the time the meeting space was booked to highlight inefficient use of meeting spaces.

8.6.13 Meeting Hours vs Business Hours

Shows the total number of hours that meeting spaces were occupied vs business hours.

8.6.14 Room Capacity vs Attendees

Shows the number of attendees in the meeting invite vs the stated capacity of the meeting space to highlight inefficient use or overcrowding.

8.6.15 Meetings by Organizer

Shows the number of meetings organized per person (limited to the 10 organizers with the most meetings).

8.6.16 Meetings by Attendees

Shows the number of meetings grouped by meeting size (number of attendees from meeting invites).

8.6.17 Attendees by Reservation Status

Shows the number of attendees broken down by their response to the meeting invite – accepted, declined, tentative, no response.

8.6.18 Meeting Alerts

Shows the number of alerts and the number of meetings.

8.6.19 Alert Severity

Shows a breakdown of alerts (for example, temperature too high/low; humidity too high/low; etc) by severity.

8.6.20 WCD Usage

Shows the total number of meetings split between those that used and those that did not use the WCD.

8.6.21 WCD Power On vs Business Hours

Shows the percentage of business hours that the WCD(s) were powered on.

8.6.22 Display Active Inputs

Shows the frequency of use of different computer input types, for example, USB-C, HDMI, etc.

8.6.23 WCD Status

Shows the status of the WCD(s) providing a breakdown of alerts and the current power-on status of WCD(s). This tile does not have a time filter.

8.6.24 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 other campuses.

For example, consider a user in London who is looking at a report for campuses in London and also New York (5 hours difference in local time). If the user looked at the downtime report at midnight, the day in London will be ending but there will still be 5 hours left in the day in New York. At that point, the data for those 5 hours has not been received as it is still in the future so we cannot say if there will be any downtime. Therefore, WorkSpaces can only report data up to the end of the previous day.

8.6.25 WCD Power on Hours

Shows the number of hours that WCD(s) are powered on.

8.7 What Information is Included in Each Report?

Operational Analytics		Tile chart type	Office 365	WCD Sensor
1.	Meeting Alerts	Bar / Line Chart	Yes	Yes
2.	Alert Severity	Stacked Bar Chart		Yes
3.	Meetings by Organizer	Bar Chart	Yes	Yes
4.	Meetings by Atttendees	Bar Chart	Yes	Yes
5.	Meeting Occurrence	Stacked Bar Chart	Yes	Yes
6.	Attendees by Reservation Status	Stacked Bar Chart	Yes	Yes
7.	Meeting Hours vs Business Hours			
8.	Meeting Duration	Stacked Bar Chart	Yes	Yes
9.	Scheduled vs Unscheduled Meetings	Stacked Bar Chart	Yes	Yes
10.	Room Capacity vs Attendees	Bar / Line Chart	Yes	Yes
Usage Analytics				
1.	WCD Power On vs Business Hours	Line Chart	Yes	Yes
2.	WCD Usage	Stacked Bar Chart	Yes	Yes
3.	Display Active Inputs	Bar Chart		Yes
Status Analytics				
1.	WCD Downtime	Stacked Bar Chart		Yes
2.	WCD Status	Pie Chart		Yes
3.	WCD Power on Hours	Line Chart	Yes	Yes
Environmental Analytics				
1.	Ambient Light	Line Chart	Yes	Yes
2.	Average Humidity	Line Chart	Yes	Yes

3.	Average CO_2 Level	Line Chart	Yes	Yes
4.	Average Temperature	Line Chart	Yes	Yes
5.	Attendee Impact on Air Quality	Bar Chart	Yes	Yes
6.	Attendee Impact on Temperature	Bar Chart	Yes	Yes
7.	Attendee Impact on Humidity	Bar Chart	Yes	Yes
8.	Average Temperature Change During Meeting	Bar Chart	Yes	Yes
9.	Average Temperature When WCD is On	Line Chart	Yes	Yes

8.8 Why Is the Number of Meeting Attendees Incorrect?

This is a known issue. Although the responses to meeting invites (accepted, rejected, tentative, no response) are correctly shown in Outlook, this information is reported incorrectly to WorkSpaces. This issue has been reported to Microsoft who acknowledges the problem but have not provided a date for when this will be fixed.

8.9 Why Are Unscheduled Meetings Not Included in All Reports?

The reports which are based on the number of attendees, for example, Attendee Impact on Temperature, reply upon WorkSpaces knowing the number of people in the room from the meeting invite. The best approximation for this comes from responses to meeting invites where WorkSpaces will assume that all those who were invited but did not decline the invitation were present in the room.

8.10 Can I Restrict Access to A Particular Report?

All reports in WorkSpaces are available to all authorized users.

8.11 Can I Restrict Users from Seeing Data for Certain Buildings?

Information on all campuses, buildings, floors, etc in WorkSpaces are available to all authorized users.

8.12 Why Are the Responses to Meeting Invites Shown Incorrectly?

This is a known issue. Although the responses to meeting invites is correctly shown in Outlook (accepted, rejected, tentative, no response), Outlook reports this incorrectly to WorkSpaces. This issue has been reported to Microsoft who acknowledges the problem but have not provided a date for when this will be fixed.

8.13 Why Do Reports Not Show All Hours of The Day?

Reports show only the normal working (business) hours for each campus. However, if a meeting takes place outside those hours, it will also be included.

8.14 Why Do Report Not Cover All Days of The Week?

Reports show only the normal working (business) days for each campus. However, if a meeting takes place outside those days this will also be included.

8.15 My Meeting Has Finished, Why Does It Not Show on The Reports?

WorkSpaces can only reply upon the motion sensor in the WCD to determine if a room is empty and therefore the meeting has finished. It also has to differentiate between meetings adjourning and the attendees leaving the room temporarily, for example to visit the restroom. This complexity means that WorkSpaces needs data from a numerous time periods (WCDs report data every five minutes) to analyze the use of a meeting space.

8.16 How Is the Data Grouped in Report Tables?

Data in the tables on reports is grouped as follows:

- Scheduled meetings – based on the resource calendar for the space. If there is a period during the meeting when no motion is detected and then it resumes, WorkSpaces will assume that the attendees left the room, for example, to get coffee and then the meeting restarted. In this case the meeting will appear twice in the table with start and end times based on when the room was empty.

- Unscheduled meetings – if motion is detected in a meeting space when there is no scheduled meeting in the resource calendar, this will be categorized as an "unscheduled meeting". This will be shown as a separate row in the table.

- Not in use – if there are no scheduled meetings and no motion is detected, WorkSpaces will include this on an hour by hour basis in the table.

An example for one meeting space:

The working hours for the campus are 09:00 to 17:00 and there are two scheduled meetings 09:00 – 11:00 and 13:00 – 14:30.

Motion detection

Start	End
09:06	10:26
10:41	11:16
11:46	13:06
18:01	19:01

Output

Start	End	Activity	Room occupied	Explanation
09:00	10:30	Meeting 1	Yes	Motion reported at 09:06, which is within the first 10 minutes of the scheduled start time of the meeting. This is treated as starting the meeting on time.
10:30	10:40	Meeting 1	No	No motion in the room detected during this time even though meeting was scheduled in the meeting room until 11am. Then motion is detected after this period and within the time booked for a scheduled meeting. So, the assumption is that there was a short break where people left the room.
10:40	11:00	Meeting 1	Yes	Motion is detected again and is within the scheduled meeting time booked for the room, so the meeting is recognized as continuing.
11:00	11:20	Unscheduled meeting	Yes	Motion is detected but there is no scheduled meeting in the resource calendar, so the meeting is shown as unscheduled (ad-hoc). In reality, this may be a continuation of the previous (scheduled) meeting, but WorkSpaces has no means to determine this.
11:20	11:45	Not in use	No	No motion is detected, and no meeting is scheduled in the resource calendar.
11:45	13:00	Unscheduled meeting	Yes	Motion is detected but there is no meeting scheduled in the resource calendar, so the meeting is shown as unscheduled (ad-hoc). The six-minute period from 13:00 to 13:06 fall into the period when there is a scheduled meeting in the resource calendar, so this event is excluded.

13:00	13:10	Meeting 2	No	There is a scheduled meeting and motion was detected, but only within the first 10 minutes of the meeting. So, this event is ignored. Since there was motion detected, the first 10 minutes are shown as a separate period.
13:10	14:30	Meeting 2	No	There is a scheduled meeting and motion was detected, but only within the first 10 minutes of the meeting, so this event is ignored.
14:30	15:00	Not in use	No	No motion detected, and no meeting scheduled in the resource calendar.
15:00	16:00	Not in use	No	No motion detected, and no meeting scheduled in the resource calendar.
16:00	17:00	Not in use	No	No motion detected, and no meeting scheduled in the resource calendar.
18:00	19:05	Unscheduled meeting	Yes	Motion is detected, but there is no meeting scheduled in the resource calendar, so this meeting is shown as unscheduled (ad-hoc).

8.17 The Previous Meeting Ran Long – Will That Impact the Next Meeting's Data?

To cope with the situation where meetings might run over the scheduled time by a few minutes, WorkSpaces treats the first and last 10 minutes of a meeting differently. If motion is **only** detected in the first 10 minutes but not afterwards, then the meeting is treated as not having occurred. However, if motion continues after the initial 10 minutes, then meeting is treated as starting on time. For example, a meeting is scheduled from 10:00 to 11:00; motion is detected from 10:05 to 10:55. As the motion continued after 10:10 the meeting is recorded as having occurred.

A similar approach is taken at the end of meetings to ensure that an attendee arriving early does not impact the data for the previous meeting.

8.18 I Cannot See Data from My WCD

There are several possible reasons for this:

- Data is grouped on a meeting by meeting basis so no data will be shown for that meeting until it has finished. Refer to section 9.16 " How Is The Data Grouped In Report Tables?" for additional details.

- Meeting data is processed once an hour, so, depending on when a meeting finished, it may take up to an hour before the data is processed.

- Certain reports only show scheduled meetings, for example, bookings in the resource calendar for that space/room. The reports which only show scheduled meetings are mostly the ones entitled "Attendee impact on...".

- Although licenses are normally renewed automatically, if that does not happen (auto-renewal has been turned off by the dealer/reseller, or the new license has been delayed for example, due to credit block at the distributor, the device will go into a lockout period after 7 days. While the device is in lockout period, no new data is collected. The "License" screen allows the user to check the status of a WCD device.

- There is an issue with the connection to the internet for the WCD. Examples of issues may be that the network cable was unplugged, or the internet connection for the building was interrupted.

8.19 Why Is the Meeting Organizer's Email Address Shown as The Meeting Subject?

This is due to the default security settings in Outlook for resource calendars. To maintain privacy, the calendar for shared resources such as a meeting room shows who booked the resource rather than the title of the meeting.

This can be changed by using Microsoft's Set-CalendarProcessing cmdlet:

https://docs.microsoft.com/en-us/powershell/module/exchange/set-calendarprocessing?view=exchange-ps

More information on this setting can be found at:

https://docs.microsoft.com/en-us/exchange/troubleshoot/client-connectivity/calendar-shows-organizer-name

8.20 Why Is the WCD Downtime Report Not Up to Date?

Please refer to section 8.6.23 WCD Downtime report details for the explanation.

8.21 Why Are the Sunrise and Sunset Times Blank on My Report?

Sunrise and Sunset times are shown on the Ambient Light report and these are obtained from an external source. These are retrieved every 48 hours and therefore, when a new campus is added, there can be a delay of up to 48 hours before the data will be shown.

9 Dashboard

9.1 What Is the "Dashboard"?

The "Dashboard" is the landing page when you log into WorkSpaces. It can be customized to show the information that is most relevant to each user.

9.2 Can Each User Have Their Own Dashboard?

Each user can select the tiles which are most relevant to them and the order in which they appear. This is done on the "Configure Dashboard" screen within the "Settings" screen.

9.3 How Do I Add / Remove A Tile on the Dashboard?

This is done on the "Configure Dashboard" screen within the "Settings" screen. The search option makes it very easy to find the tiles for a specific topic, for example, by typing "temperature", you will find all the tiles which include "temperature" in the title.

9.4 How Do I Change the Order of the Tiles on the Dashboard?

This is done on the "Configure Dashboard" screen within the "Settings" screen. Simply click and drag the tiles and customize the order of the tiles as you wish.

9.5 Can I Change the Time Period Covered by the Tiles?

This is currently not supported.

10   Data and Privacy

10.1   Who Has Access to My Organization's WorkSpaces Data?

Each organization is the data controller and Ascendant Technology Ltd is the data processor. Outside of your organization, the only people who have access to the data is Ascendant's support team who will only access the data for the purpose of resolving support issues.

The Privacy Policy is available on the WorkSpaces application and provides more details.

10.2   How Is My Data Protected?

The End User License Agreement ("EULA") contains an appendix which describes the technical and organizational measures used to protect data.

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