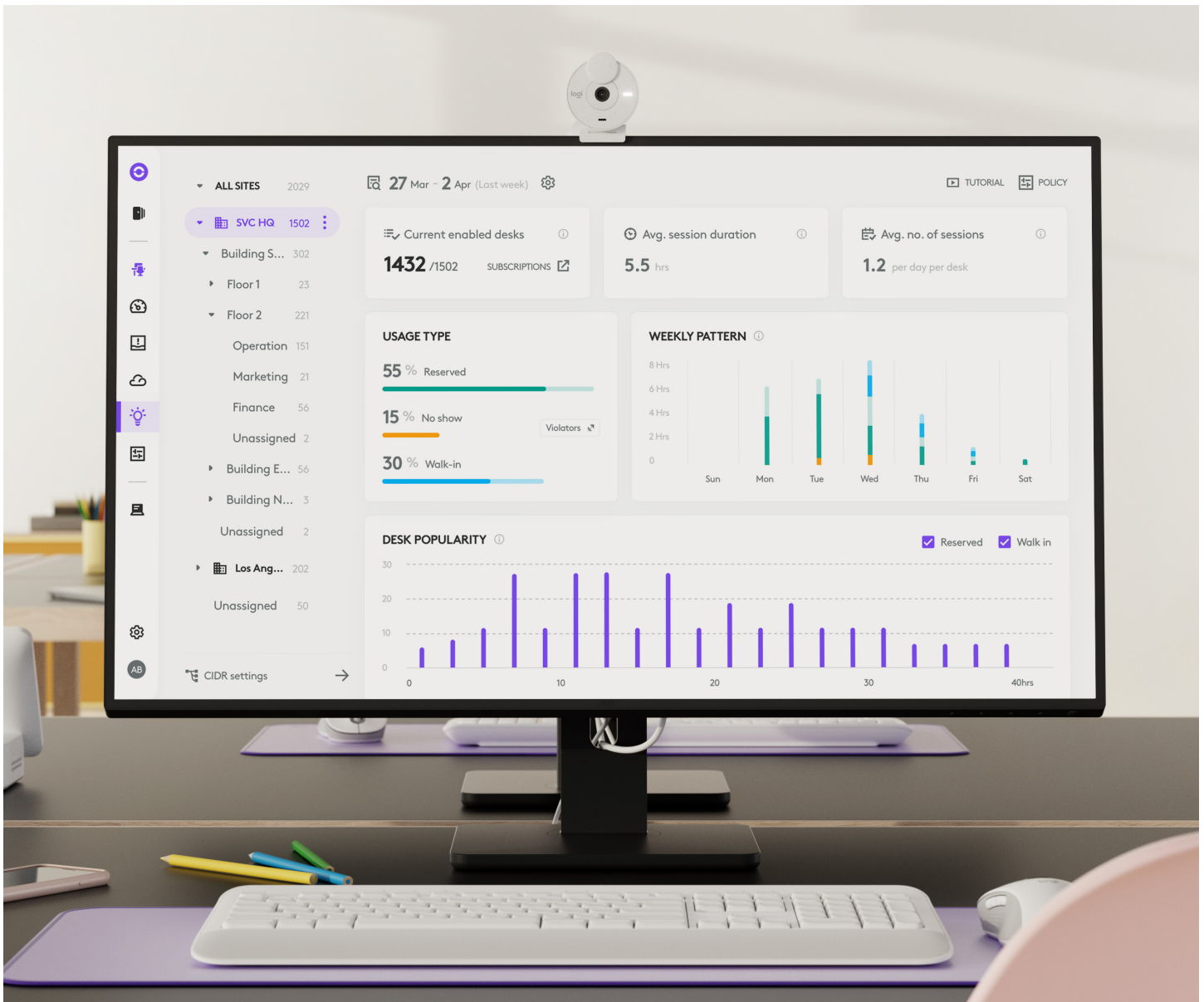


LOGITECH SYNC: REMOTE DEVICE MANAGEMENT ACROSS ALL SPACES

Managing Conference Rooms, Devices for Individual Workstations, and Flexible Desks, All on a Single Platform





We're in an era where the number of devices requiring IT management is increasing every year. This includes a growing number of devices deployed to a growing number of meeting rooms. And it includes more and more devices used at individual workstations, including keyboards, mice, docking stations, webcams, headphones, and more. Soon it may include desk booking devices as well. All of these tools need to be tracked, maintained and kept up to date in terms of software and firmware.

As a result, IT teams are actively seeking innovative solutions to both streamline and expedite the management of their devices. They need solutions that provide regular support and updates for several years after purchase.

Additionally, they need insights into how all of these devices are being used so that they, along with facilities managers, can optimize the deployment and setup of conference rooms and personal workspaces.

Introducing Logitech Sync: Device Management, Across Your Workspace

Logitech Sync is a remote, cloud-based application made for today's IT teams. It enables IT to monitor and manage devices and gain insights into their use.

- ✔ Sync makes it easy to monitor, manage, and update devices across the enterprise, including the devices you deploy to your meeting rooms as well as the tools you deploy to individual employees, both for office desks and for home workspaces
- ✔ For flexible workspaces, Sync allows facilities and IT teams to upload and set up floor plans with bookable desks
- ✔ Sync provides valuable data and insights about how devices are being used at flex desks and in meeting rooms
- ✔ Sync allows you to manage this whole process from anywhere, using a simple, browser-based interface

Let's look at how Sync makes it easy to manage meeting rooms and support your hybrid workforce.

Streamlining Device Management in Meeting Rooms and Flex Desks

GETTING STARTED: DEVICE SETUP AND GROUPING

First, let's start with setup. Logitech Sync offers a convenient and efficient solution for device provisioning. Instead of having to sign in through each device with your username and password, Logitech enables quick and seamless provisioning using provisioning codes. This eliminates the need for complex authentication processes.

ROOM	GROUP	DEVICES	SYNC VERSION	STATUS	HEALTH	USE STATE	SEAT COUNT	UPDATE CHANNEL	LOGITECH SELECT
Admiralty	CN / HK	Rally Camera, MeetUp	2.5.209	Update Available	No Issues	In Use	7	Production	✓
Air & Space Center	US / VA	Tap IP, Rally Bar Mini	2.5.210	Update Failed	No Issues	Available	1	Production	✓
Alcatraz	US / CA	MeetUp	2.3.449	Up to Date	Error	Available	7	Production	✓
Anderson Peak	US / CA	AVer CAM540	2.5.210	Up to Date	No Issues	Available	1	Production	✓
Arsenal	FR / PAR	Rally Camera	2.5.209	Update Available	No Issues	In Use	12	Production	✓
Astoria	US / NY	Rally Camera	2.5.209	Update Available	No Issues	Available	4	Production	✓
Bercy	FR / PAR	Rally	2.5.209	Update Available	No Issues	Available	8	Production	✓
Blackstone	US / TX	Rally Camera	2.5.209	Update Available	No Issues	Available	10	Production	✓
Bronx	US / NY	MeetUp	2.5.210	Update Available	No Issues	In Use	3	Production	✓
Brooklyn	US / NY	Rally	2.2.87	Up to Date	No Issues	Available	-	Production	✓
Burnaby	CA / BC	Rally, Rally Camera	2.5.210	Update Available	No Issues	In Use	7	Production	✓
Camden Town	UK / LDN	Rally	2.5.209	Update Available	No Issues	Available	11	Beta	✓
Canary Wharf	UK / LDN	Rally	2.4.574	Up to Date	No Issues	Available	5	Production	✓
Capitol Building	US / VA	MeetUp, RoomMate	1.0.1	Up to Date	No Issues	Available	11	Production	✓
Carytown	US / VA	Tap Scheduler, Rally ...	1.0.1	Up to Date	No Issues	Available	3	Production	✓
Castro	US / CA	Rally	2.4.574	Update Available	No Issues	Available	12	Production	✓
Causeway Bay	CN / HK	MeetUp	2.5.125	Update Available	No Issues	Available	-	Production	✓
Central	CN / HK	Rally Camera	2.5.125	Up to Date	No Issues	Available	-	Production	✓
Central Park	US / NY	Poly Studio	2.5.210	Up to Date	No Issues	Available	1	Production	⊗
Century Park	CN / SH	Rally Camera	2.4.574	Update Available	No Issues	Available	5	Production	✓
Chelsea	US / NY	Rally Camera	2.5.209	Update Available	No Issues	In Use	10	Production	✓
Cherrywood	US / TX	Rally	2.5.209	Update Available	No Issues	Available	8	Production	✓
Chinatown	US / IL	MeetUp	2.5.209	Update Available	No Issues	In Use	8	Production	✓

Next, Sync helps ensure the proper grouping of devices for effective organization. At its core, Sync is built around group device management. Teams can group together devices by location or geography and toggle visibility to different users, ensuring that administrators are only managing the information that's relevant to them.

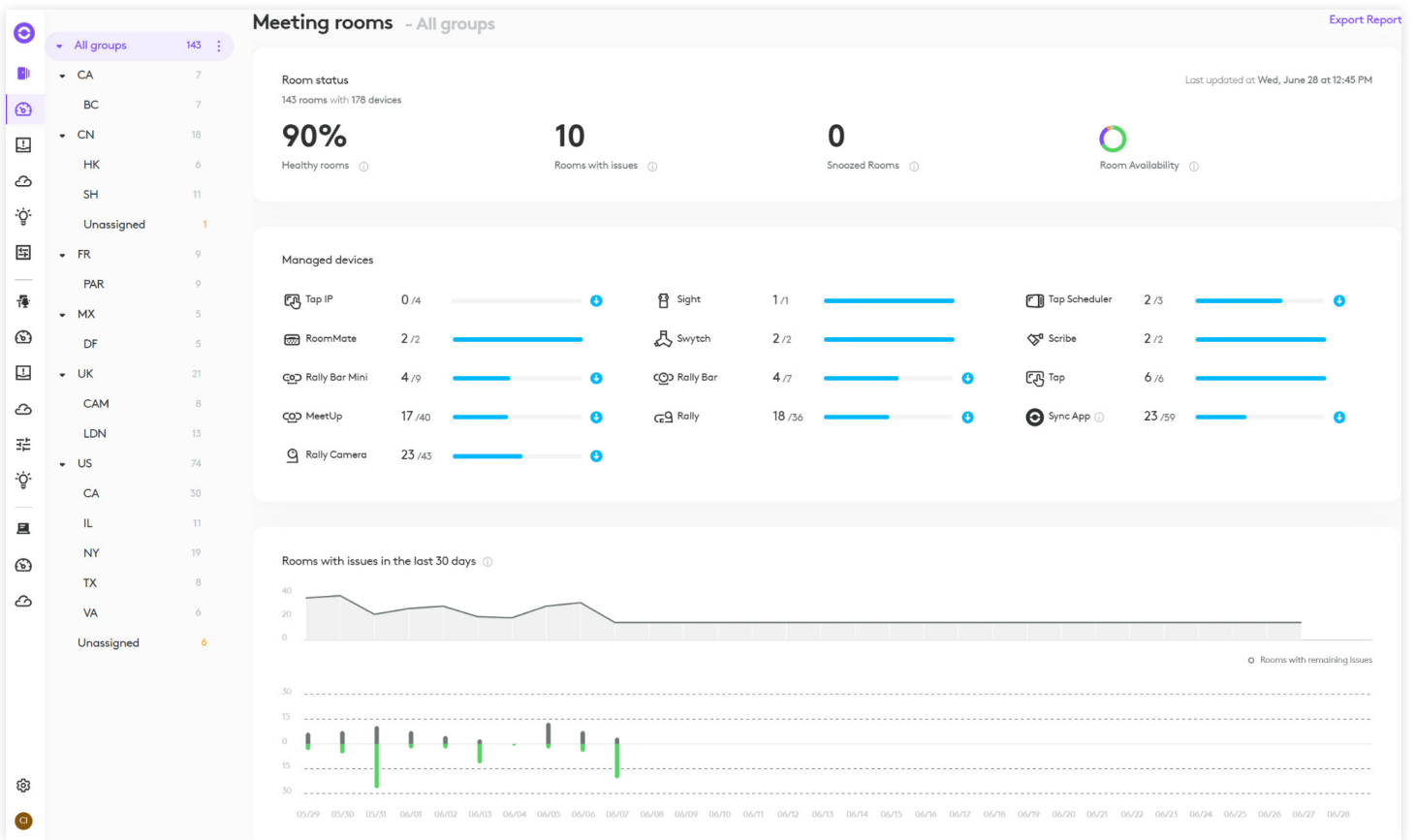
For larger organizations or those managing multiple customers, Sync supports multitenancy, making it an ideal solution for managed service providers (MSPs) and enterprises to manage across multiple customers and

IT organizations. Large enterprises can easily separate meeting room management for each of their subsidiaries in any geography. MSPs can offer "management as a service" (MaaS) to their clients without mixing environments. Because Sync employs end-to-end encryption and never collects or transmits audio, video, or shared content, meeting data remains private and secure.

Now that your devices have been provisioned and grouped in Sync, let's explore the practical benefits of remotely managing and monitoring them through the platform.

MONITOR AND RESOLVE ISSUES IN REAL TIME

In many instances, IT teams find themselves compelled to carry out regular in-person walk-throughs across the desks and rooms in the office to meticulously verify the online connectivity and optimal functioning of devices.



Sync monitors a wide and growing list of Logitech and third-party devices (including webcams, speakers, touch controllers, and more) in real time, flagging potential issues before they become problematic.

The Sync dashboard pinpoints diagnostics, like a disconnected USB cable or a missing component, which keeps IT from wasting time with onsite visits. These issues

can even be sent directly to IT staff's inboxes with email alerts or become a part of workflows in ServiceNow.

The monitoring function gives IT valuable insight into every flex desk and video meeting room, too, so they can fix issues proactively. From the user's point of view, everything works as expected every time they arrive at their desk and at a meeting.

ADVANCED MANAGEMENT FOR MEETING ROOM DEVICES

Fine-tuning individual device settings, scheduling reboots, and managing additional configurations can be a laborious and time-consuming task when approached on an individual basis.

The screenshot displays the Logitech Sync interface for managing meeting room devices. The left sidebar shows a list of groups and their device counts. The main area is divided into two panels.

Meeting rooms - All groups

- Room status:** 143 rooms with 178 devices. 90% Healthy rooms. 10 Rooms with issues.
- Managed devices:**
 - Top IP: 0 / 4
 - RoomMate: 2 / 2
 - Rally Bar Mini: 4 / 9
 - MeetUp: 17 / 40
 - Rally Camera: 23 / 43
- Rooms with issues in the last 30 days:** A line and bar chart showing the number of rooms with issues over time.

Bulk device management

- CollabOS Settings:**
 - RightSight 2:** Note: Multi-stream support can be activated in service provider portal. **Enable**. Find human figures within the camera's field of view and automatically pan, tilt, and zoom to comfortably frame everyone in the meeting. [Learn More](#)
 - View modes:**
 - Group View
 - Speaker View (Selected)
 - Grid View
 - Picture In Picture**. Preview of group view will be shown when speaker view is active.
 - Speaker Detection:** How quickly the camera responds to another speaker.
 - Slower
 - Default
 - Faster
 - Framing Speed:** How quickly the camera reframes the active speakers.
 - Slower

With Sync, it's easy to remotely configure desk and meeting room devices. Simply select an individual device or group of devices connected to Sync, choose an action (such as enable/disable features like RightSight autoframing), and let Sync make it happen from anywhere.

Sync also offers scheduled rebooting for individual or grouped devices to streamline device management across different locations, schedules, and work environments.

CONTROL UPDATE VALIDATION AND CASCADING

Updating can be a pain for IT teams. When updating devices, IT teams have a number of things to consider: security compliance and compatibility are a few concerns among many others. This requires teams to have a careful process of validation, then cascade updates so rooms remain online and functional.

The screenshot displays the Logitech Sync dashboard for meeting rooms. On the left, a sidebar lists various groups (CA, BC, CN, HK, SH, Unassigned, FR, PAR, MX, DF, UK, CAM, LDN, US, CA, IL, NY, TX, VA, Unassigned) with their respective device counts. The main area shows 'Meeting rooms - All groups' with a 'Room status' section indicating 143 rooms with 178 devices, 90% healthy, and 10 rooms with issues. Below this is a 'Managed devices' section with progress bars for Top IP (0/4), RoomMate (2/2), Rally Bar Mini (4/9), MeetUp (17/40), and Rally Camera (23/43). A line and bar chart at the bottom shows 'Rooms with issues in the last 30 days'.

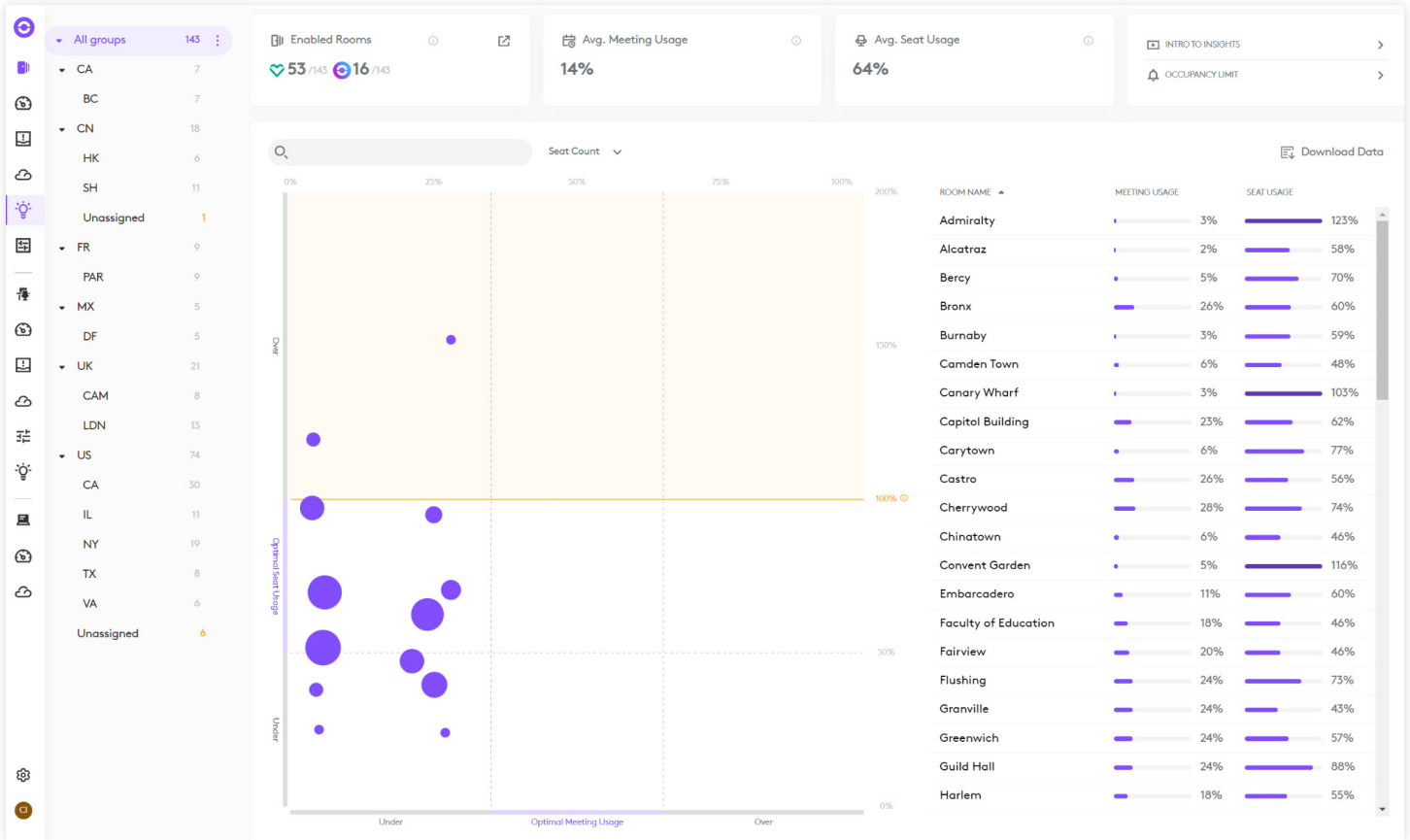
Overlaid on the right is the 'Bulk device management' modal for 'Rally Bar' devices. It shows 4 out of 17 devices with the latest CollabOS. The modal includes a 'Reboot' tab and a 'Reboot' button. The 'Reboot' button is highlighted, and the modal is open to show the 'Reboot' configuration options. The configuration includes a date of 'Wed, Jun 28' and a time of '1:00 PM'. The 'Re-occur' option is set to 'No'. Under the heading 'In the case of device(s) being used at the scheduled time:', the 'Reboot after meeting ends' option is selected. The modal has 'Confirm' and 'Cancel' buttons at the bottom.

Sync supports both on-demand and scheduled updates, making it easy to remotely deploy the latest firmware to desks and meeting rooms via the Sync dashboard. With scheduled updates via Sync, deployment can be specified for overnight hours to minimize disruptions and keep desks and rooms ready for business.

Sync also has a specific feature called Update Channels to manage version control for Logitech devices. Update Channels dictates the firmware version for devices on the channel, enabling IT teams to test beta features, validate on test channels, then cascade firmware updates to subsequent channels.

MAKE INFORMED DECISIONS WITH INSIGHTS

There is no playbook for the optimal hybrid workplace setup and every company is different. Facilities and IT teams require user data to help them make decisions about their workforce and workspace.



Sync offers valuable insights for desks and meeting rooms, benefiting Facilities, Health & Safety, and HR teams. For desks, it tracks usage patterns and types (walk-in vs. reservation), providing key information on how employees are returning to the office.

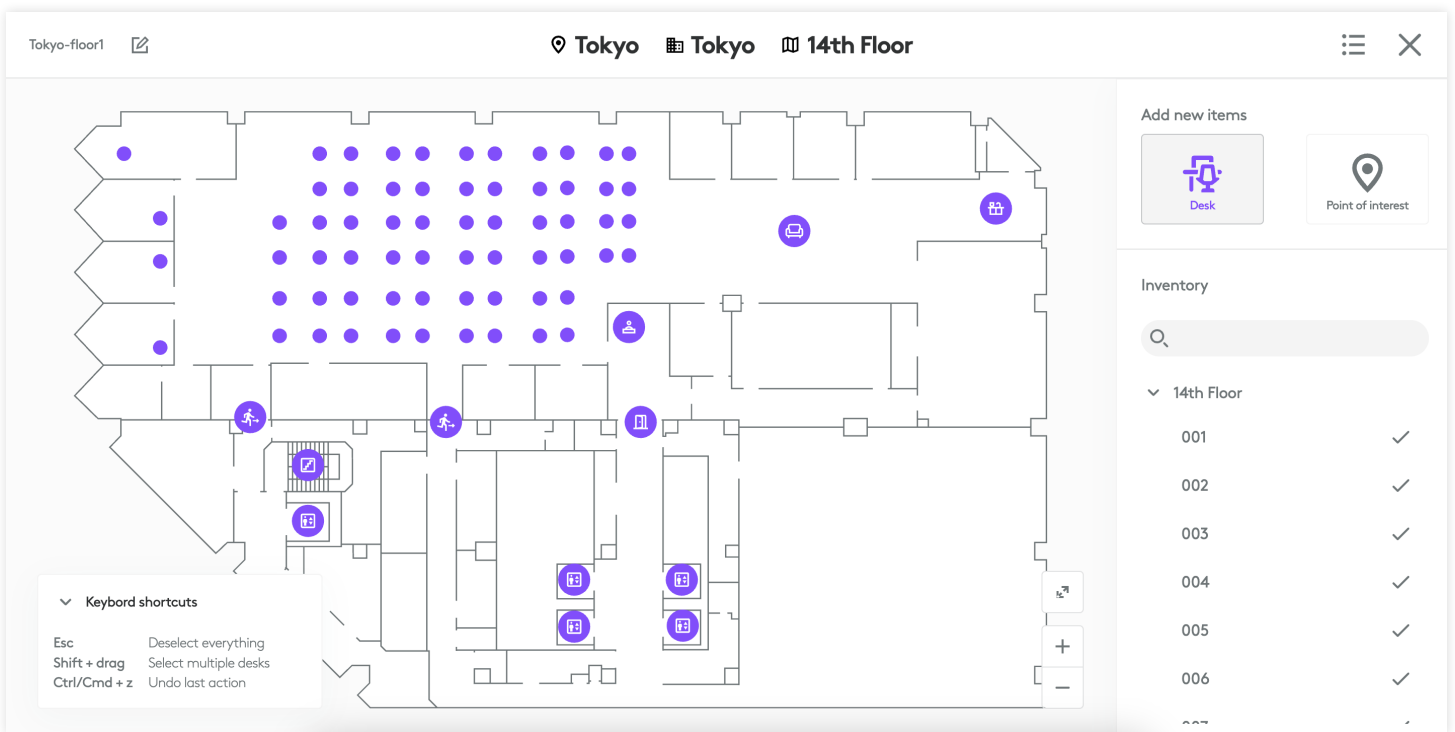
In meeting rooms, Sync tracks device and capacity usage, enabling IT teams to better understand their utilization. This includes insights on attendance versus capacity,

and device usage during meetings. By leveraging these measurements, Facilities and IT teams provide valuable intelligence to their organization's business partners, supporting Facilities, Health & Safety, and HR teams. This data-driven approach optimizes workspace utilization, enhances employee comfort and safety, and improves overall organizational efficiency.

EXPANDING BEYOND THE MEETING ROOM: EMPOWERING FLEX DESK ENVIRONMENTS WITH SYNC

Sync offers a range of unique features specifically designed to assist teams in effectively managing flex desk environments. These features play a crucial role in user and space management, providing enhanced control and efficiency.

When it comes to user management, Sync enables teams to efficiently oversee end users. Users can be organized into groups, with desk visibility based on their group assignment. Moreover, administrators can easily access the activity logs of individual users, gaining valuable insights into how shared workspaces are utilized on an individual basis.



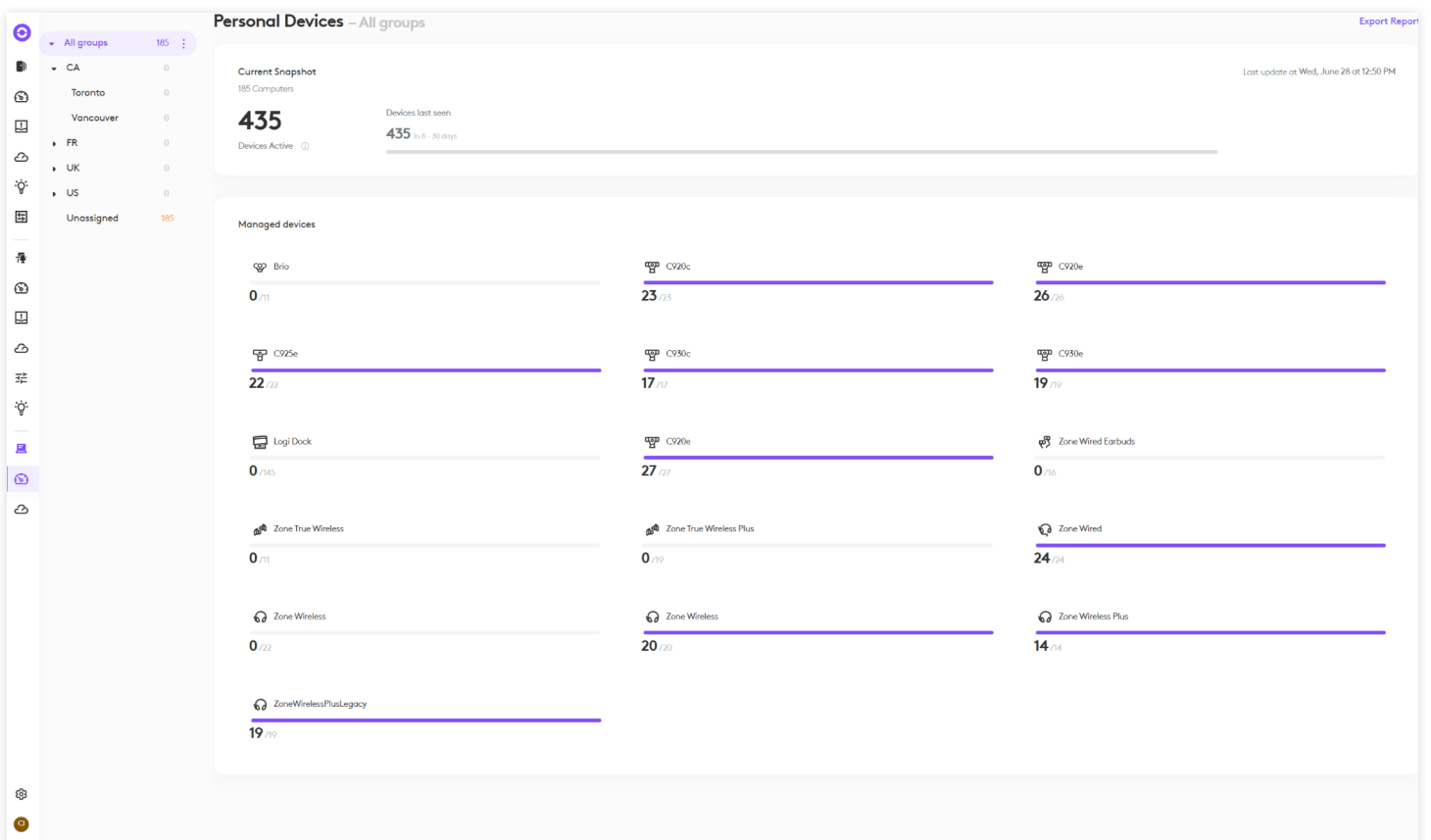
For space management, Sync allows administrators to upload site maps, designate key points of interest, and indicate bookable desks. Sync then enables administrators to establish desk policies including the duration of bookings, specifying when a booked desk should be released, and determining the availability for scheduled or on-demand booking.

It's important to note that these benefits are in addition to the setup, monitoring, and management features offered by Sync across devices in the meeting *and* flex desk.

EXPANDING THE HORIZONS OF REMOTE MANAGEMENT: INTEGRATING PERSONAL DEVICES WITH SYNC

Sync seamlessly integrates with Logitech Tune, providing valuable visibility into deployed personal workspace devices. This integration empowers IT teams to push firmware updates to select devices, ensuring optimal performance and seamless collaboration. With Sync, you can:

- ✔ Effortlessly track the adoption of personal collaboration devices like webcams, headsets, and more
- ✔ Distribute firmware updates to personal devices, ensuring smooth and trouble-free performance for remote workers
- ✔ Proactively help users keep firmware up to date in order to minimize potential issues and ensure optimal device functionality



Unlock the potential of Logitech Sync in your hybrid workplace. Seamlessly managing devices across conference rooms, personal devices, and flexible desk environments has never been easier. With Sync, IT teams gain effortless provisioning, real-time monitoring, and advanced management capabilities. Sync lets you control and validate updates, fine-tune settings, and gain valuable insights to optimize conference room and workspace utilization.

Experience the transformative power of Logitech Sync, and revolutionize your device management in the modern workplace.



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