



Intallation Guide for Design Flex

Installation & Sign-in guide for Design Flex users (v14 or higher)





Welcome to Cyncly!

About Cyncly

Cyncly was created in September of 2022 as the new brand to unite Compusoft, 2020 and their affiliate companies after the two companies merged in 2021. The combined group created a global software powerhouse with more than 2,300 employees and 70,000+ customers across 100+ countries.

Our company brings the best together, providing specialized visualization, sales, manufacturing and content solutions for customers wanting to bring spaces to life and bring life to spaces. Our business spans across kitchen, bathroom, furniture, flooring and windows, doors & glass industries with operations in North America, Europe, South America, Asia Pacific and Africa.

Cyncly's brands — Compusoft, 2020, 3CAD, Access IT (contract ERP), FeneTech, First Degree Systems, Focco, GO-2B, M3B, Promob, Soft Tech, RFMS, Pacific Solutions, Mobile Marketing and Virtual Worlds — offer end-to-end software solutions that connect designers, retailers, manufacturers, contractors and consumers to make spaces amazing. From inspiration to installation, whether a whole room or a part of it, Cyncly equips customers with the software to transform vision into reality.

How to contact us

Thank you for choosing Design Flex (formerly 2020 Design Live). If you encounter any difficulty during installation, please contact support for help.

- Chat or create a case online: <https://design.support.cyncly.com/hc/en-us>
- ✉ Email us: residentialsupport@2020spaces.com
- Give us a call: 1-866-697-2020



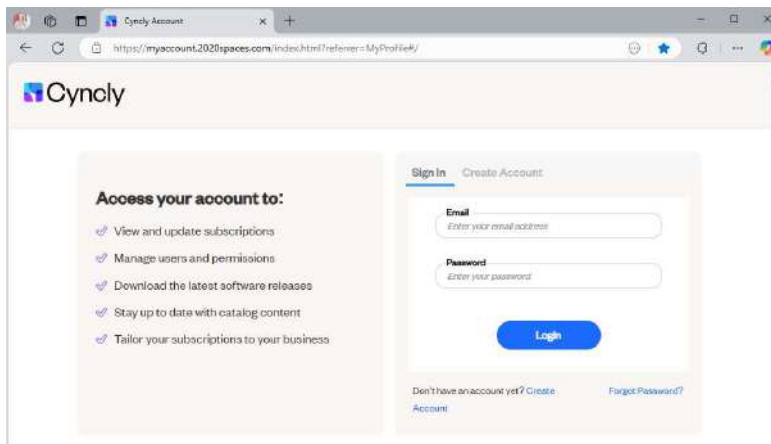
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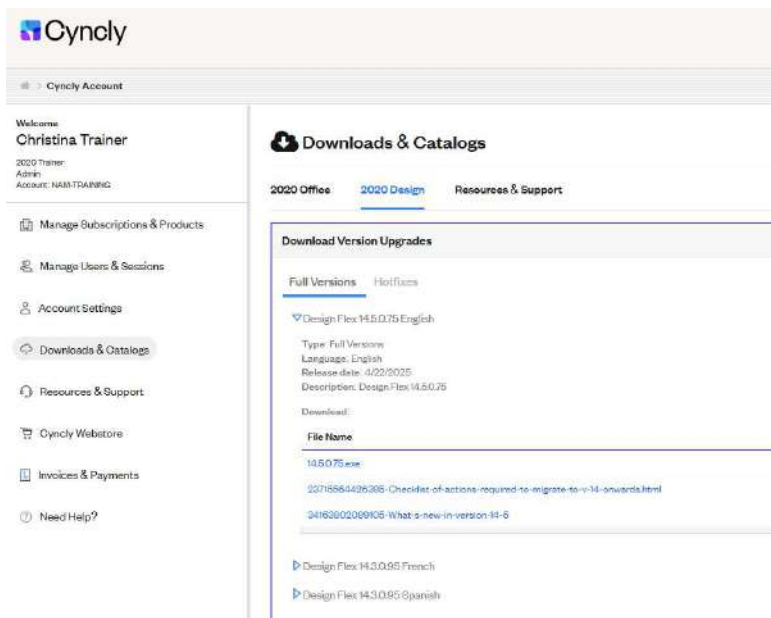


Download Design Flex from your Cyncly Account

Login to your Cyncly Account with your existing credentials you created when you purchased the software. If you have not created an account yet, please select Create Account and contact the Cyncly Account Admin at your Company to ensure you have a license assigned to you.

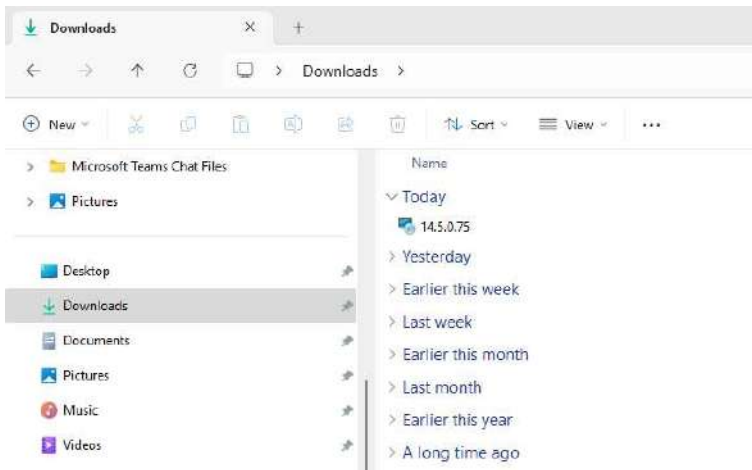


Navigate to Downloads and Catalogs



Installing Design Flex

1. Once you have successfully downloaded the package, double click on the .exe file to begin the installation.



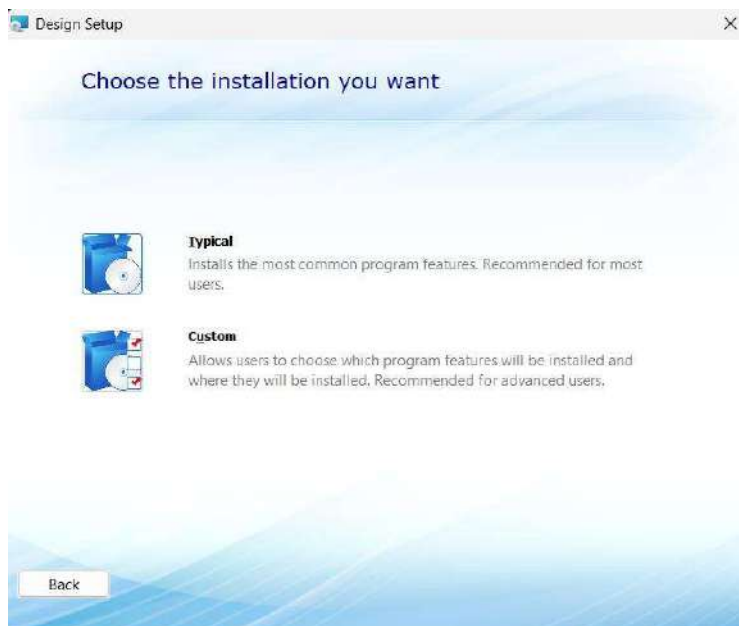
2. The Windows Installer will start. In the Welcome screen, click Next.



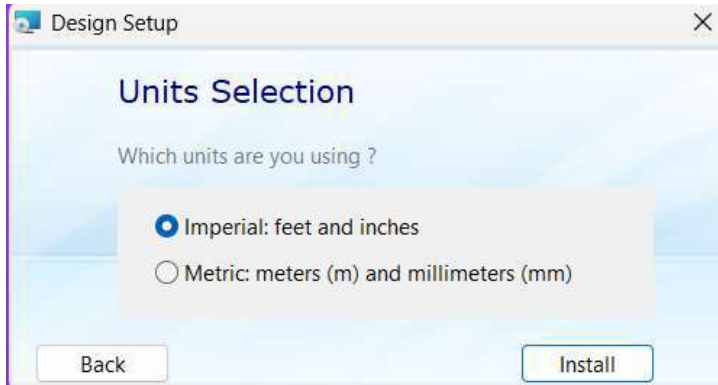
3. Read the License Agreement and check 'I accept the terms of this agreement'. Click Next.



4. Click Typical to install all required components. **Custom is for advanced users**



5. Select Imperial or Metric measurement units and click Install.



*The Design Setup installs prerequisite software files if necessary and then installs Design. Installation time depends on your system performance.

6. Once the “Installation Completed Successfully” screen appears, click Close.

Signing into Design Flex

In order to use Design Flex 14, please follow the following steps. If at any point you require help, please contact the Customer Support team.

1. To get started, click the Design Flex 14 shortcut icon on your desktop.



2. Sign in by using your credentials created Cyncly Account. The same Cyncly Account was also required during the purchasing process. If you have not created a Cyncly Account yet and want to use Design Flex in Trial mode, select “Register” from the pop-up window below and follow the instructions.

A screenshot of the Cyncly login interface displayed within a browser window titled "Design Flex". The window has standard OS controls (minimize, maximize, close). The login page features the Cyncly logo at the top, followed by the text "Login to your account". Below this is an email input field with the placeholder text "Enter your email address". A blue "Next" button is positioned below the input field. A link for "Forgot password?" is located below the button. At the bottom of the page, there are three overlapping geometric shapes in blue, purple, and pink.

If your company has activated the **Flex Platform**, you will be taken to the Flex cloud first where you will be asked to select your shop.

A screenshot of the Cyncly shop selection interface. It features the Cyncly logo at the top, followed by the text "Please select a shop". Below this is a dropdown menu labeled "Shop" with the text "Training Team" and a downward arrow. A blue "Next" button is positioned below the dropdown menu.



Choose your default catalog and enter your name and Company Information:

Catalog & License Owner Info

Select a Default Catalog:

- ROOM_APP
- ROOM_DEC
- ROOM_DEM
- ROOM_FUM
- ROOM_FUR
- ROOM_M
- ROOM_PLM
- ROOM_PLU
- ROOM_TOP
- SAMPLE_C
- SAMPLE_E
- SAMPLE_F

OK

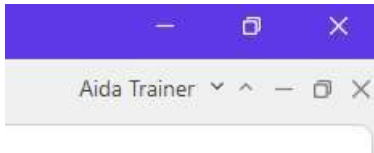
License Owner Info

Name:
Christina Trainer

Company:
Cyncly

Design Cloud License

- Once signed in, your username will appear at the top right corner of the 2020 Design screen as shown below:



- Following a Cloud sign-in, Design Flex 14 acquires a cloud license via the Internet and then loads the application.
When you close Design Flex 14 without signing out, your license remains assigned to your computer.
- When you sign out, your license is “released” and returns to the Cyncly Cloud.
- If your computer is not connected to the Internet and a cloud license is assigned to your computer, your cloud license remains valid for 7 days.
- For users who downloaded a trial version, a sign-in is mandatory.

When to sign out

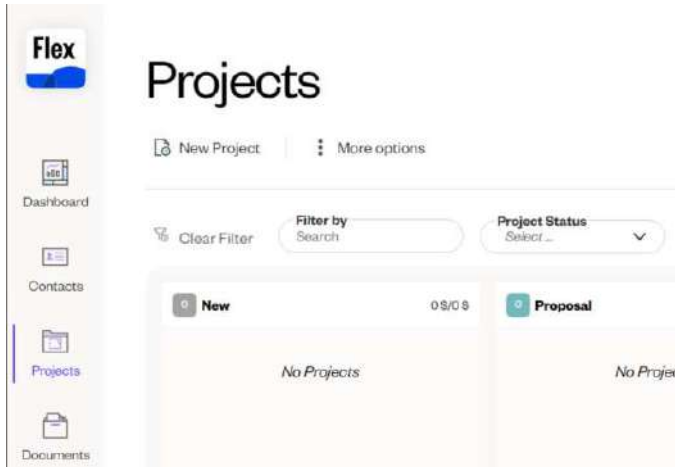
Sign out if you want to use Design Flex 14 on another computer. Signing out "releases" the cloud License.

When not to sign out

If you think you will not have access to the Internet within the next 7 days (maximum allowed).

Flex Platform

If your Company has activated the Flex Platform, you will be taken to the Projects Board upon signing in.



To start drawing, you can create your first project and open a new design or import an existing design. You can also close Flex and Create a new local file from the main menu.

