



Cisco Smart+Connected Meeting Spaces Administrator Guide

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Preface

This preface describes the audience, organization, and conventions of the *Cisco Smart+Connected Meeting Spaces Administrator Guide* and provides information about the related documentation.

- [Audience, page i](#)
- [Organization, page i](#)
- [Conventions, page ii](#)
- [Related Documentation, page ii](#)

Audience

This guide is meant for a system administrator who configures and maintains the Cisco Smart+Connected MS application.

Organization

This guide includes the following sections:

Section	Title	Description
1	Getting Started	Describes how you can access the Smart+Connected Meeting Spaces application and the tasks that you can perform using the administration interface.
2	Creating The Meeting Spaces Service	Describes how to configure Cisco IP phones to use the Smart+Connected Meeting Spaces application.
3	Working with Configurations	Describes how to add features, messages, energy-saving settings, and faults items for a location.
4	Working with Faults	Describes how to add, edit, and delete the faults items that appear on the Cisco IP phones.
5	Working with the Signage Menu	Describes how to add, edit, and delete messages that you can send to digital signage using the Cisco IP phones.
6	Working with the Signage Content	Describes how to add, edit, and delete content that appears on digital signage.

Section	Title	Description
7	Working with Reports	Describes how to generate the conference room usage, early release, and auto release reports.
8	Configuring Room Setup	Describes how you can add room setups for conference rooms and how you can manage the room setup configurations.
9	Working with Emergency Notifications	Describes how you can create emergency messages and associate these messages to an emergency incident.
10	Working with Information Signage	Describes how you can add, edit, and delete content displayed on the Information Signage.
11	Working with Smart+Connected Green Advisor	Describes how you can add, edit, and delete content displayed on the Green Advisor Display.
12	Working with Tools	Describes how to manage data collection, IP phones, energy savings, and templates.
13	Usage Scenarios	Describes how the changes that are made in the SDP and the Smart+Connected Meeting Spaces applications affect the experience of the end user.
Appendix A	Troubleshooting	Describes the issues that you may face when working with the Smart+Connected Meeting Spaces application, and how to troubleshoot them.

Conventions

This guide uses the following conventions:

Convention	Description
Boldface	Commands, command options, and keywords are in boldface .
<i>Italics</i>	Arguments for which you supply values are in <i>italics</i> .
Option > Option	Used to describe a series of menu options.



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the manual.

Related Documentation

- *Cisco Smart+Connected Spaces User Guide*
- *Cisco Smart+Connected Meeting Spaces User Guide*
- *Cisco Smart+Connected Meeting Spaces Installation Guide*

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- *Cisco Smart+Connected Meeting Spaces Customization Guide*
- *Release Notes for Cisco Smart+Connected Meeting Spaces*
- *Cisco Service Delivery Platform Installation Guide*
- *Cisco Service Delivery Platform User Guide*



Getting Started

This chapter describes how to log in to the Cisco Smart+Connected Meeting Spaces (Smart+Connected MS) web portal and the tasks that you can perform using this portal.

- [About Smart+Connected Meeting Spaces, page 1-1](#)
- [Smart+Connected Meeting Spaces Portal, page 1-3](#)
- [Understanding the Smart+Connected MS User Interface, page 1-5](#)

About Smart+Connected Meeting Spaces

The Smart+Connected MS is a solution that leverages the Cisco Service Delivery Platform (SDP). The solution allows you to easily access information about conference/TelePresence (TP) rooms and the enterprise by using digital signage/IEC, Cisco IP phones, and the web portal. For example, you can easily view information, such as meeting details, news, energy consumption data, energy saving tips, and so on.

The application also allows you to book conference/TP rooms instantly using touchscreen signage, room panels, and Cisco IP phones, manage conference room resources, and report the issues, if any, in the conference rooms. The automatic energy saving settings lead to reduced power consumption and contribute to the eco-friendly policies of the organization. In case of any mishaps, emergency notifications are sent out to the users through Cisco IP phones and signage.

The Smart+Connected MS solution leads to enhanced enterprise communication as the updated meeting room information is widely available and easily accessible to employees. It also leads to better resource management and energy savings which translate to reduced energy bills and more environment-friendly corporate practices.

The Smart+Connected MS solution allows the end user to do the following:

- Using Digital Signage/IEC
 - Book conference/TP rooms.
 - View detailed floor plans with the locations of the conference rooms.
 - View the conference room schedule in different views—Building level, Floor level, and Conference Room level.
 - Cisco Smart+Connected Emergency Notifications™ (Smart+Connected EN)—Displays the notifications and exit routes on the digital signage in times of an emergency and sends audio and visual notifications on the Cisco IP phones during a crisis.
 - Cisco Smart+Connected Information Signage™ (Smart+Connected IS)—Displays the general information and news on the digital signage.

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- Cisco Smart+Connected Green Advisor™ (Smart+Connected GA)—Displays energy consumption data, energy saving tips, and green information.
- Using Kiosks
 - Book conference rooms and TelePresence rooms.
 - Check into any available workspace.
 - View the overall conference/TelePresence room and workspace availability on all the floors of all the buildings in the organization and book/check into any of these spaces.
 - View the neighborhoods/zones on a floor.
 - Access the floor plans for any building in the enterprise to view the locations and availability of the conference room/TelePresence rooms and workspaces.
 - Search for the available conference rooms and TelePresence rooms based on your requirements such as the features available, seating capacity, location, and time and book them.
 - Search for the people within the enterprise.



Note You can also perform all these tasks by using the kiosk web portal and the MS web portal.

- Using Kiosk Web Portal

In addition to the above mentioned features that you can access using kiosks, you can do the following:

- Locate the workspace you have checked into.
- View the building, floor, and name of the workspace you have checked into.
- Choose not to display your current check in location.



Note This option is available only if it is configured by the administrator.

- Check out from the workspace that you have occupied.
- Login and logout of the kiosk web portal.
- Using IP Phones
 - Quickly book the conference room wherever the IP phone is located based on the room availability.
 - Control the meeting room devices and equipment.
 - Save energy by manually releasing a room for the duration it is unoccupied, in addition to the energy savings made when the solution automatically switches off devices.
 - Configure multiple devices to suit your meeting and presentation needs using a single menu option.
 - Create a case to notify the facilities team of any issues/problems that might be present in the conference room, and convey the same to the others in the organization by sending messages to the Cisco IP phone in the conference room. Once the case is created, the facilities team of the building can try to resolve the fault.
- Using the Smart+Connected MS user portal

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- Search for the available conference/TP rooms based on your requirements such as room setup, room size, location, and so on and book them. Rooms that closely meet your search criteria are displayed if no exact match is found.
- View the current and upcoming meetings that you are part of or have organized.
- Accept, decline, or tentatively accept meeting invites.
- View all the scheduled meetings as a day, week, or month based calendar view.
- Book conference rooms easily by holding down the mouse key and dragging across the required time slot in the calendar view.
- Book conference rooms instantly using the Quick Booking option. Reservation is made simpler as you can key in the number of participants. Booking duration options range from 30 (the default duration) to 60 minutes. Location is by default the one specified in your Preferences.
- Use the detailed booking option where you can request for change in the room setup, book equipment, add meeting agenda and notes, and so on.
- Edit the details of the meetings you have organized.
- Save drafts of the bookings and edit them later.
- Save your preferred settings such as favorite rooms, location, and time zone.
- Using Room Panels
 - View the conference/TelePresence room schedule and availability/occupancy status.
 - Book conference/TelePresence rooms.
 - Confirm conference/TelePresence room occupancy.
 - Release conference/TelePresence rooms.

In addition, the solution can help in energy savings by automatically switching devices to a standby mode when the meeting room is unoccupied and based on the configuration, turn them back on before the actual occupancy.

As administrator, you need to manage the overall configuration, maintenance, and content creation for the Smart+Connected MS solution through a web portal. You need to add locations and devices, create users, and associate devices to locations for the solution in the SDP. For more information on performing these tasks, see the *Cisco Service Delivery Platform User Guide* and *Cisco Service Delivery Platform Installation Guide*. After the locations are added, and the devices are associated to them in the SDP, they are available in the Smart+Connected MS portal. You can select a location and associate a configuration to it. The features such as fault messages, device control options, signage menu messaging, and room booking that are added to the configuration can be accessed by the end user from the IP phones at the location.

Smart+Connected Meeting Spaces Portal

The Smart+Connected MS portal allows you to create, edit, and delete the content that appears on digital signage and IP phones. You can manage the communication and transfer of information between IP phones and digital signage using the various tabs provided by the portal. You can also generate reports about the conference room usage. It allows the end users to access information such as emergency notifications, news, general organizational updates, tips on better resource management, energy savings, and corporate practices through digital signage/IEC. All emergency or alert notifications can be configured so that they can be sent out on different channels such as the digital signage/IEC and the Cisco IP phones.

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Logging In to the Smart+Connected MS

You can log in to the Smart+Connected MS web portal using any of the browsers certified for the application. After you complete the installation process, the portal can be accessed using `http://host-name:domain-port/solutions`. You can use “superadmin” as the username and password, which is created by default during installation.

**Note**

For security reasons, it is recommended that you change the default password.

If you want other users to access the application, you need to create additional roles and users by logging in to the Cisco Service Delivery Platform (SDP). For more information, see the *Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide* and the *Cisco Service Delivery Platform User Guide*.

To log in to the Smart+Connected MS portal, perform the following steps:

Step 1 Enter the URL in the address field of the web browser, and click **Enter**.

The Smart+Connected MS Login page appears.

Step 2 Enter the username and password.

Step 3 Click **Login**.

The Smart+Connected MS home page appears.

After logging in, if you do not use the portal for a while, your browsing session will time out. In such a situation, you must re-log in to the portal.

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Understanding the Smart+Connected MS User Interface

Figure 1-1 describes the tabs of the Smart+Connected MS user interface for the administrator.

Figure 1-1 Smart+Connected MS User Interface—Tabs

Cisco Smart+Connected Meeting Spaces & Digital Signage Super Administrator (superadmin) | Logout | About

Cisco Smart+Connected Meeting Spaces Cisco Smart+Connected Emergency Notification Cisco Smart+Connected Information Signage Cisco Smart+Connected Green Advisor Tools Roomsetup

Configurations Fault Menu Signage Menu Signage Content Reports

Location Hierarchy : Cisco Systems

Configuration	Status	Updated By	Updated On
<input type="checkbox"/> Standard Configuration	Enabled	madhatar	2013-09-06 16:42:27

Delete Add Results 1 - 1 of 1 1

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Table describes the Smart+Connected MS User Interface tabs.

Table 1-1 Smart+Connected MS User Interface – Tabs

Tab	Description
Cisco Smart+Connected Meeting Spaces	<p>Includes the following subtabs:</p> <ul style="list-style-type: none"> • Configurations tab—Allows you to manage configurations, such as list of device-control features, fault messages, signage messages, and energy-saving settings. • Fault Menu—Allows you to manage fault menu items, such as device defects and problems in a conference room. • Signage Menu—Allows you to manage the messages that are listed on the Cisco IP phone. • Signage Content—Allows you to customize the content for the digital signage at a specific location. • Reports—Allows you to view the usage trend for the conference rooms.
Cisco Smart+Connected Emergency Notification	<p>Includes the following subtabs:</p> <ul style="list-style-type: none"> • Emergency Incident—Allows you to manage emergency incidents. • Incident Status—Allows you to manage emergency incident messages. • Message Template—Allows you to manage all emergency incident message templates. • EISignage Content— Allows you to use any existing emergency incident message templates to display different floor plans for different locations.
Cisco Smart+Connected Information Signage	<p>Includes the following subtabs:</p> <ul style="list-style-type: none"> • News Content—Allows you to manage news content for a specific location. • Content Links—Allows you to manage information that needs to be displayed on the digital signage, kiosk, and room panels. • Sequences— Allows you to manage the sequence of the content links that you want to display, by defining the order and duration of the display.

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Table 1-1 Smart+Connected MS User Interface — Tabs (continued)

Tab	Description
Cisco Smart+Connected Green Advisor	<p>Includes the following subtabs:</p> <ul style="list-style-type: none"> • Green Fact—Allows you to manage the green fact. • Usage Data—Allows you to manage usage data. • GA Configurator— Allows you to configure and manage different Green Advisor widgets on digital signages and room panels. • Widget Configuration—Allows you to display the energy consumption data of a particular location at other location(s).
Tools	<p>Includes the following subtabs:</p> <ul style="list-style-type: none"> • Management—Allows you to collect data from all the newly added datapoints and update the conference room time zones. It also allows all newly provisioned IP phones to access the services without having to restart the application. • Template—Allows you to add signage content templates. You can add templates for News Content, Emergency Notification, and Green Advisor.
Roomsetup	<p>Allows you to add various seating arrangement options for the conference rooms. Based on the setup you add, the end user can choose any of these room setups while searching for/booking a conference room.</p>

Rich Text Editor

In the Smart+Connected DS application, you can use the rich text editor to create content that you want to display on the digital signage/IEC. This editor allows you to do a visual editing of the content, in addition to editing the source level (HTML source) editing (see [Figure 1-2](#)). This information can be the emergency notification messages, news content, or green advisor.

You can configure templates and insert those in the rich text editor. This enables you to quickly update the content during emergency situations.

For more information on how to work with the rich text editor, click the  icon available in the rich text editor toolbar.

[Figure 1-2](#) displays the rich text editor.

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Figure 1-2 **Rich Text Editor**





Creating The Meeting Spaces Service

This chapter describes how to configure IP phones to access the Cisco Smart+Connected MS.

- [Creating the Smart+Connected MS Service for IP Phones, page 2-1](#)
- [Creating the Smart+Connected MS Service in the Call Manager, page 2-2](#)
- [Subscribing to the Smart+Connected MS Service for IP Phones, page 2-2](#)

Creating the Smart+Connected MS Service for IP Phones

An IP phone is a full-featured telephone that provides voice communication over an Internet Protocol (IP) network. The IP phone offers features such as access to network information and customizable services. Customizable services are those that can be configured to suit the requirements of a particular business, user, or location. The Smart+Connected MS solution provides a customizable service that can be configured on the IP phone using the Cisco Unified Communications Manager (CUCM) application.

Once the service is configured, the end users can perform the following actions:

- Instant booking of meetings
- Send messages to the conference room digital signage
- Report faults by raising a case
- Control conference room devices such as blinds, air conditioner, projector, projector screen, lights, dimmer, and so on.
- Release a conference room manually if a meeting ends before the scheduled end time.



Note

The actual actions that users can perform using IP phones are based on the features added to the configuration assigned to the location. Also, booking and releasing rooms is possible only using touchscreen IP phones.

The following types of the IP phones are available based on the user-interaction method with the phone:

- Touchscreen IP phones
- Non-touchscreen IP phones

For more information, on how to use the IP phones and the models supported by the Smart+Connected MS application, see the *Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide*, and the Cisco IP Phone user manuals.

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The recommended CUCM versions are 7.1 and 8.x. For more information on using the CUCM application, see the following URL:
http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/8_0_1/ccmcfg/bccm-801-cm.html



Note

The audio notification feature does not work with the Cisco Unified Communications Manager 7.1.

Creating the Smart+Connected MS Service in the Call Manager

The Smart+Connected MS service that you add to the CUCM can be given any name. For example, you can name it “S+CC Service”. This is the name that would appear on the IP phones.

To create the Smart+Connected MS service in the CUCM, perform the following steps:

-
- Step 1** Enter the URL of the call manager in the address bar of the web browser.
The Login page appears.
 - Step 2** Choose the User ID and Password.
 - Step 3** Click **Login** to log in to the CUCM application.
The call manager home page appears.
 - Step 4** Select **Device > Device Settings > Phone Services**.
The Find and List IP Phone Services page appears.
 - Step 5** Click **Find** to find the list of available services.
The List of Services page appears.
 - Step 6** Click **Add New** to add the new service.
 - Step 7** Enter the Service Name, Service Description, Service URL, Service Category, and Service Type in the respective fields.



Note

The Service URL of the S+CC Service should be in the format: <http://<host IP address>:<port>/solutions/ip-phone-comm.ip>. For example:
<http://10.106.13.76:7001/solutions/ip-phone-comm.ip>

- Step 8** Check the **Enable** check box.
- Step 9** Click **Save** to add the service.



Note

In this guide, it is assumed that the name of the service configured in CUCM is ‘S+CC Service’.

Subscribing to the Smart+Connected MS Service for IP Phones

After you create the Smart+Connected Service, you need to subscribe to it for the IP phones on which the service has to be accessed. Unless this is done, the end user cannot access and use the service from the IP phones.

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To subscribe to the Smart+Connected MS service for IP phones using the CUCM, perform the following steps:

-
- Step 1** Enter the URL of the call manager in the address bar of the web browser and press **Enter**.
The Login page appears.
- Step 2** In the Login page, enter the User ID and Password.
- Step 3** Click **Login** to log in to the call manager application.
The call manager home page appears.
- Step 4** Choose **Device > Phone**.
The Phone page appears.
- Step 5** Click **Find** to find the IP phones that you want to associate.
The list of IP phones appears.
- Step 6** Click the hyperlink for the required IP phones.
The Device Information page appears.
- Step 7** From the Related Links drop-down list, choose **Subscribe/Unsubscribe Services**.
- Step 8** Click **Go**.
A window appears listing all the available services.
- Step 9** In the Service Information block, choose **S+CC Service** from the Select the Service drop-down list.
- Step 10** Click **Next**.
A window appears with the relative ASCII Service name. The selected service name is displayed in the Service Name field.
- Step 11** Click **Subscribe** to activate the service for the IP phones and close the page.
- Step 12** In the Phone Configuration window, click **Reset**. The Device Reset page opens.
- Step 13** Click **Reset**.

**Note**

You must add the IP phones in the SDP and clear the IP phone cache present in the solution before you try to access the Smart+Connected MS service on the IP phones. Unless you do this, the service will not appear on the IP phones. To clear the IP phone details cached in the solution, click **Remove IP Phone Cache** on the Tools tab.



Working with Configurations

This chapter describes how to work with configurations.

- [Managing Configurations for a Location, page 3-1](#)
- [Adding Configurations, page 3-1](#)
- [Viewing Configurations, page 3-4](#)
- [Editing Configurations, page 3-5](#)
- [Deleting Configurations, page 3-5](#)

Managing Configurations for a Location

The Configurations tab in the Cisco Smart+Connected Meeting Spaces (Smart+Connected MS) portal allows you to associate configurations to locations. You can add, view, edit, and delete the configurations on the Configurations tab. You can specify a name for each configuration and assign it to a location or a set of locations.

A configuration allows you to select a list of features, such as, light controls, airconditioner controls, fault messages, signage messages, and energy-saving settings. These features are available for the location to which the configuration is associated. The end users can access the features to control devices using the IP phones at the location.



Note

To enable the end users to place requests for booking equipment and other resources using the Smart+Connected MS user portal, you have to add the equipment and resources using the Devices tab in SDP.

A location can have only one configuration active for it at a time. If you want to associate a different set of features to a location(s), then you can create a new configuration and associate this configuration to the location(s). The new configuration overrides the existing configuration associated with the location.

Adding Configurations

You can create a configuration for a location and include the required features, fault items, messages, and energy-saving settings by using the Add option.

To add a configuration, perform the following the steps:

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-
- Step 1** Log in to the Smart+Connected MS portal.
- By default, the Configurations tab is selected. The Configurations tab is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the Configuration List area.
- Step 2** In the left pane, right-click the Location Hierarchy folder and click **Expand** to view the available locations. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 3** Check the check box for the location to which you want to associate the configuration.
- Step 4** Click **Add** in the Configuration List area.
- The Details, Features, Faults, Messages, and Energy Saving tabs are displayed. The Details tab is selected by default.
- Step 5** To add the details for a configuration, perform the following the steps:
- Enter the name for the configuration in the Configuration field.
 - The Enabled check box is checked by default. Uncheck it if you want to disable the configuration.



Note Only the configurations that are enabled are available on the IP phones.

- Step 6** To add the features for a configuration, perform the following the steps:
- Click the **Features** tab.
- The Available Features column and the Included Features column appear.
- The features listed in the Available Features column that can be accessed using an IP phone are as follows:
- Blinds Control—Enables the user to control the window blinds in the room.
 - Case Management—Enables the user to report a fault in the meeting room to the trouble ticketing/case management system.
 - Digital Signage Messages—Enables the user to send messages to be displayed on the digital signage that shows the conference room view.
 - Fan Speed Control—Enables the user to control the fan speed for the air conditioner.
 - Lights (Dimmer) Control—Enables the user to set different levels of brightness for the lights in the room. Applicable only if the room lighting system has dimness/brightness control.
 - Lights (On/Off) Control—Enables the user to switch the lights on/off in the meeting room.
 - Manual Release—Enables the user to release the room earlier than the scheduled meeting end time.
 - Room Booking—Enables the user to book the room using the IP phone and digital signage.
 - Room Mode—Enables the user to activate and switch between room modes (one touch control for lights, projector, and projector screen).
 - Thermostat (On/Off) Control—Enables the user to switch on or off the air conditioning in the room.
 - Thermostat (Set Point) Control—Enables the user to set the temperature (as allowed by the administrator) for the room.
 - A/V Control—Enables the user to control of A/V resources, such as the projector and projector screen.

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The following features cannot be controlled using IP phones, but are important for managing meeting room resources:

- **Conference Room Details**—Enables display of the meeting/conference room details, such as meeting room name, temperature, and schedule.
- **Daylight (Sensor) Control**—Enables automatic control of the brightness levels of the lighting based on the actual daylight present in the room. This is applicable only if a daylight sensor is available and configured for the particular room.
- **Energy Savings**—Enables energy savings policy by changing air conditioner and light settings based on the schedule and occupancy of the meeting room.
- **Occupancy (Sensor) Control**—Enables integration of the solution with the Occupancy sensor in the room (if present).
- **Auto Release**—Enables automatic release of the meeting room based on non-occupancy of the room, as detected by the Occupancy Sensor.
- **Telepresence**—If this feature is added for a meeting space, it shows up in the search results whenever an end user searches for TelePresence rooms.



Note The Available Features column lists all of the existing features. The Included Features pane appears empty until you move some features from the Available Features list.


b. Choose the required feature from the Available Features column.

- To include a specific feature to the configuration, select the feature and click .
- To select and move all features from the Available List to the Included List, click .
- To exclude a specific feature from the configuration, select the feature and click .
- To select and move all features from the Included List to the Available List, click .




Note The buttons described are also available on the Faults, Messages, and Energy Saving tabs.

Step 7 To add fault items for the configuration, perform the following steps:

- a. Click the **Faults** tab.
- b. The Available Faults column and the Included Faults column appear. The available fault items are the faults that you create using the Faults Menu tab.
- c. Choose the required fault from the Available Faults list.
- d. Click  to include the fault item for the configuration.

Step 8 To add the digital signage messages to the configuration, perform the following the steps:


- a. Click the **Messages** tab.
The Available Messages column and the Included Messages column appears. Available messages are the messages that you create using the Signage Menu tab.
- b. Choose the required message from the Included Messages list.
- c. Click  to include the message for the configuration.

Step 9 To configure energy-saving settings, perform the following the steps:

- a. Click the **Energy Saving** tab.
- b. Enter the number of minutes in the Energy Saving Scheduler Interval field.

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The interval at which the energy-saving scheduler runs. For example, if you enter 30, the scheduler checks for room occupancy every half an hour, and applies the energy-saving mode to the included devices if the room is unoccupied.

- c. Choose the resource to which you want to apply energy savings from the Available Resources list and click .

The resource appears in the Included Resources list.

- d. Enter the duration for switching on the device before meetings in the Minutes field.

If the conference room is unoccupied, the selected resource is changed to non-occupancy settings to save energy. The resource is reverted to the occupancy mode (x) minutes prior to the meeting. Where x is the duration you specify in this field. For example, if you enter 10, the resource is changed to occupancy mode half an hour prior to the scheduled meeting start time.



Note

The duration for switching on the Aircon should be equal to the Energy Savings Scheduler interval or a multiple of it. For e.g. if the Energy Savings Scheduler is set to 5 minutes, then configure the Aircon duration value as 5, 10, 15 and so on. In this case, the scheduler checks for occupancy every 5 minutes and the next occupancy check is conducted at 10 minutes.

- Step 10** Click **Save** to add the configuration to the selected location.



Note

Clicking **Clear** at any point when adding a configuration clears all the changes that are made, and returns you to the Details tab. Clicking **Cancel** closes all tabs and discards all the changes that are made.

Viewing Configurations

You can view the configurations in the Configuration List area.


To view the configurations, perform the following steps:

- Step 1** Log in to the Smart+Connected MS portal.

By default, the Configurations tab is selected. The Configurations tab is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the Configuration List area.

- Step 2** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view the available locations. Alternatively, click the plus sign next to a location name to view its child locations.

- Step 3** Click a configuration name in the Configuration List area to view the configuration details and the associated location(s).

Locations associated with the selected configuration appear in the left pane with the  icon.

The Configuration List area displays the following column headers:

- **Configuration**—The name of the configuration. By default, the list is sorted in ascending alphabetical order based on the configuration name. You can change the order to descending by clicking the column header.
- **Status**—Informs whether the configuration is enabled or disabled.

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- Updated By—The name of the user who made the latest updates to the configuration.
- Updated On—The date on which the configuration was last updated.

**Note**

These columns can be sorted in the ascending or descending order. Click any column header to reverse the sorting order.

The Configuration List area displays only a certain number of configurations on a page. Click the page number shown below the configuration list to see the configurations on the subsequent pages.

Editing Configurations

You can add more features, fault items, and messages or remove the existing ones by editing an existing configuration.

To edit a configuration, perform the following the steps:

- Step 1** Log in to the Smart+Connected MS portal.
- Step 2** In the Configuration List area, click the name of the configuration that you want to edit.
The Details, Features, Faults, Messages, and Energy Saving tabs are displayed.
- Step 3** Click the required tabs and make the necessary changes.

**Note**

Whenever you make changes using the Energy Saving tab, click **Refresh Energy Savings** on the Tools tab. Unless this is done, the new settings are not applied.

- Step 4** Click **Save** to save the changes.

**Note**

Click **Clear** to undo the changes that were made, or click **Cancel** to cancel the changes and close all tabs.

Deleting Configurations

If you delete a configuration that is associated with some location(s), then the end users are unable to access the features using the IP phone(s) at the location(s) with which the deleted configuration was associated.

To delete a configuration, perform the following the steps:

- Step 1** Log in to the Smart+Connected MS portal.
- Step 2** In the Configuration List area, click the name of the configuration that you want to delete.

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- Step 3** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view the locations to which the configuration is associated. Alternatively, click the plus sign next to a location name to view its child locations.
 - Step 4** Check the check box for the configuration that you want to delete.
 - Step 5** Click **Delete**. The confirmation dialog box appears.
 - Step 6** Click **Yes** to delete the configuration, or click **No** to close the dialog box and return to the Configurations List area.
-



Working with Faults

This chapter describes how to work with fault items:

- [Managing Fault Items, page 4-1](#)
- [Adding Fault Items, page 4-1](#)
- [Viewing Fault Items, page 4-3](#)
- [Editing Fault Items, page 4-4](#)
- [Deleting Fault Items, page 4-4](#)

Managing Fault Items

Faults are device defects and other problems that arise at a location and must be resolved. For example, broken chairs in a conference room, inadequate cooling in the room, missing remote controls, and so on. The Fault Menu tab in the Smart+Connected MS portal allows you to add, edit, and delete the fault messages. The fault items that are added and enabled on the Fault Menu tab are available on the Configurations tab. When added to a configuration, these fault items are available on the IP phones. When an end user selects the required fault item using an IP phone, a case is created in the trouble ticketing system, if the organization has a trouble ticketing system. In the absence of a trouble ticketing system, the solution can send an e-mail to a configured e-mail ID when a fault item is selected on the IP phone. For information on reporting faults, see *Cisco Smart+Connected Meeting Spaces User Guide*.

Adding Fault Items

All fault items that you add using the Faults tab are displayed on the Configurations tab.

To add a fault item, perform the following steps:

-
- | | |
|---------------|---|
| Step 1 | Log in to the Smart+Connected MS portal.
The home page appears. |
| Step 2 | Click the Fault Menu tab.
The Fault Menu List area appears. |
| Step 3 | Click Add .
The Fault Menu Details area appears. |

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Step 4 In the Menu field, enter the text that must be displayed on the IP phones.

Step 5 In the Operational Category, Product Category 1, Product Category 2, and Product Category 3 fields, enter the various categories under which the product falls. These are categories to which the product belongs to in the Remedy trouble ticketing system.



Note It is not mandatory to fill in all of the fields provided in the Fault Menu Details area. You can leave some of the fields blank and enter only the data that your trouble ticketing system requires. However, the fields marked with the asterisk symbol are mandatory.

Step 6 In the Description field, enter the description of the fault item.

Step 7 In the Manufacturer field, enter the name of the device.

Step 8 Check the Enabled check box to enable the fault item. Only an enabled fault item is available on the IP phones.

Step 9 From the Urgency drop-down list, choose the status that should be assigned to the fault item.



Tip If the priority level is minor, choose 4. The default selection is 3-Moderate.

Step 10 From the Impact drop-down list, choose the impact status that should be assigned to the fault item.



Tip If the impact level is minor, choose 4. The default selection is 3-Moderate.

Step 11 Enter the product name.



Note The fields mentioned in [Step 5](#) through [Step 11](#) are values used by the Remedy trouble ticketing system.

Step 12 Enter the asset code, problem code, failure class code, and priority. These are the values used by the Service Insight and Maximo trouble ticketing systems.

Step 13 Click **Save** to create the fault item.

A new row is added in the Fault Menu List area.



Note The Product Category 1, 2, and 3 should exactly match the categories that are provided in the trouble ticketing system, otherwise, a case is not created in the trouble ticketing system.

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Table 4-1 lists the fields that appear when you create a fault item.

Table 4-1 **Fault Item Fields**

Field(s)	Description
Menu	The text that is displayed on the IP phones.
Operational Category, Product Category 1, Product Category 2, and Product Category 3	These are categories to which the product belongs to, in the Remedy trouble ticketing system. Product Category 1 is the main category to which the product belongs. Product Category 2 and 3 are the subcategories.
Manufacturer	The name of the device in which the problem/issue has occurred.
Description	The text which explains what the fault is.
Enabled	The fault items with an Enabled status are available on the IP phones. The user can raise a case for any available fault item.
Urgency	The priority that should be assigned to the fault item.
Impact	The effect of the fault can be moderate or minor.
Product Name	The name of the device group in which the fault has occurred.
Asset Code, Problem Code, Failure Class Code, Priority	The value used by the Service Insight and Maximo trouble ticketing systems.

Apart from the Add and Save buttons, the following buttons are also available in this page:

- **Delete**—Deletes the fault item in the Fault Menu List area. For more information, see the section “[Deleting Fault Items](#)” section on page 4-4.
- **Move to**—Moves the messages up or down in the Fault Menu List area.
- **Clear**—Removes the changes that are made in the Fault Menu Details area, and enables you to enter data afresh.
- **Cancel**—Closes the Fault Menu Details area without saving the changes that are made.

Viewing Fault Items

To view the fault items in the Fault Menu list area, perform the following steps:

-
- Step 1** Log in to the Smart+Connected MS portal.
The home page appears with the Configurations tab selected by default.
- Step 2** Click the **Fault Menu** tab.
The Fault Menu List area appears. The fault item details are displayed as columns:
- Order

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- Menu Item
- Problem Code
- Failure Class Code
- Product Category 1
- Product Category 2
- Product Name
- Status
- Updated By
- Updated On



Note These columns can be sorted in an ascending or descending order. Click any column header to reverse the sorting order.

The Fault Menu List area displays only a certain number of fault items per page. Click the page number shown below the fault items list to see the fault items on the subsequent pages.

Editing Fault Items

To edit a fault item, perform the following steps:

-
- Step 1** Log in to the Smart+Connected MS portal.
 - Step 2** Click the **Fault Menu** tab.
The Fault Menu List area appears.
 - Step 3** Choose the fault item that you want to edit by clicking the fault item name.
The Fault Menu Details area appears.
 - Step 4** Make the necessary changes in the Fault Menu Details area.
 - Step 5** Click **Save**.
-

Deleting Fault Items

A fault item that is deleted does not appear in the list of fault items that are available for a configuration. The fault item is removed from the configurations to which it is added. It is unavailable for new configurations, and so cannot be listed on the IP phones.

To delete a fault menu item, perform the following steps:

-
- Step 1** Log in to the Smart+Connected MS portal.
The home page appears.
 - Step 2** Click the **Fault Menu** tab.

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The fault menu list area appears.

Step 3 Check the check box for the fault item that you want to delete.

Step 4 Click **Delete**.

A confirmation dialog box appears.

Step 5 Click **Yes** to delete the fault item.



Working with the Signage Menu

This chapter provides information on working with the messages displayed on the digital signage:

- [About the Signage Menu, page 5-1](#)
- [Adding a Signage Message, page 5-1](#)
- [Viewing the Signage Menu, page 5-2](#)
- [Editing the Signage Message, page 5-3](#)
- [Deleting the Signage Message, page 5-3](#)

About the Signage Menu

The Signage Menu tab contains messages that you can display on the digital signage that is associated with a conference room. For example, the meeting has been extended by 20 minutes, extra chairs required in the conference room, and so on. The Signage Menu tab that is available in the Smart+Connected MS portal allows you to view, add, edit, and delete the signage messages.

The messages added using the Signage Menu tab are displayed on the Configurations tab. You can add these messages to a configuration. The messages that are added to a configuration are displayed on the IP phones. The messages selected on the IP phone are displayed on the digital signage that is associated with the conference room.

Adding a Signage Message

The messages that are added to the Signage Menu are available on the Configurations tab from where you can add them to a configuration.

To add a message, perform the following steps:

-
- | | |
|---------------|---|
| Step 1 | Log in to the Smart+Connected MS portal.
The home page appears. |
| Step 2 | Click the Signage Menu tab.
The Message Menu List area appears. |
| Step 3 | Click Add .
The Message Menu Details area appears. |

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Step 4 Enter the text that you want to display on the IP phones in the Menu Item field.

Step 5 Enter the Display Time in minutes.

Step 6 Ensure that the Enabled check box is checked.



Note If you uncheck the Enabled check box, the message is not displayed on the IP phone.

Step 7 Click **Save** to add the message.

A new row is added in the Message Menu List area.



Note You must enter the details for the fields that are marked with an asterisk. Warning messages are displayed if you do not enter all the details or if you do not enter a valid value in the Display Time field.

Viewing the Signage Menu

To view the Signage Menu tab, perform the following steps:

Step 1 Log in to the Smart+Connected MS portal.

The home page appears.

Step 2 Click the **Signage Menu** tab.

The Message Menu list area appears displaying the following column headers:

- **Order**—The sequence number of the message based on when it was created. For example, the message that is created first is listed as “1”, and the message that is created soon after is listed as “2”, and so on.
- **Menu Item**—The text to be displayed on the digital signage.
- **Status**—The status of the message. The messages that are enabled are available on the IP phones and can be displayed on the digital signage.
- **Updated By**—The name of the user who last updated the message.
- **Updated On**—The date on which the message was last updated.



Note You can sort the messages in an ascending or descending order for each column. Click the column names to change the sorting from ascending to descending order or vice versa.

The Message Menu List area displays only a certain number of messages in one page. Click the page number shown below the message list to see the messages in the subsequent pages.

Apart from the Save and Add buttons, the following buttons are also available on this page:

- **Delete**—Deletes the messages in the Message Menu List area. For more information, see the [“Deleting the Signage Message”](#) section on page 5-3.
- **Move**—Moves the messages up or down in the Message Menu List area.

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- **Clear**—Removes the changes that were made in the Message Menu Details area and enables you to enter data afresh.
 - **Cancel**—Closes the Message Menu Details area without saving the changes that are made.
-

Editing the Signage Message

To edit a message menu item, perform the following steps:

-
- | | |
|---------------|--|
| Step 1 | Log in to the Smart+Connected MS portal.
The home page appears. |
| Step 2 | Click the Signage Menu tab.
The Message Menu List area appears. |
| Step 3 | Choose the message that you want to edit by clicking the message name.
The Message Menu Details area appears. |
| Step 4 | Make the necessary changes to the message. |
| Step 5 | Click Save . |
-

Deleting the Signage Message

A message that is deleted does not appear in the list of messages that are available for a configuration. The message is removed from the configurations to which it is added. It is unavailable for new configurations and is not listed on the IP phones.

To delete a message, perform the following steps:

-
- | | |
|---------------|---|
| Step 1 | Log in to the Smart+Connected MS portal.
The home page appears. |
| Step 2 | Click the Signage Menu tab.
The Message Menu List area appears. |
| Step 3 | Check the check box for the message that you want to delete. |
| Step 4 | Click Delete .
A confirmation dialog box appears. |
| Step 5 | Click Yes to delete the message menu item. |
-



Working with the Signage Content

This chapter how to work with the content that is displayed on the signage.

- [Managing Signage Content, page 6-1](#)
- [Adding Signage Content, page 6-4](#)
- [Viewing Signage Content, page 6-6](#)
- [Editing Signage Content, page 6-6](#)

Managing Signage Content

Signage content is the content that is displayed on the digital signage/Cisco Interactive Experience Client (IEC), such as the building view, floor plan, and conference room details. The Signage Content tab in the Smart+Connected MS portal allows you to add, view, edit, and customize the contents for the digital signage/IEC for a specific location.



Note

Ensure that the selected location has a digital media player (DMP)/IEC. You must have a DMP/IEC available to add signage content for the location.

The templates allow you to add the details of a location for which you want to add the signage content. The Details tab allows you to select a template. After you select a template, you can associate conference rooms to the signage. The following templates are provided by the application:

- Building View
- Floor Plan
- Conference Room

When you select the Building View template, you can choose rooms from all conference rooms available in the building. The schedule of these rooms is displayed on the signage.



Note

You should add the Building View template only to a DMP/IEC that is added at the building level. Floor Plan templates should be added to DMPs/IECs at the floor level and Conference Room templates should be added to DMPs/IECs associated with conference rooms.

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Figure 6-1 displays the Building View as shown on the digital signage/IEC.

Figure 6-1 Building View

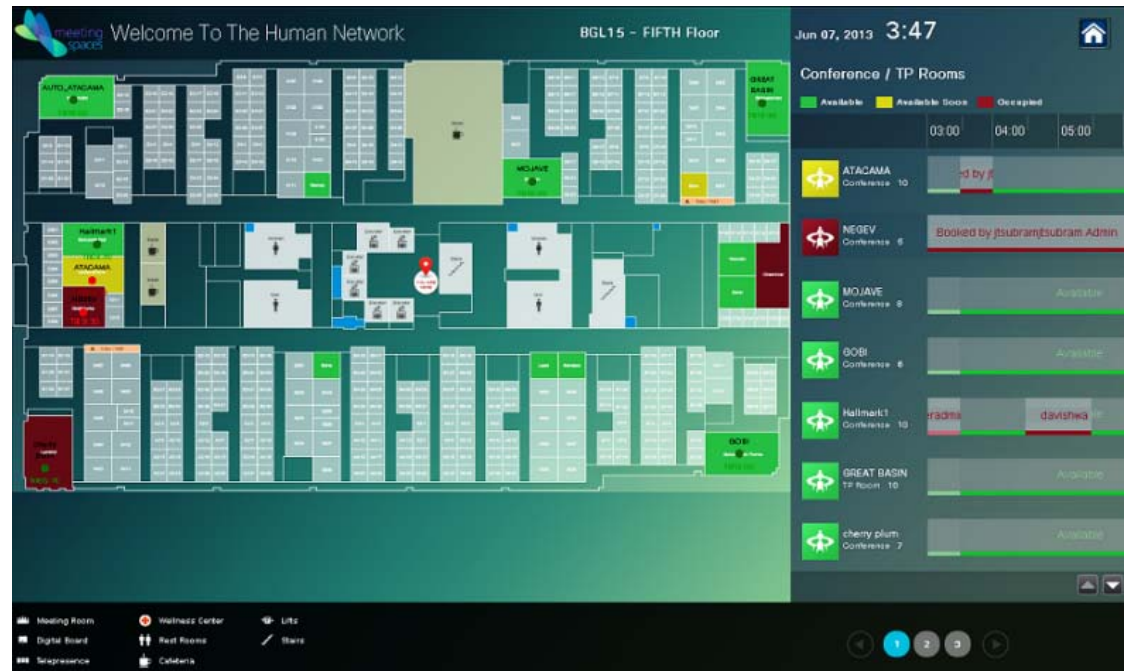


When you select the Floor Plan template, you can upload an image of the floor plan that you want and display the location of the conference rooms on the floor in the digital signage/IEC. You can upload the floor plan images in .png, .jpg, and .jpeg file formats.

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Figure 6-2 displays the Floor Plan as shown on the digital signage/IEC.

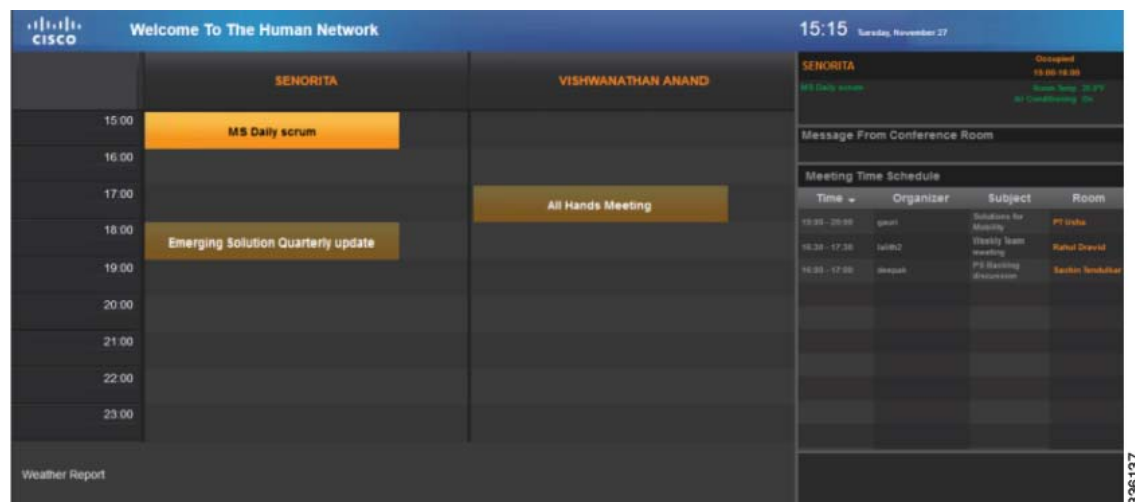
Figure 6-2 Floor Plan



When you select the Conference Room template, you can choose the rooms that you want to associate to the digital signage/IEC on the current floor. Of these rooms, you can select any two conference rooms as the primary conference rooms. The Primary conference rooms are those whose schedule details are displayed prominently on the associated digital signage/IEC. Information about the other conference rooms that are associated with the same digital signage/IEC are displayed adjacent to the details of the primary conference rooms.

Figure 6-3 displays the Conference Room details as shown on the digital signage/IEC.

Figure 6-3 Conference Room Details











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Adding Signage Content

You can add the building view, floor plan, and conference room details to a location using the Details tab. The content added to a digital media player is displayed on the digital signage/IEC for the selected location.





To add signage content, perform the following steps:

-
- Step 1** Log in to the Smart+Connected MS portal.
The home page appears.
- Step 2** Click the **Signage Content** tab.
The Digital Signage area appears. It is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the Digital Signage details.
- Step 3** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view all the associated locations. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 4** Click a location name in the Location Hierarchy folder.
The DMPs/IECs that are associated with the location are displayed in the Digital Signage area. Only a certain number of devices are listed per page. Click the page number shown below the list to see the devices on the subsequent pages.
- Step 5** Choose the desired device by clicking the device name.
The Details and Rooms tabs appear.
- Step 6** Click the **Details** tab to choose the templates.
The following templates are available: Building View, Floor Plan, and Conference Room.
- Step 7** To add the building view as the signage content, perform the following steps:
- Choose **Building View** from the Template drop-down list.
 - Enter the title of the template in the Title field.
 - Click the **Rooms** tab.
The Available Rooms and Included Rooms lists appear. The Available Rooms list contains the available rooms for a location. The Included Rooms list contains the conference rooms that are included for the building view.
 - To add a room to the template, choose the room and click .
 - To select and move all rooms from the Available List to the Included List, click .
 - To remove any of the included rooms from the configuration, select the room and click .
 - To choose and move all rooms from the Included List to the Available List, click .
 - To move a room to the top of the list, choose the room and click .
 - To move a room to the bottom of the list, choose the room and click .
 - To move the conference room up in the list, choose the room and click .
 - To move the conference room down in the list, choose the room and click .



Note These buttons are also available for the Floor Plan and Conference Room templates.

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- Step 8** To add a floor plan as the signage content, perform the following steps:
- Choose **Floor Plan** from the Template drop-down list.
 - Enter the title of the template in the Title field.
 - Click **Browse** and locate an image of the floor plan.
The Upload dialog box appears.
 - Click **Upload** to upload the image.
The uploaded image appears in the form of a hyperlink. Click the hyperlink to preview the uploaded image.
 - Click the **Rooms** tab to add the conference rooms to the floor plan.
The Available Rooms and Included Rooms lists appear. The Available Rooms list contains the available rooms for a location. The Included Rooms list contains the rooms which are included for the floor plan.
 - To add a room to the template, choose the room and click .
 - Click **Set Room Position** to set the position of the rooms in the floor plan. The names of all the included conference rooms will be displayed at the top left.
 - Drag the room icon in the floor plan to set the location of the room in the floor plan.
 - Click **Map Position and Close** to confirm the setting of the room and close the window.
- Step 9** To add the signage content for the conference rooms, perform the following steps:
- Choose **Conference Room** from the Template drop-down list.
 - Enter the title of the template in the Title field.
 - Click the **Rooms** tab.
The Available Conference Rooms and Included Conference Rooms lists appear. The Available Rooms list contains the available rooms for the location. The Included Rooms list contains the conference rooms that are included for the conference room plan.
 - To add a conference room to the template, choose the room and click .
 - Choose a conference room from the Included Conference Room list, and check the **Primary Conference Room** check box to make the room the primary preference. You can add only two primary rooms for a conference room template.
The schedule details of the primary conference rooms are displayed prominently on the digital signage/IEC.
- Step 10** (Optional) Click **Clear** to clear the entry.
- Step 11** Click **Save** to save the signage content.
-  **Note** The reserved conference rooms are displayed in orange, and the available conference rooms are displayed in green on the digital signage/IEC. The  icon is displayed for rooms released automatically or manually.
- Step 12** (Optional) Click **Cancel** to cancel the addition of the signage.

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Viewing Signage Content

To view the signage content, perform the following steps:

-
- Step 1** Log in to the Smart+Connected MS portal.
The home page appears.
- Step 2** Click the **Signage Content** tab.
The Digital Signage area appears. It is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the digital signage details.
- Step 3** In the left pane, right-click the **Location Hierarchy** folder, and click **Expand** to view all the associated locations. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 4** Click a location name in the **Location Hierarchy**.
The DMPs/IECs that are associated with the location are displayed in the Digital Signage area. The following details are shown for the DMPs/IECs:
- Device Name—Name of the digital media player.
 - Model—Name of the model.
 - Location—Location with which the digital media player is associated.
- Step 5** Choose a DMP/IEC that you want by clicking the device name.
The Details and Rooms tabs appear.
Click these tabs to view the following signage content:
- Details—To view the signage template that is added to the DMP/IEC using this tab.
 - Rooms—To view the conference room that is added to the signage content using this tab.
-

Editing Signage Content

To edit the signage content, perform the following steps:

-
- Step 1** Log in to the Smart+Connected MS portal.
The home page appears.
- Step 2** Click the **Signage Content** tab.
The Digital Signage area appears. It is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the digital signage details.
- Step 3** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view all the associated locations. Alternatively, click the plus sign that is displayed next to a location name to view its child locations.
- Step 4** Click a location name in the Location Hierarchy folder.
The DMPs/IECs that are associated to the location are displayed in the Digital Signage area.
- Step 5** Choose a device that you want by clicking the device row.
The Details and Rooms tabs appear.

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Step 6 Make the necessary changes on the Details and Rooms tabs.

Step 7 Click **Save** to save the changes that you made.



Working with Reports

This chapter describes how to track conference room usage trends by generating various types of reports.

- [About Reports, page 7-1](#)
- [Auto Release Report, page 7-1](#)
- [Early Release Report, page 7-1](#)
- [Room Usage Report, page 7-2](#)
- [Room Utilization Report, page 7-2](#)
- [Generating Reports, page 7-2](#)

About Reports

The Reports tab in the Smart+Connected MS portal allows you to generate usage reports for the conference rooms at the locations that are added to the application. You can select the location for which you want to view the usage trend and also specify the time range and report type. The date and time when the report is generated is also provided along with the usage details. This helps you to track room usage patterns and formulate policies for better resource utilization and energy savings. You can download the reports that you generate and share them with all of the stakeholders.

Auto Release Report

This report gives you information about the total time for which the conference rooms were moved to energy savings mode due to auto release. When a room is released automatically, the air conditioning, lights, and other devices are returned to the energy saving state. The Auto Release report provides details such as the name and location of the conference rooms that were released automatically during the specified time range, the date of the auto release, and the duration (in hours) for which the room was used before it was automatically released.

Early Release Report

This report gives you information about the total time for which the conference rooms were moved to energy savings due to early release. There may be times when a meeting ends earlier than the duration for which the room is booked. In such a case, the user can release the conference room earlier using the IP phone in the room. When a room is indicated as released, the settings of the devices and air

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conditioning in the room are automatically changed to the energy saving mode. This leads to energy savings. For more information on releasing rooms, see the *Cisco Smart+Connected Meeting Spaces User Guide*. The Early Release report provides details, such as the name and location of the conference rooms released earlier during the specified time range, the date of the early release, and the duration (in hours) for which power savings were made due to the early release.

Room Usage Report

This report provides the details of the total usage time for the conference rooms. The Room Usage report provides an overall picture of the conference room usage. Information on the total number of hours for which the rooms are used in a given day helps to identify which rooms are used more frequently than the others. The report gives you details, such as the names of the conference rooms, the building and floor where they are located, and the date and duration of the conference room usage.

Room Utilization Report

This report provides you the total number of hours for which the conference rooms at a location were occupied, unused, or booked but not used (No Shows) during the selected time period. A bar graph displays the locations on the X-axis and the room utilization percent on the Y-axis, where 100% percent means the sum total of the working hours for all the working days in the weeks during the selected time period. Each location is represented as a separate bar. The bar is divided into three segments each of which lists the percentage and the number of hours. The blue bar represents No Shows, pink is for Occupied Hours, and beige is for Used Hours.

Generating Reports

You can generate the reports described in this chapter for the time range that you want.

To generate a report, perform the following steps:

-
- Step 1** Log in to the Smart+Connected MS portal.
The home page appears.
 - Step 2** Click the **Reports** tab.
The Reports page appears. It is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the report details.
 - Step 3** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view all the associated locations. Alternatively, click the plus sign next to a location name to view its child locations.
 - Step 4** Check the location check boxes in the Location Hierarchy folder for the buildings, floors, or conference rooms for which you want the report.
 - Step 5** In the right pane, click the calendar icons in the From Date and To Date fields, and specify the time frame for the report.
 - Step 6** From the Select Report Type drop-down list, choose the type of report. The available options are as follows:
 - **Auto Release Report**

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- **Early Release Report**
- **Room Usage Report**
- **Room Utilization Report**

Step 7 Click **Generate Report**.

The report is displayed in a tabular form with the report title on top followed by the Building, Floor, Conference Room, Date, and Hours columns. The date and time at which the report is generated is displayed at the bottom of the table.



Note These column names are common for the three types of room reports.

Step 8 Click **Download Report** to export the report and save it as a PDF file for future reference.



Configuring Room Setup

This chapter describes how you can add the room setup feature for conference rooms and how you can manage the room setup configurations.

- [About Room Setup, page 8-1](#)
- [Adding the Room Setup, page 8-2](#)
- [Viewing the Room Setup, page 8-3](#)
- [Editing the Room Setup, page 8-4](#)
- [Deleting the Room Setup, page 8-4](#)
- [Creating a Room Setup, page 8-5](#)
- [Configuring Equipment and Facilities Admin IDs, page 8-5](#)

About Room Setup

The room setup option allows you to add seating arrangement styles for the conference rooms. You can add multiple layout styles depending on the availability of space in the room and the purpose for which the room is expected to be utilized. These options are available to the user at the time of searching for a meeting space or while booking it.

When the user selects a particular room setup style, the available rooms with that particular layout feature are displayed in the search result. On confirmation of the booking, a request in the form of a meeting invite is sent to the facilities team which sets up the room according to the user's choice before the scheduled meeting time. The facilities team also rearranges the room and returns it to the default room setup if you configure the de-setup settings.

Suppose that User A books a room for the 2 pm to 3 pm slot and opts for the classroom setup for which the de-setup time is 15 minutes. This room will appear as available to the other users only after 3.15 pm due to the duration required for the de-setup. User B who searches for available rooms during the 3 to 3.30 pm slot will be unable to book the room even though no meeting is going on there. User C who wants rooms from 3.20 onwards, will find this room available for booking, provided the room meets the other search criteria specified by User C.


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Adding the Room Setup

This option allows you to create configurations that contain one or more types of room setup options. A configuration can be added to a single conference room or associated with multiple rooms. Whenever an end user selects a room setup option, all the rooms which can be configured as per the chosen setup appear in the search results.

For example, you can create the Presentation configuration with U-shape and auditorium styles. Associate this configuration with all the large conference rooms in your organization. Similarly, create a configuration called Mid-sized Rooms which has the conference and classroom layout styles. You can associate this with the medium size conference rooms on various floors. When a user selects the Classroom option, all the medium sized rooms, with which the Mid-sized configuration is associated, are displayed in the search results.

To create room setup configurations, perform the following steps:





-
- Step 1** Log in to the Smart+Connected MS portal.
- The Details tab is selected by default. The Room Setup Menu area is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the Configuration List area.
- Step 2** In the left pane, right-click the Location Hierarchy folder and click **Expand** to view the available locations. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 3** Check the check box for the location(s) to which you want to associate the room setup configuration.
- Step 4** Click **Add** in the Configuration List area.
- The Details and Room Setup tabs are displayed. The Details tab is selected by default.
- Step 5** To add the details for a room setup configuration, perform the following the steps:
- Enter the name for the configuration in the Room Setup Configuration field.
 - The Enabled check box is checked by default. Uncheck it if you want to disable the configuration.
-  **Note** The room setup configuration will be available only for the conference rooms associated to it if it is enabled.
-
- Step 6** To add the room setups for a configuration, perform the following the steps:
- Click the **Room Setup** tab.
- The Available Room Setup pane and the Included Room Setup pane appear.
- The Available Room Setup pane lists the following room layout styles according to which a conference room can be set up:
- Auditorium
 - Classroom
 - Conference
 - U-Shape

These are the default room setup options. These available styles may differ based on the configurations you set in the SCMS_ROOMSETUP_MASTER table.

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**Note**

The Available Room Setup pane lists all existing room setup options. The Included Room Setup pane appears empty until you move some room setup options from the Available Room Setup pane list.

- b. Choose the required conference room setup style from the Available Room Setup pane.
 - To include a specific setup style to the configuration, select the feature and click .
 - To select and move all setup style from the Available List to the Included List, click .
 - To exclude a specific setup style from the configuration, select the feature and click .
 - To select and move all setup style from the Included List to the Available List, click .

Step 7 Click **Save** to add the Room Setup Configuration to the selected location.

**Note**

Clicking **Clear** at any point when adding a configuration clears all changes that are made, and returns you to the Details tab. Clicking **Cancel** closes both tabs and discards all the changes that are made.

Viewing the Room Setup

You can check and review the different room setup options available for the conference rooms by viewing the Room Setup Configuration. This also gives you a view of the locations with which each of the configuration is associated.

To view a room setup, perform the following steps:

Step 1 Log in to the Smart+Connected MS portal.

The Details tab is selected by default. The Room Setup Menu area is divided into two panes. The left pane displays the location hierarchy, and the right pane displays the Configuration List area.

Step 2 In the left pane, right-click the Location Hierarchy folder and click Expand to view the available locations. Alternatively, click the plus sign next to a location name to view its child locations.

Step 3 Click a configuration name in the Configuration List area to view the configuration details and the associated location(s).

Locations associated with the selected configuration appear in the left pane with the ☒ icon.

The Configuration List area displays the following column headings:

- **Room Setup Configuration**—The name of the configuration. By default, the list is sorted in ascending alphabetical order based on the configuration name. You can change the order to descending by clicking the column header.
- **Status**—Informs whether the configuration is enabled or disabled.
- **Updated By**—The name of the user who made the latest updates to the configuration.
- **Updated On**—The date on which the configuration was last updated.

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**Note**

These columns can be sorted in the ascending or descending order. Click any column header to reverse the sorting order.

- Step 4** The Configuration List area displays only a certain number of configurations per page. Click the page number shown below the configuration list to see the configurations on the subsequent pages.

Editing the Room Setup

The editing option allows you to add new room layout styles or remove existing layout styles from a configuration. For example, you might decide that the medium-sized conference rooms on a particular floor should be utilized only for trainings, edit the Mid-sized Rooms configuration, and remove the conference layout style. You can also change and locations with which a configuration is associated by selecting/deselecting locations from the location hierarchy tree.

To edit a room setup, perform the following steps:

- Step 1** Log in to the Smart+Connected MS portal.
- Step 2** From the Configuration List, click the name of the configuration that you want to edit.
The Details and Room Setup tabs are displayed.
- Step 3** Click the required tabs and make the necessary changes.

**Note**

Click **Clear** to undo the changes that were made, or click **Cancel** to cancel the changes and close all tabs.

- Step 4** Click **Save** to save the changes.

Deleting the Room Setup

To delete a room setup, perform the following steps:

- Step 1** Log in to the Smart+Connected MS portal.
- Step 2** In the Configuration List area, click the name of the configuration that you want to delete.
- Step 3** In the left pane, right-click the Location Hierarchy folder, and click **Expand** to view the locations to which the configuration is associated. Alternatively, click the plus sign next to a location name to view its child locations.
- Step 4** Check the check box for the configuration that you want to delete.
- Step 5** Click **Delete**. The confirmation dialog box appears.

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Click **Yes** to delete the configuration, or click **No** to close the dialog box and return to the Configurations List area.

Creating a Room Setup

Apart from the room setup types available by default, you can create additional room setup styles.

To create a room setup, enter the following details in the SCMS_ROOMSETUP_MASTER table, which is available in the database schema you created for the Smart+Connected MS application:

- ROOM_SETUP_ID—Unique ID for the room setup.
- ROOM_SETUP_NAME—Name of the room setup.
- IMAGE_PATH—Path of the image should be /images.



Note You need to place the image inside the images folder of the web calendar in the ear and update the deployment folder or place it directly in the deployment folder. The image dimensions/resolution should be 98*60. This image is displayed to the user while choosing a room setup type so that the user knows how the room will look like once it is set up.

- SET_UP_TIME—Time required to arrange the room for a meeting.
- DE_SET_UP_TIME—Time required to re-arrange the room after a meeting is over.
- NOTICE_PERIOD—Minimum time gap required to place a room setup request.

If SQL GUI is not available, use the **insert sql** command to insert the data.

Example:

```
Insert into DB.SCMS_ROOMSETUP_MASTER
(ROOM_SETUP_ID,ROOM_SETUP_NAME,IMAGE_PATH,SET_UP_TIME,DE_SET_UP_TIME,N
OTICE_PERIOD) values (1,'Auditorium','/images/auditorium_icon.jpg',15,15,4);v
```

Configuring Equipment and Facilities Admin IDs

The room facility administrator automatically gets room setup and/or de-setup requests as email invites. Similarly, the equipment facility administrator gets resource requests, which the Smart+Connected web portal users place while they book meetings, as email invites. The emails inform the admin about the item and quantity required, and the time and place where the item is required. These requests are similar to the other meeting invites and appear in the calendar when the admins log in to the Smart+Connected MS user portal.

You have to update the following properties for the Campus level location in the SDP to configure the equipment and facilities admin email IDs:

- Room Facility Admin—Enter the email ID of the room facility administrator in this field.
- Equipment Facility Admin—Enter the email ID of the equipment facility administrator in this field.



Working with Emergency Notifications

This chapter describes the Emergency Notification solution and how to configure emergency incident messages.

- [About Emergency Notification, page 9-1](#)
- [Configuring EN Audio Notifications on the Cisco IP Phone, page 9-2](#)
- [Configuring the Emergency Incident Messages, page 9-4](#)

About Emergency Notification

The Cisco Smart+Connected Emergency Notification (Smart+Connected EN) solution allows you to communicate important information to the end users during an emergency or crisis. You can broadcast important information, such as evacuation routes, floor plan, warnings, and emergency contact details on the digital signage/IEC and audio notifications and text messages on the Cisco IP phones. The Smart+Connected EN solutions supports sending of EN messages to the Cisco IP phones via either CUCM JTAPI and InformaCast.

These emergency incident messages can be of the following types:

- Alerts—For warning the end users about an emergency.
- Notifications—For providing information or general updates to the end users about an emergency.

To broadcast the emergency incident messages, you need to configure the messages by performing the following tasks:

1. Managing the emergency incident message templates—You can add the emergency incident message templates in the Smart+Connected DS application. In addition, you can view, modify, or delete the templates.
2. Managing the emergency incident messages—You can add the emergency incident messages and save these in the Smart+Connected DS application by using the defined templates, audio recordings, or images. You can also associate these messages with specific locations where the message needs to be broadcast. In addition, you can enable or disable the saved messages. This helps you in quickly broadcasting these messages to digital signage/IEC and Cisco IP phones during an emergency.
3. Managing the Emergency Information Signage (EISignage) content—The EISignage content allows you to inform the end users about necessary measures to be taken in an emergency. In addition to associating the emergency notification to specific locations, you can also upload floor plans against specific DMPs available at a floor. You can add, modify, or view the EISignage content in the Smart+Connected DS application. This content is displayed on the digital signage/IEC.

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For example, the EISignage content can be the way finding floor plan, location of the nearest fire extinguishers, availability of the first-aid boxes, location of the emergency exits, and so on.

To configure the Smart+Connected EN, perform the following steps as listed below:

1. Create a template (see the [“Adding Templates”](#) section on page 12-2)
2. Create the EISignage template using the Message Templates tab (see the [“Adding the Emergency Incident Message Templates”](#) section on page 9-5)
3. Add floor plans using EISignage content (see the [“Adding the EISignage Content”](#) section on page 9-8)
4. Manage and enable the EISignage content (see the [“Adding or Enabling the Emergency Incident Messages”](#) section on page 9-10)

Configuring EN Audio Notifications on the Cisco IP Phone

Broadcasting of the audio and text emergency notifications to the Cisco IP phones is supported via either of the following:

- using CUCM JTAPI
- using Singlewire InformaCast.

This section includes the following topics:

- [Using CUCM JTAPI, page 9-2](#)
- [Using InformaCast, page 9-2](#)

Using CUCM JTAPI

To add audio or text messages using CUCM JTAPI, see the [“Adding the Emergency Incident Message Templates”](#) section on page 9-5.

Using InformaCast

InformaCast is an emergency notification solution by Singlewire, that can broadcast audio stream, text messages, and notifications to multiple Cisco IP phones simultaneously as a group. InformaCast can broadcast either a live, recorded, or a scheduled message on your IP network with a single click from your computer or via the API interface.

Before you trigger Informacast to send out audio or text message to the Cisco IP phone via the Smart+Connected MS & DS application, you must create recipient groups for all the applicable devices. You can create an audio message and/or a text message. The messages can be configured as follows:

- Brief message—A short text message that can be immediately displayed on the Cisco IP phone.
- Detailed message—A detailed message that can be broadcasted through the Cisco IP phone at the scheduled time or later during an emergency, by selecting the message in Emergency Notification and enabling it.

Configuring the audio or text messages includes the following:

- Creating the messages/incidents in InformaCast
- Associating the messages/incidents to a location in SDP

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To add an audio or a text message from InformaCast, perform the following steps:

- Step 1** In the address field of a web browser, enter the InformaCast URL (for example, `https://<InformaCast IP Address>:<InformaCast Port number>/InformaCast/admin`), and then press **Enter**.

The Welcome page appears.



Note InformaCast is shipped with a number of stock messages.

- Step 2** Choose **Messages > Send or Edit messages**.

The Messages page appears.

- Step 3** Click **Add**.

The Add Message page appears.

- Step 4** Enter the message description in the Description field.

This information is used when you select the message for broadcast.

- Step 5** From the Message Type drop-down list, choose the type of message that you want to create. The available options are as follows:

- Text
- Text and Pre-recorded audio
- Text and Ad hoc audio
- Text and Live audio
- Pre-recorded audio
- Ad hoc audio
- Live audio
- Talk
- Listen



Note Based on the message type that you select, the Edit Message page displays the tabs and the appropriate options. You must ensure that you enter the maximum details for all the optional fields.

- Step 6** Click **Save**.

- Step 7** Log in to the SDP application.

For more information on how to log in to the SDP application, see the *Cisco Service Delivery Platform Administrator Guide*.

- Step 8** Choose a location and click **Edit**.

- Step 9** Populate the MessageId and RecipientId with values taken from InformaCast. The messages with the configured MessageId can be sent to the recipients only if the entries are populated.

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**Note**

The grouping of the Cisco IP phones in InformaCast should align with the provisioning in the SDP locations. For example, in SDP, if Floor X is configured with locations that have Cisco IP phones with MAC ID A, B, and C, then you should ensure that the recipient group created in InformaCast (whose information is included in the Floor X location property) includes these Cisco IP phones.

**Note**

You can populate the required parameters only from the campus, building, and floor levels.

Step 10 Log in to the Smart+Connected MS & DS application and click the **Emergency Incident** tab.

Step 11 Create an emergency incident message and assign it to the location where the message needs to be broadcasted.

To create an emergency incident message, see the [Adding or Enabling the Emergency Incident Messages, page 9-10](#).

Step 12 Click **Save** to save the emergency incident message and click **Exit** to exit from the Cisco IP phone.

**Note**

To broadcast an emergency incident message, you must choose the appropriate emergency incident message, and click **Send**.

Repeat the procedure to save another emergency incident message.

Configuring the Emergency Incident Messages

- [Managing the Emergency Incident Message Templates, page 9-4](#)
- [Managing the EISignage Content, page 9-8](#)
- [Managing the Emergency Incident Messages, page 9-10](#)

Managing the Emergency Incident Message Templates

You can add, edit, view, or delete the emergency incident message templates. You use these templates while adding the emergency incident messages. You can create an emergency incident message template from scratch using the available rich text editor that is provided as a part of the solutions or you can use the pre-defined template by editing it appropriately.

This section includes the following topics:

- [Adding the Emergency Incident Message Templates, page 9-5](#)
- [Editing the Emergency Incident Message Templates, page 9-6](#)
- [Viewing the Emergency Incident Message Templates, page 9-7](#)
- [Deleting the Emergency Incident Message Templates, page 9-7](#)

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Adding the Emergency Incident Message Templates

You can add templates for the emergency incident messages that you can use to display on the digital signage/IEC and Cisco IP phones.

The following procedure is for the configuration of the audio notification to the Cisco IP phones via JTAPI.

To add the emergency incident message templates, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Emergency Notification > Message Templates**.

The Messages List appears with a list of templates that you have added to the Smart+Connected DS application.

Figure 9-1 displays the Message Templates tab > Message List area.

Figure 9-1 Message Templates tab

	Title	Message Type	DSAudio File	IPPhoneAudio File	Updated By	Updated On
<input type="checkbox"/>	Alert	Alert	fire_alarm.mp3	fire_alarm.wav	superadmin	2012-11-02 11:07:40

Results 1 - 2 of 2

- Step 2** Click **Add**.

The DS Content and IP Phone Content screen appears.

- Step 3** To create an emergency incident message on a digital signage/IEC, in the DS Content area, do the following:

- In the Title field, enter the title of the emergency incident message that you want to display on a digital signage/IEC.
- From the Message Type drop-down list, choose one of the following message types:
 - Alert—For warning the end users about an emergency.
 - Notification—For providing information or general updates to the end users about an emergency.
- From the Template drop-down list, choose an emergency incident message template.

The template is added in the rich text editor.

You can configure the emergency incident message templates under the Tools tab. For more information on how to configure the emergency incident message template, see the [“Adding Templates” section on page 12-2](#).

- Using the rich text editor, add the emergency incident message to the template.
- To broadcast an audio message with the emergency incident message, in the Audio File field, click **Browse** to add a recorded audio file.

The audio file must be in a MPEG format.

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- Step 4** To display an emergency incident message on a Cisco IP phone via JTAPI, do the following in the IP Phone Content area:
- In the Message field, enter the title of the emergency incident message that you want to display on a Cisco IP phone.
 - In the Audio Loop field, enter the number of times you want the message to be played on the Cisco IP phone.
If you do not want the audio to be played on the Cisco IP phone, enter the Audio Loop value as 0 (zero).
 - In the Play Time field, enter the play time of the emergency notification message in seconds.
The play time plays the audio message for the specified number of seconds. The play time must be greater than or equal to the duration of the audio message.
 - In the Audio File field, click **Browse** to add a recorded audio file that can be broadcasted along with the emergency incident message.
The audio file must be in a WAV format with the specifications as follows:
 - G.711 mu-Law Codec
 - 8000 samples per second
 - 8 bits per sample.

- Step 5** Click **Save**.

The added emergency incident message templates are listed in the Message List area. In addition, these template titles appear in the Message Details area of the Emergency Incidents tab. You can choose a template and enable the message on a digital signage/IEC or a Cisco IP phone. For more information on how to enable these messages, see the [“Adding or Enabling the Emergency Incident Messages” section on page 9-10](#).

Editing the Emergency Incident Message Templates

After adding an emergency incident message template, you can modify all the existing template details, such as message title, message type, template, and so on.

To modify the existing emergency incident message templates, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Emergency Notification > Message Templates**.
The Message List area displays the templates that have been added to the Smart+Connected DS application.
- Step 2** In the Title column, click a message that you want to modify.
The existing message details of the selected message appear in the DS Content and IP Phone Content areas.
- Step 3** Modify the message details.
For more information on how to modify the message details, see the [“Adding or Enabling the Emergency Incident Messages” section on page 9-10](#).
- Step 4** Click **Save**.

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The modified emergency incident message template is listed in the Message List area. In addition, this template title appears in the Message Details area of the Emergency Incidents tab. You can choose the template and enable the message on a digital signage/IEC or a Cisco IP phone. For more information on how to enable these messages, see [“Adding or Enabling the Emergency Incident Messages” section on page 9-10](#).

Viewing the Emergency Incident Message Templates

You can view detailed information about the existing emergency incident message templates that you have configured to be displayed on the digital signage/IEC or Cisco IP phones. These details are the message title, message type, templates used, audio file details, users who last updated the message, and time at which the message was updated.

To view the existing emergency incident message templates, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Emergency Notification > Message Templates**.
- The Message List area displays the following details about the templates that have been added to the Smart+Connected DS application:
- Title—Title of the message template.
 - Message Type—Type of message, such as alert or a notification.
 - DSAudio File—Details of the recorded audio file of the audio message that you want to broadcast on the digital signage/IEC.
 - IPPhoneAudio File—Details of the recorded audio file of the audio message that you want to broadcast on the Cisco IP phone via CUCM JTAPI.
 - Updated By—User who last updated the template details.
 - Updated On—Time at which the template details were last updated.
- By default, the messages list is sorted alphabetically.
- Step 2** To sort the message details in an ascending or descending order, click the respective column headings. If you want to modify the existing template details, see the [“Editing the Emergency Incident Message Templates” section on page 9-6](#).
-

Deleting the Emergency Incident Message Templates

You can delete the emergency incident message templates that you have added to the Smart+Connected DS application.

To delete the emergency incident message templates, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Emergency Notification > Message Templates**.
- The Message List area displays the templates that have been added to the Smart+Connected DS application.

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- Step 2** In the Title column, check one or more check boxes for the templates that you want to delete, and click **Delete**.
- A confirmation message dialog box appears.
- Step 3** Click **Yes** to confirm the deletion.
- The emergency incident message templates are deleted, and are not recoverable.
-

Managing the EISignage Content

The EISignage content allows you to inform end users about the necessary measures to be taken during an emergency, such as way finding floor plan, the 'You Are Here' markers, location of the nearest fire extinguishers, availability of the first-aid boxes, location of the emergency exits, and so on.

The EISignage content feature allows you to use any existing emergency incident message templates to display different floor plans for different locations. For all EISignage content, although you use the pre-defined EN templates, you can upload floor plans dynamically. You can upload specific floor plans for each of the DMP available at that floor. Another advantage of uploading an individual floor plan for the DMPs is that the 'You Are Here' marker can be shown. This is not possible when you upload a common floor plan of the entire floor/location(s).

The Smart+Connected EN solution provides different methods by which you can provision emergency content that needs to be displayed on the digital signage/IEC, such as the following:

1. Using a common emergency signage template for multiple locations. Although this method allows you to set up the content quickly, you cannot show appropriate “You are Here” markers on the floor plans. These markers are a part of the floor plan and are intended to show the DMP/digital signage/IEC in relation to the position on the floor.
2. Using a common emergency signage template and uploading different floor plans against the DMPs. In this case, the Smart+Connected EN solution would automatically update the appropriate floor plans in the template during the broadcasting. This method can be used when the layout, formatting, and the content for the EI signage content is common across all the floors and you want to display different floor plans for different DMPs.
3. Using different emergency signage templates per location. In this method, you can create a different emergency signage template for each location.

Method (2) and (3) allows you to display different floor plans for different locations. Additionally, method (3) allows you to customize the EI signage content and display it for each of the location.

- [Adding the EISignage Content, page 9-8](#)
- [Viewing the EISignage Content, page 9-9](#)
- [Editing the EISignage Content, page 9-10](#)

Adding the EISignage Content

To add the EISignage content in the Smart+Connected DS application, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Emergency Notification > EISignage Content**.

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Figure 9-2 displays the EISignage Content tab. The left pane displays the location hierarchy. The right pane displays the Digital Signage area.

Figure 9-2 *EISignage Content tab*



Step 2 Right-click the location hierarchy, choose **Expand**, and select a location for which you want to add the EISignage content:

The Digital Signage area appears with the following details about the digital signage/IEC devices that are associated with the selected location:

- Device Name—Name of the DMP device
- Model—Model number of the DMP device
- Location—Location at which the DMP device is available.

Step 3 In the Device Name column, select the device on which you want to broadcast the EISignage content. The Details area appears.

Step 4 To add a floor plan of the selected location, from the Template drop-down list, choose **Floor Plan**.

Step 5 To add a floor plan, click **Browse** and upload the image.

The selected floor plan image is added.

Step 6 Click **Save**.

Viewing the EISignage Content

To view the EISignage content, perform the following steps:

Step 1 In the Smart+Connected DS home page, choose **Smart+Connected Emergency Notification > EISignage Content**.

The left pane displays the location hierarchy. The right pane displays the Digital Signage area.

Step 2 Right-click the location hierarchy, choose **Expand**, and select a location for which you want to view the EISignage content.

The Digital Signage area appears with the following details about the digital signage/IEC devices that are associated with the selected location:

- Device Name—Name of the DMP device
- Model—Model name of the DMP device
- Location—Location at which the DMP device is available.

Step 3 In the Device Name column, select the device for which you want to view the EISignage content.

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The Details area that appears, displays the link for the floor plan image if a floor plan has been added against the DMP device. Alternatively, you can add the floor plan image.

Editing the EISignage Content

For information on how to modify the EISignage content, see the [Adding the EISignage Content, page 9-8](#).

Managing the Emergency Incident Messages

You can add, view, or delete the emergency incident messages. In addition, you can quickly enable the saved messages during an emergency. You must disable the messages after the emergency situation ends.



Note

When the Smart+Connected EN is enabled for a digital signage/IEC, all other content is overridden. After the Smart+Connected EN is disabled, the digital signage/IEC display returns to its standard content.

- [Adding or Enabling the Emergency Incident Messages, page 9-10](#)
- [Viewing the Emergency Incident Messages, page 9-12](#)
- [Disabling the Emergency Incident Messages, page 9-13](#)
- [Editing the Emergency Incident Messages, page 9-13](#)
- [Deleting the Emergency Incident Messages, page 9-14](#)

Adding or Enabling the Emergency Incident Messages

You can add the emergency incident messages for a particular location or set of locations in the Smart+Connected DS application. After adding these messages, you can quickly broadcast or enable these on the associated digital signage/IEC and Cisco IP phones during an emergency.

To add or enable the emergency incident messages, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Emergency Notification > Emergency Incident**.

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Figure 9-3 displays the Emergency Incidents tab. The left pane displays the location hierarchy. The right pane displays the Emergency Incident, Incident Message, and Message Details areas.

Figure 9-3 *Emergency Incidents tab*

Step 2 In the location hierarchy, select a location or a set of locations for which you want to add the emergency incident message:

- a. Right-click the root location in the location hierarchy and choose **Expand**.
- b. Check the check box next to the location or locations for which you would like to configure the Emergency Message content.

Step 3 In the Emergency Incident area, enter the following details:

- In the Incident field, enter a title for the emergency incident message.
- In the Incident Report field, enter the URL of the incident report, if available (this URL would provide more information about the incident).
- Check the **Include Incident Report** check box to include an incident report.



Note If you do not choose the Include Incident Report check box, the incident report is not displayed on the digital signage/IEC.

- Check the **Include Contact** check box to include contact details of the person to be contacted in case of an emergency.



Note If you do not check the Include Contact check box, the contact details are not displayed on the digital signage/IEC. Also, you must add contact details in the database and map them with the location where the incident needs to be displayed. You need to add these details in the 'SSP_EI_CONTACTS' and 'SSP_EI_CONTACTS_LOCATION' tables of the database, and map the location ID with that of the 'SSP_LOCATION' table.

Step 4 In the Message Details area, enter the following details:

- From the Message Type drop-down list, choose one of the following message types:
 - Alerts—For warning the end users about an emergency.

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- Notifications—For providing information or general updates to the end users about an emergency.

- From the Message Title drop-down list, choose a title of the emergency incident message template that you had added in the [“Adding the Emergency Incident Message Templates”](#) section on page 9-5.

Step 5 In the Incident Message area, click **Add**.

The emergency incident message that you had chosen in [Step 4](#) is added to be displayed on the digital signage/IEC and Cisco IP phone of the selected location.

Step 6 Click **Save**.

The added message is saved. You can enable the saved message during an emergency.

Step 7 To preview the emergency incident message, click **Preview**.

A preview of the emergency incident message appears in the Web browser.

Step 8 To broadcast or enable the emergency incident message through the configured digital signage/IEC and Cisco IP phones, click **Send**.

The text message is displayed on the digital signage/IEC with an increased font size for easy readability.

When a location-specific emergency notification is activated for display, the other contents are paused to display the emergency notification. The emergency notification remains active in all the digital signage/IEC until the emergency incident is disabled from the Incident Status tab.

You can view the status of the emergency notification messages from the Incident Status tab. For more information on how to view the status of the emergency notification messages, see [“Viewing the Emergency Incident Messages”](#) section on page 9-12.

Viewing the Emergency Incident Messages

You can view the status of the existing emergency incident messages that you have added in the Smart+Connected DS application. These details are the message title, message type, templates used, audio file details, message status (enabled or disabled), users who last updated the message, and time at which the message was updated.

To view the existing emergency incident messages, perform the following steps:

Step 1 In the Smart+Connected DS home page, choose **Smart+Connected Emergency Notification > Incident Status**.

The Incident List area displays the following details about the emergency incident messages that have been added to the Smart+Connected DS application:

- Incident Name—Name of the message.
- Incident Locations—Location that is associated with the message.
- Sent On—Date and time when the message was sent to be broadcasted or enabled.
- Disabled On—Date and time when the message was disabled.
- Status—Status of the message:
 - Enabled—For messages that are being broadcasted.
 - Disabled—For messages that have been stopped from being broadcasted.
- Updated By—User who last updated the message details.

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- Updated On—Time at which the message details were last updated.

By default, the messages list is sorted alphabetically based on the incident name.

- Step 2** To sort the message details in an ascending or descending order, click the respective column headings. If you want to modify the existing emergency incident messages, see the [“Editing the Emergency Incident Messages” section on page 9-13](#).
-

Disabling the Emergency Incident Messages

You can stop the emergency incident messages that are being broadcasted on the digital signage/IEC or Cisco IP phones by disabling them in the Smart+Connected DS application. After the emergency situation has normalized, you must disable these messages manually.

To disable the existing emergency incident messages, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Emergency Notification > Incident Status**.
- The Incident List area displays the emergency incident messages that have been added to the Smart+Connected DS application:
- Step 2** In the Incident Name column, check one or more check boxes for the messages that you want to disable, and click **Disable**.
- A confirmation message dialog box appears.
- Step 3** Click **Yes** to confirm.
- The emergency incident messages are stopped from being broadcasted on the digital signage/IEC and Cisco IP phones. However, you can enable these messages again, if required. For more information on how to enable the disabled messages, see the [“Editing the Emergency Incident Messages” section on page 9-13](#).
-

Editing the Emergency Incident Messages

You can modify all existing emergency incident message details such as the message title, message types, and the template used. In addition, you can also choose to broadcast the disabled messages on the digital signage/IEC and Cisco IP phones by enabling them.

To modify the existing emergency incident messages, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Emergency Notification > Incident Status**.
- The Incident List area displays the emergency incident messages that have been added to the Smart+Connected DS application:
- Step 2** In the Incident Name column, select a message that you want to modify, and click **Edit**.
- The Emergency Incident tab appears. The left pane displays the location hierarchy. The right pane displays the Emergency Incident, Incident Message, and Message Details areas.

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For more information on how to modify the selected message details, see the [“Adding or Enabling the Emergency Incident Messages” section on page 9-10](#).

Deleting the Emergency Incident Messages

You can delete the emergency incident messages that you have disabled from being broadcasted on the digital signage/IEC and Cisco IP phones.

To delete the emergency incident messages, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Emergency Notification > Incident Status**.
- The Incident List area displays the emergency incident messages that have been added to the Smart+Connected DS application:
- Step 2** Ensure that you have disabled all the messages that you want to delete.
- Step 3** In the Incident Name column, check one or more check boxes for the messages that you want to delete, and click **Delete**.
- A confirmation message dialog box appears.
- Step 4** Click **Yes** to confirm the deletion.
- The emergency incident messages are deleted, and are not recoverable.
-



Working with Information Signage

The Cisco Smart+Connected Information Signage (Smart+Connected IS) solution allows you to communicate with the end users about news or other useful information, such as important events, financial results of the organization, acquisitions, general updates, and so on. You can display this information on the digital signage/IEC. In addition, you can also display internal and external URLs in a logical sequence.

- [About Information Signage, page 10-1](#)
- [Managing the News Content, page 10-2](#)
- [Managing the Content Links, page 10-6](#)
- [Managing Sequence, page 10-9](#)

About Information Signage

The Smart+Connected IS solution allows you to broadcast news and other useful information on the digital signage/IEC, kiosks, and room panels. You can broadcast news about important events, financial results of the organization, acquisitions, general updates, and so on.

You can use the following signages based on the location at which the events and occurrences are taking place:

- Building signage
- Floor signage
- Conference room signage
- Signage setup in any location

The content that is relevant for an entire organization, such as the annual performance, the financial results, and so on, can be displayed on all three types of signage at all locations. The events and occurrences that concern a particular building, floor, or conference room are selectively displayed only on the signage associated with that particular location.

For example, if the end users on a particular floor are expected to attend a gathering on the same floor, news announcing the event and requesting their presence can be displayed only on the floor signage and conference room signage present on that floor.

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You can configure content and broadcast it by performing the following tasks:

- Managing the news content—You can manually add the news content or other information in the Smart+Connected DS application. After adding and enabling the content, the content is displayed on the digital signage/IEC of the associated location. You can also view, modify, and delete this content.
- Managing the content links—You can use the following content links to add information:
 - External Application Links—External content URLs that are outside the Smart+Connected DS application. These URLs must be reachable from the Digital Media Player (DMP) and compatible with the format supported by the DMP.
 - SSP Application Links—Intranet URLs that are a part of the Smart+Connected DS application, such as news content, conference room, floor plan, green advisor, building view, kiosk, and room panel. You need to create content links for each content type that you want to display on the digital signage/IEC.

You can also view, modify, and delete the content links.

- Managing the sequence of the content links—If you have enabled multiple content links for a location, you can define their order and duration by adding a sequence. For example, you can display a floor plan for 120 seconds followed by news content for 60 seconds. You can also view or modify the defined sequence.

Managing the News Content

You can add, modify, view, or delete the news content for a specific location. You can also enable or disable the content from being displayed on the digital signage/IEC of the selected location.

- [Adding or Enabling the News Content, page 10-2](#)
- [Viewing the News Content, page 10-4](#)
- [Editing the News Content, page 10-4](#)
- [Disabling the News Content, page 10-5](#)
- [Deleting the News Content, page 10-6](#)

Adding or Enabling the News Content

You can add the news content or other useful information in the Smart+Connected DS application. After the information is added and enabled, it is automatically displayed on the digital signage/IEC of a specified location.

To add the news content or other useful information, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > News Content**.

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Figure 10-1 displays the News Content tab. The left pane displays the location hierarchy. The right pane displays the News List area. The News List area displays the news content that have been added to the Smart+Connected DS application.

Figure 10-1 News Content tab



Step 2 In the location hierarchy, select a location for which you want to add the news content:

- a. Right-click the root location in the location hierarchy, and choose **Expand**.
- b. Check the check box(es) for the appropriate location(s).

Step 3 In the News List area, click **Add**.

The News Content area appears.

Step 4 Enter the following details:

- Enter a name or the title for the news content in the File Name field.
- From the Template drop-down list, choose a template for the news content if you have configured it.
You can configure the news template from the Tools tab. For more information on how to configure the news template, see the [“Adding Templates” section on page 12-2](#).
- Using the rich text editor, add the news content.
The **Enabled** check box is checked by default, which indicates that the added news content is to be displayed on the digital signage/IEC.
- To add and save the news content file in the application but not display it on the digital signage/IEC, uncheck the **Enabled** check box.

Step 5 Click **Save**.

The added news file is listed in the News List area. If you have enabled the news content file, the content is automatically broadcasted on the digital signage/IEC at the selected location(s), provided the sequence for the specified digital signage/IEC has been setup to display the news content.

You can choose to enable multiple news content at a time. In case multiple news content is enabled for a location or set of locations, then the new content is displayed one after another in a sequence, based on the order in which they were created. For more information on how to add a sequence to the multiple news content, see the [“Adding Sequence” section on page 10-9](#).

If you want to disable the news content, see the [“Disabling the News Content” section on page 10-5](#).

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Viewing the News Content

You can view details about the news content or other useful information that you have added in the Smart+Connected DS application. These details are the added news filename, content status (enabled or disabled), users who last updated the message, and time at which the message was updated, and the detailed news text.

To view details about the added news content, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > News Content**.

The left pane displays the location hierarchy. The right pane displays the News List area. The News List area displays the news content that have been added to the Smart+Connected DS application.

- Step 2** In the location hierarchy, select a location for which you want to view the news content:

- a. Right-click the root location in the location hierarchy, and choose **Expand**.
- b. Check the check box(es) for the appropriate location(s).

The News List area displays the following details about the news files that have been added to the Smart+Connected DS application:

- File Name—Title or the name of the news content.
- Status—Status of the news content:
 - Enabled—If the news content is being broadcasted.
 - Disabled—If the news content have been stopped from being broadcasted.
- Updated By—User who last updated the news content details.
- Updated On—Time at which the news content details were last updated.

By default, the news content list is sorted alphabetically.

- Step 3** To sort the news content details in an ascending or descending order, click the respective column headings.

- Step 4** To view the detailed news text, in the File Name column, select the news filename.

The News Content area appears with the detailed news text.

If you want to modify the existing news content details, see the [“Editing the News Content” section on page 10-4](#).

Editing the News Content

You can modify details about the existing news content that you have added in the Smart+Connected DS application. These details are the news filename, news template, and news text. After modifying, the updated content is automatically enabled on the digital signage/IEC.

To modify the news content, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > News Content**.

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The left pane displays the location hierarchy. The right pane displays the News List area. The News List area displays the news content that have been added to the Smart+Connected DS application.

Step 2 In the location hierarchy, select a location for which you want to modify the news content:

- a. Right-click the root location in the location hierarchy, and choose **Expand**.
- b. Check the check box(es) for the appropriate location(s).

Step 3 In the File Name column of the News List area, select the news filename that you want to modify. The News Content area appears with the existing details.

Step 4 Modify the following details, as necessary:

- Enter a title or name for the news content in the File Name field.
- From the Template drop-down list, choose a template for the news content.

You can configure the news template from the Tools tab. For more information on how to configure the news template, see the [“Adding Templates” section on page 12-2](#).

- Using the rich text editor, add or modify the news content.

The **Enabled** check box is checked by default, which indicates that the modified news content will be displayed on the digital signage/IEC.

- To modify and save the news content file in the application but not display it on the digital signage/IEC, uncheck the **Enabled** check box.

Step 5 Click **Save**.

The updated news file is listed in the News List area. If you have enabled the news content file, the content is automatically broadcasted on the digital signage/IEC of the selected location(s) based on the sequence configuration.

If you want to disable the news content, see the [“Disabling the News Content” section on page 10-5](#).

Disabling the News Content

You can disable the news content that is being displayed on the digital signage/IEC of a location. After disabling the content, it is not displayed on the digital signage/IEC of the specified location.

To disable the news content, perform the following steps:

Step 1 In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > News Content**.

The left pane displays the location hierarchy. The right pane displays the News List area. The News List area displays the news content that have been added to the Smart+Connected DS application.

Step 2 In the File Name column, select the news filename that you want to disable.

The News Content area appears with the existing details.

Step 3 Uncheck the **Enabled** check box.

Step 4 Click **Save**.

In the News List area, the status of the selected news file appears as disabled. Also, the news content is automatically removed from the digital signage/IEC of the selected location.

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Deleting the News Content

You can delete all news content that have been previously disabled.

To delete the news content, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > News Content**.
- The left pane displays the location hierarchy. The right pane displays the News List area. The News List area displays the news content that have been added to the Smart+Connected DS application.
- Step 2** In the File Name column, select the news filename that you want to delete, and click **Delete**.
- A confirmation message dialog box appears.
- Step 3** Click **Yes** to confirm the deletion.
- The news content is deleted, and is not recoverable.
-

Managing the Content Links

You can use one or more content links to add information that needs to be displayed on the digital signage/IEC. In addition, you can modify, view, and delete the content links.

This section includes the following topics:

- [Adding the Content Links, page 10-6](#)
- [Viewing the Content Links, page 10-7](#)
- [Editing the Content Links, page 10-8](#)
- [Deleting the Content Links, page 10-9](#)

Adding the Content Links

You can add one or more content links to display information on the digital signage/IEC.

To add the content links, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > Content Links**.

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Figure 10-2 displays the Content Links tab. The Content Links area displays the content links that have been added to the Smart+Connected DS application.

Figure 10-2 Content Links tab

	Title	Type	Refresh Rate	Updated By	Updated On
<input type="checkbox"/>	ContentLink1	External Application Links	30	superadmin	2012-12-07 11:32:54

Step 2 Click **Add**.

The Content Link Detail area appears.

Step 3 Enter the following details:

- From the Content Type drop-down list, choose content link type:
 - External Application Links—External content URLs that are outside the Smart+Connected DS application.



Note The URL must be accessible from the DMP and the content in the URL should be in a format that is compatible with the DMP.

- SSP Application Links—Content URLs that are part of the Smart+Connected DS application, such as news content, conference room, floor plan, green advisor, building view, kiosk, and room panel.
- Enter a title for the content link in the Title field.
- Enter the duration (in seconds) after which the displayed page needs to be refreshed in the Refresh Rate field.



Note It is recommended that you provide a refresh rate value greater than 30 seconds.

Step 4 Click **Save**.

The added content link is listed in the Content Links area. You can add a sequence in which these links should be broadcasted on the digital signage/IEC. For more information on how to add a sequence to the content links, see the [“Adding Sequence” section on page 10-9](#).

Viewing the Content Links

You can view details of the content links that have been added in the Smart+Connected DS application. These details are the content link title, content link type (external application link or SSP application link), the duration after which the detailed page should be refreshed, the user who last updated the content link, and time at which the content link was updated.

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To view the content links, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > Content Links**.
- The Content Links area displays the following details for the content links that are added to the Smart+Connected DS application:
- Title—Title of the content link.
 - Type—Type of the content link:
 - External Application Links—External content URLs that are outside the Smart+Connected DS application.
 - SSP Application Links—Content URLs that are part of the Smart+Connected DS application, such as news content, conference room, floor plan, green advisor, building view, kiosk, and room panel.
 - Refresh Rate—Duration after which the displayed page needs to be refreshed.
 - Updated By—User who last updated the content link details.
 - Updated On—Time at which the content link details were last updated.
- By default, the content links list is sorted alphabetically.
- Step 2** To sort the news content details in an ascending or descending order, click the respective column headings.
- If you want to modify the existing content link details, see the [“Editing the Content Links” section on page 10-8](#).
-

Editing the Content Links

You can modify the details of the content links that you have added in the Smart+Connected DS application. These details are the content link title, content link type (external application link or SSP application link), and the duration after which the detailed page should be refreshed.

To modify the content links, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > Content Links**.
- The Content Links area displays the content links that are added to the Smart+Connected DS application.
- Step 2** In the Title column of the Content Links area, select a content link title that you want to modify.
- The Content Link Detail area appears with the existing details.
- Step 3** Modify the following details, as necessary:
- From the Content Type drop-down list, choose the content link type:
 - External Application Links—External content URLs that are outside the Smart+Connected DS application.
 - SSP Application Links—Content URLs that are part of the Smart+Connected DS application, such as news content, conference room, floor plan, green advisor, building view, kiosk, and room panel.

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- Enter a title for the content link in the Title field.
- Enter the duration after which the displayed page needs to be refreshed in the Refresh Rate field.

Step 4 Click **Save**.

The updated content link is listed in the Content Links area.

Deleting the Content Links

You can delete the content links that you have added to the Smart+Connected DS application. After a content link is deleted, it is automatically removed from the sequence and all the content associated with the link is not displayed on the digital signage/IEC.

To delete the content links, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > Content Links**.
- The Content Links area displays the content links that are added to the Smart+Connected DS application.
- Step 2** In the Title column of the Content Links area, check the check boxes for one or more content links that you want to modify, and click **Delete**.
- A confirmation message dialog box appears.
- Step 3** Click **Yes** to confirm the deletion.
- The content link is deleted, and is not recoverable.
-

Managing Sequence

You can add a sequence to the content links that you want to display on the digital signage/IEC by defining the order and duration of the display. In addition, you can modify and view the added sequence.

- [Adding Sequence, page 10-9](#)
- [Viewing Sequence, page 10-11](#)
- [Editing Sequence, page 10-11](#)

Adding Sequence

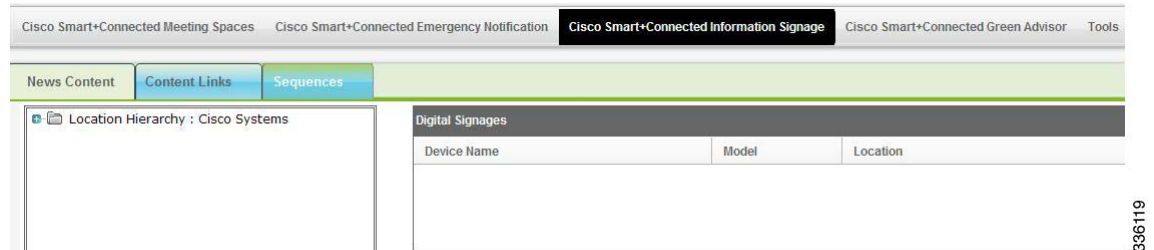
To add sequence to the content links, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > Sequences**.

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Figure 10-3 displays the Sequences tab. The left pane displays the location hierarchy. The right pane displays the Digital Signages area.

Figure 10-3 **Sequences Tab**





- Step 2** In the location hierarchy, select a location at which you want to display the news content:
- a. Right-click the root location in the location hierarchy, and choose **Expand**.
 - b. Click the appropriate location. The DMPs associated with the location and any child locations appears in the right pane. The following details are displayed about the digital signage/IEC devices that are associated with the selected location.
 - Device Name—Name of the DMP.
 - Model—Model number of the DMP.
 - Location—Location at which the DMP is available.


- Step 3** In the Device Name column, select the DMP device on which you want to broadcast the content links. The Content Links area appears.


- Step 4** In the Content Links area, do the following:

- a. Add a list of content links that you want to display on the digital signage/IEC:

Click  to move a single content link from the left to the right text area.





Click  to move all the content links from the left to the right text area.

Click  to move a single content link from the right to the left text area.

Click  to move all the content links from the right to the left text area.



Note Ensure that you add the content links that are compatible with the associated location types. For example, if a digital signage/IEC has been added at a floor level, you must not add the conference room content link.

- b. In the right text area, do the following:
 1. Add sequence to the added content links:
 - Click  to push a content link to the first position in the list.
 - Click  to push a content link one step higher.
 - Click  to push the content link one step lower.
 - Click  to push the content link to the last position in the list.
 2. Select each content link, and in the Display Time field, enter the time for which the content link needs to appear on the digital signage/IEC before the display is changed to the next content link.

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Note

It is recommended to have the display time value to be greater than 30 seconds.

Step 5 Click **Save**.

A sequence is added to the selected content links. If you want to modify the sequence, see the [Editing Sequence, page 10-11](#).

Viewing Sequence

To view the sequence that you have added to the content links, perform the following steps:

Step 1 In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > Sequences**. The left pane displays the location hierarchy. The right pane displays the Digital Signage area.

Step 2 In the location hierarchy, select a location for which you want to view the content links' sequence:

- a. Right-click the root location in the location hierarchy, and choose **Expand**.
- b. Select the check box(es) against the appropriate locations(s).

The Digital Signage area appears with the following details about the digital signage/IEC devices that are associated with the selected location:

- Device Name—Name of the DMP.
- Model—Model number of the DMP.
- Location—Location at which the DMP is available.

Step 3 In the Device Name column, select the DMP device that is configured to broadcast the content links.

The Content Links area appears. The right text area displays the sequence in which the content links have been added.

If you want to modify the existing sequence, see the [“Editing Sequence” section on page 10-11](#).

Editing Sequence

To modify the sequence that you have added to the content links, perform the following steps:

Step 1 In the Smart+Connected DS home page, choose **Smart+Connected Information Signage > Sequences**. The left pane displays the location hierarchy. The right pane displays the Digital Signage area.

Step 2 In the location hierarchy, select a location for which you want to modify the content links' sequence:

- a. Right-click the root location in the location hierarchy, and choose **Expand**.
- b. Select the check box(es) against the appropriate locations(s).

The Digital Signage area appears with the following details about the digital signage/IEC devices that are associated with the selected location:

- Device Name—Name of the DMP.


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- Model—Model number of the DMP.
- Location—Location at which the DMP is available.


Step 3 In the Device Name column, select the DMP device that is configured to broadcast the content links. The Content Links area appears.


Step 4 In the Content Links area, modify the necessary details:

- a. Add a list of content links that you want to display on the digital signage/IEC:

Click  to move a single content link from the left to the right text area.

Click  to move all the content links from the left to the right text area.

Click  to move a single content link from the right to the left text area.


Click  to move all the content links from the right to the left text area.





Note Ensure that you add the content links that are compatible with the associated location types. For example, if a digital signage/IEC has been added at a floor level, you must not add the conference room content link.


- b. In the right text area, do the following:

1. Add sequence to the added content links:

Click  to push a content link to the first position in the list.

Click  to push a content link one step higher.

Click  to push the content link one step lower.

Click  to push the content link to the last position in the list.

2. Select each content link, and in the Display Time field, enter the time for which the content link needs to appear on the digital signage/IEC before the display is changed to the next content link.

Step 5 Click **Save**.

The sequence is modified for the selected content links.



Working with Smart+Connected Green Advisor

This chapter describes the Cisco Smart+Connected Green Advisor (Smart+Connected GA) content that appears on the digital signage/IEC.

- [About Smart+Connected GA, page 11-1](#)
- [Managing Green Fact, page 11-1](#)
- [Managing Usage Data, page 11-4](#)
- [Managing GA Configurator, page 11-6](#)
- [Managing Widget Configuration, page 11-11](#)

About Smart+Connected GA

Cisco Smart+Connected Green Advisor helps organizations push green tips, energy consumption data (energy consumption for a particular location and timeline), energy saving tips, green news and updates, eco-friendly practises, and so on to digital signage/IEC. This helps to increase the awareness about reducing the energy consumption and the carbon footprint in the building.

Managing Green Fact

The Green Fact tab allows you to add, view, edit, and delete Green Facts.

- [Adding a Green Fact, page 11-1](#)
- [Viewing the Green Fact, page 11-2](#)
- [Editing the Green Fact, page 11-3](#)
- [Deleting the Green Fact, page 11-4](#)

Adding a Green Fact

To add the Green Fact, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > Green Fact**.
- Step 2** In the Green Content section, click **Add** to add the Green Fact.
- The rich text editor appears.

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- Step 3** In the File name field, enter the a name for the Green Fact.
- Step 4** From the Green Content Type drop-down list, choose the appropriate **Green Content Type**. These content types correspond to the widgets that be configured on the GA configurator. After you configure the Smart+Connected GA, the data that appears on the digital signage/IEC is as per the specified content types.

The available options are as follows:

- Green Tip—displays tips related to saving energy, lowering Green House Gas (GHG) emission lowering, saving water and so on.
- Did You Know—displays text and real data for the location.
- How Can You Help—displays a text/intuitive image-based piece of content that can be tailored for the nuances of a specific location and time.
- Campus Updates—displays information regarding global and local sustainability efforts in the community.
- Savings—displays the savings details.

- Step 5** From the Select Template drop-down list, choose the template.



Note Only those templates that have been created, appear in the drop-down list. To add templates, see the [“Adding Templates” section on page 12-2](#).

You can enter the content that you want to display and also upload an image for the content.

- Step 6** To associate content to the locations, select the check boxes against the location(s).



Note If you add multiple Green Facts that are of the same Green Content type and are associated to the same location, then the Green Facts are displayed one after the other in a sequence, in the order that they were created.

- Step 7** Click **Save**.
- Step 8** (Optional) Click **Clear** to clear the entry.
- Step 9** (Optional) Click **Cancel** to cancel the task.
- Step 10** Select the **Enabled** check box to enable the green fact.
- The green fact is enabled.

Viewing the Green Fact



To view the Green Fact, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > Green Fact**.
The Green Fact page that appears is divided into two panes. The left pane displays the location hierarchy and the right pane displays the Green Content section.
- Step 2** In the left navigation pane, expand the Location Hierarchy folder and navigate to the required location.

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Table 11-1 displays the components of the Green Content page.

Table 11-1 Components of the Green Content Page

Component	Description
Order	Displays the date order in which the Green Content is displayed.
File Name	Displays the title of the Green Content file.
Content Type	Displays the type of content that is present in the Green Type Content-drop-down list. The available values are as follows: <ul style="list-style-type: none"> Green Tips Did you know How can you help Campus Updates Savings
Status	Displays the current status of the Green Content. The available states are enabled and disabled. <div>  <p>Note Only the Green content that is enabled is displayed on the digital signage/IEC based on the sequence configuration.</p> </div>
Updated By	Displays name of the user who updated the Green Content last time.
Updated On	Displays date on which the Green Content was updated last time. <div>  <p>Note By default, the Green Content section table is sorted alphabetically on the <i>Order</i> column in ascending order. The user can click the column headings to change the entries in the table by ascending / descending order.</p> </div>
Save	Allows you to save the newly created Green Content.
Clear	Allows you to clear the data you have entered in all the fields.
Cancel	Allows you to cancel a selected task.
Add	Opens the Green Content pane which allows you to add green content.
Delete	Allows you to delete the Green Content in the Green Content section.

Editing the Green Fact

To edit the Green Fact content, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > Green Fact**.
- Step 2** In the Green Content section, select the **Green Content** check box and choose the Green Content you want to modify.

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The location tree expands automatically and displays all the locations against which the content has been created.

- Step 3** Edit the Green Content details, as required in the rich text editor. You can also select or de-select locations from the location tree.
 - Step 4** Click **Save**.
 - Step 5** (Optional) Click **Clear** to clear the entry.
 - Step 6** (Optional) Click **Cancel** to cancel the Template content.
 - Step 7** Select the **Enabled** check box to enable the Green Content that you modified.
-

Deleting the Green Fact

To delete the template content, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > Green Fact**.
 - Step 2** In the Green Content section, select the **Green Content** check box that you want to delete.
 - Step 3** Click **Delete**.
 - Step 4** Click **Yes** to confirm the deletion. Click **No** to cancel the deletion.
-

Managing Usage Data

The Usage Data tab allows you to add, view, and delete usage data.

- [Adding the Usage Data, page 11-4](#)
- [Viewing the Usage Data, page 11-5](#)
- [Deleting the Usage Data, page 11-5](#)

Adding the Usage Data

To create the Usage Data, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > Usage Data**.
The Usage Data page is divided into two panes. The left pane displays the location hierarchy and the right pane displays the Usage Data section.
- Step 2** In the Usage Data section, click **Add**.
- Step 3** From the Consumption Type drop-down list, choose the **Consumption Type**.
The Usage Unit is displayed by default.
- Step 4** In the Usage Value field, enter the **Usage Value**.
- Step 5** In the Date field, enter the date using the calendar that appears.

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- Step 6** Select the check box against a location to associate the usage data with that location.
- Step 7** Click **Save**.
- Step 8** (Optional) Click **Clear** to clear the entry.
- Step 9** (Optional) Click **Cancel** to cancel the Usage Data content.


Viewing the Usage Data

To view the Usage Data, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > Usage Data**.
The Usage Data page that appears is divided into two panes. The left pane displays the location hierarchy and the right pane displays the Usage Data section.
- Step 2** In the left navigation pane, expand the Location Hierarchy folder and navigate to the required location.
- Step 3** From the Consumption Type drop-down list, choose the **Consumption Type**, and then click **Load Grid**.
The usage data is displayed.

Table 11-2 displays the components of the Usage Data page.

Table 11-2 Components of the Usage Data Page

Component	Description
Usage Value	Displays the usage value which is the consumption value for the chosen consumption type.
Usage Unit	Displays the usage unit for the chosen consumption type.
Date	Displays the date on which the Usage Data was updated the last time.
	 <p>Note By default, the Usage Data section table is sorted alphabetically on the <i>Usage Value</i> column in ascending order. You can click the column header to sort the entries in an ascending or a descending order.</p>
Add	Allows you to add the Usage Data.
Delete	Allows you to delete the Usage Data.

Deleting the Usage Data

To delete the Usage Data, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > Usage Data**.
- Step 2** In the left navigation pane, expand the Location Hierarchy folder and navigate to the required location.
- Step 3** From the Consumption Type drop-down list, choose the **Consumption Type**, and click **Load Grid**.

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- Step 4** In the Usage Data pane, select the **Usage Data** check box against the usage date that you want to delete.
- Step 5** Click **Delete**.
- Step 6** Click **Yes** to confirm the deletion. Click **No** to cancel the deletion.
-

Managing GA Configurator

The GA Configurator allows you to configure various Green Advisor widgets on the digital signage/IEC. You can display either an existing GA content or create and display new content.

The GA Configurator tab allows you to create and view GA displays, and includes the following topics:

- [Creating a New Display, page 11-6](#)
- [Viewing Existing Displays, page 11-8](#)
- [Editing Existing Displays, page 11-10](#)
- [Deleting Existing Displays, page 11-11](#)

Creating a New Display

Creating a New Display allows you to customize the Green Aware content that appears on the digital signage/IEC. You can choose the Green Aware content that you want to display on the digital signage/IEC by choosing the appropriate widget. You must also assign the location(s) where you want this GA content to be displayed.

To create GA content using the Location Selector, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > GA Configurator**.
- Step 2** Click **Create New Display**.
- The Create New Display page appears and is divided into two panes. The left pane displays the list of the widgets and the right pane displays the display section.
- Step 3** In the Display Name field in the Choose Widgets page, enter the name to be displayed for the Green Aware page.
- Step 4** In the Description field in the Choose Widget Page, enter a description for the Green Aware page.
- Step 5** From the Select a Layout drop-down list in the Choose Widget Page, choose a layout for the Green Aware page.
- The display pane gets divided into segments based on the type of layout you choose.
- Step 6** Drag the widgets from the List of Widgets pane into each of the segments in the display pane.
- The segments are named as a, b, and c depending on the number of segments in the layout. You can use the up, down, left, and right arrow head icons to collapse/expand the segments. You can also drag across the margin separating any two segments to re-size them.
- Refer to [Table 11-3](#) for more information on these widgets.


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**Note**

You can choose more than one widget for any/all segments of the layout but only one widget will be displayed on the signage at a time. The next widget will be displayed on the signage in the next transition.

Table 11-3 **List of Widgets**


Green Context	Explanation
Energy Consumption	Displays the energy consumption data for a specified location.
Carbon Emission	Displays the amount of CO2 produced based on the Energy Consumption in Kwh.
Gas Usage	Displays the total gas consumption for the selected locations.
Water Usage	Displays the total water consumption for the selected locations.
Energy By Usage Type	Provides a graphical display of the energy consumption categorized by usage type (Lighting, RAW power, UPS and HVAC).
Telepresence	Displays the key facts about the use of the TelePresence resource and its impact on the environment or business.
Savings	Displays the savings details.
Temperature	Displays the current temperature of the location.
Did You Know	Displays information based on the actual data for a location. For example, Did you know that it is five to eight times cheaper to conserve 1 Kwh of electricity than to generate it?
How Can You Help	Displays text or intuitive image-based content that can be modified for a specific location at any given point of time. For example: When not in use, shut off all electronics in your work area.
Green Tips	Displays tips related to energy savings, carbon emission lowering, water savings, and so on.
Updates	Displays information related to global and local sustainability efforts in the community.

- Step 7** (Optional) Click **Cancel** to remove the content that has been entered for display.
- Step 8** In the Choose Widget page, click **Next** to choose the location where you want to display the GA content.
- Step 9** In the left navigation pane, expand the Location Hierarchy folder and navigate to the required location.
- Step 10** In the Location Hierarchy folder, check the check box for the location(s) where you want to display the GA content.
- Step 11** Click  to assign the chosen location to the Selected Locations list on the right pane.

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Note

 indicates that there is a display already associated with the location.

Step 12 In the right pane, click the GA content you want to preview and click **Preview**.



Note

By default the display is in a disabled state. You must select the Enable Display button to enable it.

Step 13 In the Assign Location page, click **Enable Display** to enable the GA content for the selected locations you have created.

Step 14 Click **Save**.



Note

By default, only five locations are displayed in the list. To view the remaining locations, you can click on the page number that is available at the bottom right corner of the page.

Viewing Existing Displays

The My Existing Displays tab displays all the content that has been created.

This allows you to select the location where you want to display the Smart+Connected GA message and view the digital signage/IEC content in an alphabetical order: You can view all existing displays using either the location selector or the content name.

This section includes the following topics:

- [Using the Location Selector, page 11-8](#)
- [Using the Content Name, page 11-9](#)

Using the Location Selector

To display the GA content using a Location Selector, perform the following steps:

Step 1 In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Location Selector**.


The My Existing Displays page that appears is divided into two panes. The left pane displays the location hierarchy and the right pane displays the Green Content section.

Step 2 In the left pane, check the location check box where you want to view the GA content.

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The GA content table appears. Table 11-4 lists the components of the GA content table.

Table 11-4 GA Content Table

Component	Description
Content Name	Displays the title of the GA content.
Assigned to Location	Displays the location where the GA content will be displayed.
Status	Displays the current status of the GA content. The available states are enabled and disabled. <div>  Note Only the GA content that is enabled is displayed on the digital signage/IEC based on the sequence configuration. </div>
Created By	Displays the name of the user who created GA content.
Created On	Displays the date on which the GA content was created.

Step 3 Choose the GA content that you want to preview, and then click **Click to Preview**.

The preview window appears to display the chosen content.



Note You can preview the content even when the content is disabled. However, the disabled content does not appear on the digital signage/IEC.



Note The first three messages are displayed in the GA content table. If the total result is more than three, then you must navigate to the required message by clicking on the page number displayed on the lower right hand side of the List section.

Step 4 In the table that appears, check the **Show Child Locations** check box to view the displays available against the child locations of that particular location.

Using the Content Name

The Content Name page lists and displays all the content that is displayed on the digital signage/IEC in the alphabetical order. You can either enter the name of the content manually or choose from the given list.



Note You can view the GA display either by choosing the location or the GA Content Name.

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To view the GA content using the Content Name, perform the following steps:

Step 1 In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Content Name**.

Step 2 The left pane displays an alphabetical list of content names (hyperlinks).

Step 3 Click the hyperlink to view the displays available for that content name.

Step 4 Click the content that is displayed to view the GA content.

The GA content table appears in the right pane. Refer to [Table 11-4](#) for more details.

Step 5 Click the GA content you want to preview, and then click **Click to Preview**.

The preview window opens displaying the selected GA content.



Note You can preview the content even when the content is disabled. However, the disabled content does not appear on the digital signage/IEC.



Note The first three messages are displayed in the Content Name section. If the total result is more than three, then you must navigate to the required message by clicking the page number displayed on the lower right hand side of the Content Name section.

Step 6 In the table that appears, check the **Show Child Locations** check box to view the displays available against the child locations of the selected location.

Editing Existing Displays

To edit existing GA content, perform the following steps:

Step 1 In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Location Selector**.

(Alternatively) You can choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Content Name**, click the name of the content you want to edit, and proceed to [Step 3](#).

Step 2 Check the check box for the required location(s) in the location hierarchy pane.

The GA content for the location(s) is displayed in the right pane as a table.

Step 3 Click the GA content you want to edit from the table in the right pane, and then click **Edit Display**.

The Choose Widgets page appears.

Step 4 Make the required changes in the Choose Widgets page and click **Next** to go to the Assign Locations page.

Step 5 Make the required changes to the locations with which the GA content is associated.

Step 6 Check the check box for any of the locations and click **Click to Preview** to view how the changed content will appear.

Step 7 Click **Save**.

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You are re-directed to the My Existing Displays page.

Deleting Existing Displays

To delete existing GA content, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Location Selector**.
(Alternatively) You can choose **Smart+Connected Green Advisor > GA Configurator > My Existing Displays > Content Name**, click the name of the content you want to edit, and proceed to [Step 3](#).
- Step 2** Check the check box for the required location(s) in the location hierarchy pane.
The GA content for the location(s) is displayed in the right pane as a table.
- Step 3** Check the check box for the GA content you want to delete from the table in the right pane, and then click **Delete Display**.
A dialog appears asking you to confirm the deletion. Click **Yes**.



Note You can delete the GA content only if it is in the disabled status. If you try to delete an enabled GA content, a dialog appears informing that you cannot delete an enabled display.

Managing Widget Configuration

The Widget Configuration tab allows you to display the energy consumption data of a particular location at other location(s). The consumption data can also be displayed as a comparison of two different locations, if you select two locations. You can configure the separate charts for the various types of energy consumption and other GA widgets. You can choose the location(s) where you want each of these charts to appear on the digital signage/IEC.

- [Adding a Widget Configuration, page 11-11](#)
- [Viewing a Widget Configuration, page 11-12](#)
- [Deleting a Widget Configuration, page 11-12](#)

Adding a Widget Configuration

To add a widget configuration, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > Widget Configuration**.
The Widget Configuration page is divided into two panes. The left pane displays the Location Hierarchy and the right pane displays the Consumption Type section.
- Step 2** From the Consumption Type drop-down list, choose any of the following options:

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- Electricity Consumption Chart
- Carbon Emission Chart
- Gas Consumption Chart
- Water Consumption Chart
- Energy By Usage Chart

- Step 3** In the Select Location 1 pane, click inside the **Choose from preset group** field.
A dialog appears displaying the hierarchical list of the available locations appears.
- Step 4** Expand the Location Hierarchy tree and navigate to the location for which you want to display the data.
- Step 5** Click the location you want and then click **OK**.
The selected location is listed in the Select Location 1 pane.
- Step 6** (Optional) Repeat [Step 3](#) through [Step 5](#) for the Select Location 2 pane if you want the chart to display the data for another additional location.
- Step 7** In the left pane, expand the location hierarchy tree and navigate to the location for which you want to display the data.
- Step 8** (Alternatively) Search for a particular location by entering the name in the Location Selector field.
The Location Hierarchy tree gets expanded with the required location highlighted.
- Step 9** Check the check box for the location(s) where you want the widget to be displayed.
- Step 10** Click **Save**.
- Step 11** (Optional) Click **Clear** to clear all the changes made in the Widget Configuration page.
-

Viewing a Widget Configuration

To view the widget configuration for a location, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > Widget Configuration**.
- Step 2** In the left navigation pane, expand the Location Hierarchy folder and click the name of the required location.
- Step 3** From the Consumption Type drop-down list, choose the chart you want to view.
The Select Location 1 and Select Location 2 panes display the location, if any, configured for the selected consumption chart.
-

Deleting a Widget Configuration

To delete the widget configuration for a location, perform the following steps:

- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Green Advisor > Widget Configuration**.

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- Step 2** In the left navigation pane, expand the Location Hierarchy folder and check the check box for the required location.
- Step 3** From the Consumption Type drop-down list, choose the chart you want to delete.
- Step 4** Click **Delete**.
A dialog appears asking you to confirm the deletion.
- Step 5** Click **Yes** to confirm the deletion. Click **No** to cancel the deletion.
-



Working with Tools

This chapter describes the Tools in the Smart+Connected Digital Signage application.

- [Management, page 12-1](#)
- [Templates, page 12-2](#)

Management

The Management tab allows you perform Refresh Data Collection, Refresh Energy Savings, and Remove the Cisco IP Phone Cache.

The management tab allows you perform the following tasks:

- [Refresh Data Collection, page 12-1](#)
- [Refresh Energy Savings, page 12-1](#)
- [Remove IP Phone Cache, page 12-1](#)
- [Remove Location Property Cache, page 12-2](#)
- [Remove Time Zone Cache, page 12-2](#)

Refresh Data Collection

Refresh Data Collection enables you to collect data from the newly added data points. You can use this option when you want the data collection module to start using the updated metadata that has been created in the database, without restarting the application.

Refresh Energy Savings

Refresh Energy Savings allows you to utilize the updated values in the energy savings settings, without restarting the application.

Remove IP Phone Cache

Remove IP Phone Cache allows the solution to consider the following changes without restarting the application:

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- Timezone value in SDP for a location
- Cisco IP phone MAC

Remove Location Property Cache

Any changes that you make to the location properties in the SDP such as changing the room setup, room size, or enabling/disabling the TelePresence service are reflected in the application only after you use the Remove Location Property Cache option.

Remove Time Zone Cache

The Remove Time Zone Cache option must be used to update the conference room time zone if the property is changed in the SDP.

Templates

Templates help you create a base format or a layout that can be setup and used by end users to add content as required. The rich text editor that is bundled along with the solution allows both visual editing as well as source level (HTML) editing of the contents of the template.

The Templates tab allows you to add and delete templates for the News Content, Green Advisor, and Emergency Notification.

It is recommended that the end user must have relevant knowledge of the HTML/CSS for creating the templates.

- [Adding Templates, page 12-2](#)
- [Viewing Templates, page 12-3](#)
- [Editing a Template, page 12-4](#)
- [Deleting Templates, page 12-5](#)

Adding Templates

You can create template content for the News Content, Green Advisor, and Emergency Notification.

To create a template, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Tools > Templates**.
The Template section appears.
- Step 2** In the Templates page, click **Add**.
The rich text editor appears.
- Step 3** In the rich text editor, enter the **Template Name**.
- Step 4** From the Category drop-down list, choose the appropriate category based on the type of template that you want to create. The available options are News Content, Green Advisor, and Emergency Notification.

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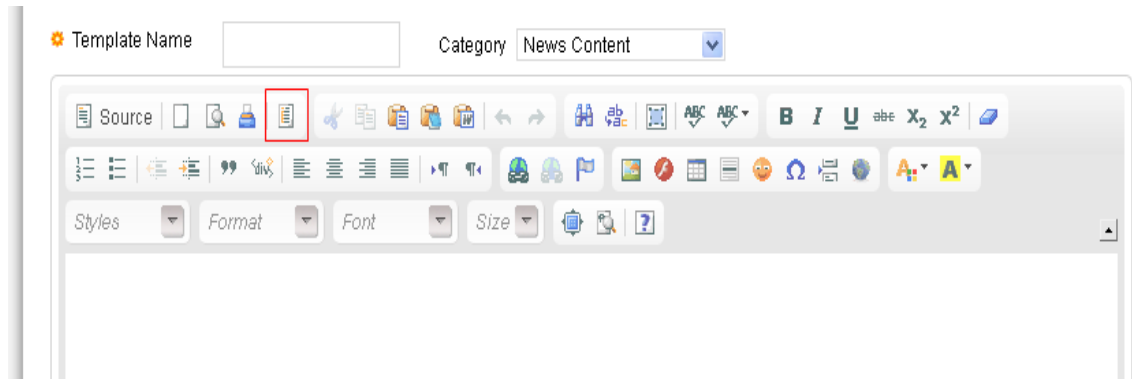
In the rich text editor, click the templates  icon to choose a set of pre-defined templates. This icon appears on the first row and is the 5th icon from the left (see Figure 12-1). You can choose to either create the template on your own, or use the pre-defined templates. You can edit the pre-defined templates to create a new template.

Figure 12-1 displays the icons in the rich text editor.

Figure 12-1 Templates Icon in the Rich Text Editor



A Content Template pop-up window appears. This Content Template window has a set of pre-defined templates for News Content, Alert Message, and Notification Message. You can choose the template that you wish to display on the Digital Signage. When you choose any of these templates, a pre-defined template content is displayed in the rich text editor.

Step 5 (Optional) In the Content Template pop-up window, select the **Replace actual contents** check box to replace the actual contents. This allows you to edit the selected template.

You can use this option when you want to replace existing content with the pre-defined template content.



Note You can control the template layout, formatting, using the Source option available in the rich text editor. This allows you to view or edit the underlying HTML source.

Step 6 Click **Save**.

Step 7 (Optional) Click **Clear** to clear the entry.

Step 8 (Optional) Click **Cancel** to cancel the task.



Note For all emergency notifications, if you want to utilize the option of using the floor plans uploaded via the EISignage to automatically be used by the template, then you must not edit the floor plan area of the EN template.

Viewing Templates

To view templates, perform the following steps:


Step 1 In the Smart+Connected DS home page, choose **Tools > Templates**.

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The Template section appears.

Table 12-1 displays the components of the Templates page.

Table 12-1 ***Components of the Templates Page***

Component	Description
Name	Displays the name of the template.
Category	Displays the category of the template. The available options are, News Content, Emergency Notification, and Green Advisor.
Status	Displays the status of the template. The template can be either enabled or disabled.
Updated By	Displays who last edited the template.
Updated On	Displays when the last edit was made to the template.
	 Note By default, the Template List section table is sorted alphabetically on the <i>Template Name</i> column in the ascending order. The user can click the column headings to change the entries in the table by ascending or descending order.
Add	Allows you to add the selected template.
Delete	Allows you to delete the selected template.

Editing a Template

To edit a template, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Tools > Templates**.
The Template section appears.
In the Template List section table, select the check box against the template that you want to edit.
The rich text editor displays the template details.
- Step 2** (Optional) Edit the template name in the Template Name field.
- Step 3** (Optional) From the Category drop-down list, choose the category based on the type of template. The available options are News Content, Green Advisor, and Emergency Notification.
- Step 4** Edit the template contents and click **Save**.
- Step 5** (Optional) Click **Clear** to clear the entry.
- Step 6** (Optional) Click **Cancel** to cancel the task.
-

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Deleting Templates

To delete the template content, perform the following steps:

-
- Step 1** In the Smart+Connected DS home page, choose **Smart+Connected Tools > Templates**.
The Template List section appears.
 - Step 2** In the Templates List section table, select the check box against the template that you want to delete.
 - Step 3** Click **Delete**.
A confirmation message asking you to confirm the deletion appears.
 - Step 4** Click **Yes** to confirm the deletion. Alternatively, you can click **No** to cancel the deletion.
-



Usage Scenarios

This chapter describes how the changes that are made in the Service Delivery Platform (SDP) and Smart+Connected MS applications affect the end user's experience when working with the devices and other features. You can navigate to the sections that provide information on all the sub-tasks that need to be performed in order to achieve the key tasks.

This chapter includes the following sections:

- [Lights Scenarios, page 13-1](#)
- [Window Blinds Scenario, page 13-2](#)
- [Temperature Control Scenario, page 13-2](#)
- [Audio/Visual Equipment Scenario, page 13-3](#)
- [Fault Reporting Scenarios, page 13-3](#)
- [Signage Messaging Scenarios, page 13-4](#)
- [Meeting Details Scenarios, page 13-5](#)
- [Room Booking Scenario, page 13-6](#)
- [Room Mode Scenario, page 13-7](#)
- [Room Setup Scenarios, page 13-7](#)
- [Smart+Connected EN Scenarios, page 13-8](#)
- [Smart+Connected IS Scenarios, page 13-10](#)
- [Smart+Connected GA Scenarios, page 13-15](#)


Lights Scenarios

- [Scenario 1: Lights Control, page 13-1](#)
- [Scenario 2: Dimmer Control, page 13-2](#)


Scenario 1: Lights Control

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Ensure that the Building Management System (BMS) adapter properties are configured in the database.


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3. Create a device “Lights” for the conference room created in Step 1 using the Devices tab in the SDP.
4. Create a device “IP Phone” for the conference room.
5. Assign a configuration, which has the Lights On/Off Control feature, to the location.
6. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
7. Select the service and ensure that the lights control  icon is displayed on the IP phone.
8. When a user taps the lights control icon, the options to switch the lights on and off are displayed.

Scenario 2: Dimmer Control

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Ensure that the BMS adapter properties are configured in the database.
3. Create a device “Dimmer” for the conference room created in Step 1 using the Devices tab in the SDP.
4. Create a device “IP Phone” for the conference room.
5. Assign a configuration, which has the Lights Dimmer Control feature, to the location.
6. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
7. Select the service and ensure that the lights control  icon is displayed on the IP phone.
8. When a user taps the lights control icon and selects the required light device, the options for setting the brightness levels are displayed. For example: 3%, 30%, 50%, 75%, and 100% brightness.
9. Set the brightness level of the lights using IP phone by tapping the required icon.


Window Blinds Scenario

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor..
2. Ensure that the BMS adapter properties are configured in the database.
3. Create a device “Blinds” for the conference room created in Step 1 using the Devices tab in the SDP.
4. Create a device “IP Phone” for the conference room.
5. Assign a configuration, which has the Lights Dimmer Control feature, to the location.
6. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
7. Select the service and ensure that the blinds control  icon is displayed on the IP phone.
8. When a user taps the blinds control icon, the options to open and close the blinds are displayed.


Temperature Control Scenario

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Ensure that the BMS adapter properties are configured in the database.

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3. Create a device “VAV” for the conference room created in Step 1 using the Devices tab in the SDP.
4. Create a device “IP Phone” for the conference room.
5. Assign a configuration, which has the Thermostat (On/Off) Control and Thermostat (Set Point) Control feature, to the location.
6. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
7. Select the service and ensure that the temperature control  icon is displayed on the IP phone.
8. When a user taps the temperature control icon, the options to switch the air conditioner on and off are displayed.
9. The user can also select the temperature degree by tapping any of the temperature set points that are displayed. The temperature set point range shown on the IP phone is based on the Minimum Temperature value and Maximum Temperature value given for the VAV device in the SDP.


Audio/Visual Equipment Scenario

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Create a device “Audio Video Controller” for the conference room created in Step 1 using the Devices tab in the SDP.
3. Create a device “IP Phone” for the conference room.
4. Assign a configuration, which has the A/V Control feature, to the location.
5. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
6. Ensure that Audio/Video adapter properties are configured in the database.
7. Select the service and ensure that the A/V control  icon is displayed on the IP phone.
8. When a user taps the A/V control icon, the options to switch the projector on and off are displayed.

Fault Reporting Scenarios

- [Scenario 1: Fault Reporting Using Remedy, page 13-3](#)
- [Scenario 2: Fault Reporting Using E-mail, page 13-4](#)
- [Scenario 3: Entering Invalid User ID, page 13-4](#)

Scenario 1: Fault Reporting Using Remedy

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Assign a configuration, which has the case management feature, to the location.
3. Create a device “IP Phone” for the conference room using the Devices tab in the SDP.
4. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
5. Select the service and ensure that the faults  icon is displayed on the IP phone.

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6. Ensure that the Remedy adapter properties are configured in the database and the adapter is linked to the location, preferably the root location.
7. When user taps the faults icon, the list of predefined fault reporting options for the location will be displayed.
8. When a user selects a fault item, the user is prompted to enter the User ID. This is the ID that uniquely identifies the user in the corporate directory (LDAP). A case will be created in the trouble ticketing application and routed to the appropriate team for resolution. The user will see a confirmation message on the IP phone with the unique case number.



Note

Ensure that the Smart+Connected MS application is integrated with the Active Directory or LDAP.

Scenario 2: Fault Reporting Using E-mail

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Assign a configuration, which has the case management feature, to the location.
3. Create a device “IP Phone” for the conference room using the Devices tab in the SDP.
4. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
5. Select the service and ensure that the faults  icon is displayed on the IP phone.
6. Ensure that e-mail adapter properties are configured in the database.
7. When user taps the faults icon, the list of predefined fault reporting options for the location will be displayed.
8. When a user selects a fault item, the user is prompted to enter the User ID. This is the ID that uniquely identifies the user in the corporate directory (LDAP). A fault report is compiled with the relevant information such as location, the ID of the user who has raised the fault, and so on. The report is sent as an e-mail to the configured mail ID, ideally the e-mail ID of the facilities team, who can take action on the fault complaint. The user receives a confirmation message with the unique case number through e-mail.

Scenario 3: Entering Invalid User ID


1. Assign an IP phone and a VAV to a conference room using the Devices tab in the SDP.
2. Add a configuration which has the fault item “Air conditioning is not cold” to the room.
3. A user who enters an invalid User ID, using the IP phone, will not be able to report the fault. The User ID is the ID that uniquely identifies the user in the corporate directory (LDAP).

Signage Messaging Scenarios

- [Scenario 1: Displaying Message on Conference Room Signage, page 13-5](#)
- [Scenario 2: Fault Message Disabled in Configuration, page 13-5](#)
- [Scenario 3: Configuration Without Signage Messaging Feature, page 13-5](#)

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Scenario 1: Displaying Message on Conference Room Signage

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Create a device “DMP/IEC” and associate it to the conference room created in Step 1 using the Devices tab in the SDP.
3. Create a device “IP Phone” for the conference room.
4. Assign a configuration, which has the signage messages feature, to a location.
5. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
6. Select the service and ensure that the signage messaging icon  is displayed on the IP phone.
7. When the user taps the signage messaging icon, the list of available messages that can be send to the digital signage/IEC is displayed.
8. Selecting any of the menu items will update the message section of the conference room digital signage/IEC display associated to the location of the IP phone.

Scenario 2: Fault Message Disabled in Configuration

1. Assign an IP phone and a digital media player to a conference room using the Devices tab in the SDP.
2. Add a configuration to the room which has a message “Meeting has been extended for 5 minutes” but disable this message.
3. The user will not see the message “Meeting has been extended for 5 minutes” under the Faults list on the IP phone at the location.

Scenario 3: Configuration Without Signage Messaging Feature

1. Assign an IP phone to a conference room using the Devices tab in the SDP. A DMP is assigned to this location.
2. Add a configuration that does not have the digital signage messaging feature.
3. A user will not see the digital signage messaging icon on the IP phone.

Meeting Details Scenarios

- [Scenario 1: Displaying Meeting Details, page 13-5](#)
- [Scenario 2: Hiding Meeting Subject and Attendee List, page 13-6](#)

Scenario 1: Displaying Meeting Details

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Create a device “IP Phone” for the conference room created in Step 1 by entering the Media Access Control (MAC) address of the IP phone.

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3. Assign a configuration, which has the conference room details feature, to the location.
4. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
5. Ensure that adapter properties are configured either for Microsoft Exchange 2007 or 2010 in the database.
6. Book the conference room using the mail client.
7. Meeting details should get displayed on the IP phone.
8. The current meeting and the next two meetings will be listed. The start and end time of the meetings, along with the meeting subject, are displayed on the IP phone.




Note

This scenario is applicable only for touchscreen IP phones; meeting details are not displayed on non-touchscreen IP phones.

Scenario 2: Hiding Meeting Subject and Attendee List

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Create a device “DMP” for the conference room created in Step 1 using the Devices tab in the SDP.
3. Create a device “IP Phone” for the conference room by entering the MAC address of the IP phone.
4. Assign a configuration, which has the conference room details feature, to the location.
5. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
6. Select the conference room created in Step 1 from the location hierarchy, and click the Edit icon. In the Edit Location Properties list, click Private Subject and Private Attendees and check the check boxes that appear for these options.
7. A user books the conference room using the IP phone at the location/the Smart+Connected MS user portal and chooses the Mark as Confidential option. The meeting subject will be shown in format "Booked by <name of organizer>" and the meeting attendees list will not be shown on the digital signage when the room schedule is displayed.

Room Booking Scenario

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Create a device “IP Phone” for the conference room created in Step 1 by entering the MAC address of the IP phone.
3. Assign a configuration, which has the conference room details feature, to the location.
4. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
5. Ensure that adapter properties are configured either for Microsoft Exchange 2007 or 2010 in the database.
6. Ensure that LDAP is configured.
7. Select the services and the features that should be displayed on the IP phone.
8. If the room is available, the icon for booking the room  will be shown.

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9. When the user taps the book icon, options for time slots appear.
10. Once the time slot is selected, the user is prompted to enter the User ID. This is the ID that uniquely identifies the user in the corporate directory (LDAP).
11. The user must click Submit after entering the User ID.
12. The meeting is booked for the selected duration and the details are displayed on the IP phone.
13. The calendar of the conference room will be updated with the details of the meeting start and end time and the subject of the meeting: Booked by <userid.>



Note

This scenario is applicable only for touchscreen IP phones as room booking is not possible using non-touchscreen IP phones.

Room Mode Scenario

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Ensure that the BMS and projector adapter properties are configured in the database.
3. Create the devices IP Phone, Projector, Lights, and Blinds for the conference room created in Step 1 using the Devices tab in the SDP.
4. Assign a configuration, which has the Room Mode feature, to the location.
5. Subscribe to the Smart+Connected Meeting Spaces service for the IP phone using the call manager.
6. Select the service and ensure that the room mode icon  is displayed on the IP phone.
7. When the user taps the room mode icon, the Presentation Mode–Day and Presentation Mode–Night options will be displayed. These are one-touch controls for lights, projector, and projector screen. The Normal Mode is a toggle option from the Presentation Modes.

Room Setup Scenarios

- [Scenario 1: Room Availability, page 13-7](#)
- [Scenario 2: Room Setup Notice Period, page 13-8](#)

Scenario 1: Room Availability

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Use the Roomsetup tab and add the room setup options for the conference room created in Step 1.
3. Update the setup, de-setup time, and notice period for the room setups in SCMS_ROOMSETUP_MASTER. Provide the setup time and de-setup time as 30 minutes each and the notice period as two hours.
4. A user who searches for rooms using the Smart+Connected MS can click the image for any room setup type to notice period, setup/de-setup time and choose any of the room setup options. The conference room you created in Step 1 will show up in the search results.

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5. Add the email ID of the room facility admin as the value for the Room Facility Admin property in SDP under the location Campus.
6. The user books this conference room from 3 pm to 4 pm. A room setup request is sent to the facilities team that arranges the room as per the requested setup.
7. A room de-setup request is sent to the facilities admin who ensures that the room is rearranged after the meeting is over.
8. Though this room is unoccupied, it will appear in the search results only after 4.30 pm because the room de-setup time is 30 minutes.

Scenario 2: Room Setup Notice Period

1. In the Location Hierarchy folder in the SDP, create a Location Type “Conference Room” under the desired floor.
2. Use the Roomsetup tab and add the room setup options for the conference room created in Step 1.
3. Update the setup, de-setup time, and notice period for the room setups in SCMS_ROOMSETUP_MASTER.
4. A user tries to book a room at 4 pm for the 6 pm slot using a room setup option. The user is asked to change the meeting start time because the selected room setup has a four hour notice period.
5. Alternatively, the user can search for available conference rooms without specifying any room setup or opt for a room setup option with a notice period of two hours or less.

Smart+Connected EN Scenarios

- [Scenario 1: Sending Emergency Incident Messages on the Digital Signage/IEC, page 13-8](#)
- [Scenario 2: Sending Emergency Incident Messages on IP Phones, page 13-9](#)

Scenario 1: Sending Emergency Incident Messages on the Digital Signage/IEC

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
2	Create location(s) ¹ as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
3	Create a device ‘Digital Media Player’ (DMP) for the created location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>

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Order	Tasks	See
4	Configure adapter properties for DMP Bean in the database.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
5	Create or configure the template for emergency notification	“Adding Templates” section on page 12-2
6	Create the emergency incident message template	“Adding Templates” section on page 12-2
7	Create the emergency incident message, associate with location(s), and enable the message	“Adding or Enabling the Emergency Incident Messages” section on page 9-10

- Locations can be mean either conference rooms, floor plan, or a building.

Scenario 2: Sending Emergency Incident Messages on IP Phones

Order	Tasks	See
1	Import the CUCM certificate for the Cisco IP phone.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
2	Create location(s) ¹ as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
3	Create a device ‘IP phone’ for the location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
4	Configure adapter properties for IP phone Bean in the database to display the emergency incident message on IP phone.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
5	Set up content for the Cisco IP phone	“Adding the Emergency Incident Message Templates” section on page 9-5
6	Enable the emergency incident message	“Adding or Enabling the Emergency Incident Messages” section on page 9-10
7	Configure audio on IP phone.	“Configuring Audio Notification to IP Phone” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>

- Locations can be mean either conference rooms, floor plan, or a building.

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Smart+Connected IS Scenarios

- [Scenario 1: Displaying Meeting Details on the Floor Plan Display, page 13-10](#)
- [Scenario 2: Displaying Meeting Room Details on the Conference Room Plan Display, page 13-11](#)
- [Scenario 3: Displaying Meeting Room Details in Building View, page 13-12](#)
- [Scenario 4: Displaying News Content on the Digital Signage/IEC, page 13-13](#)
- [Scenario 5: Displaying External Content on the Digital Signage/IEC, page 13-13](#)
- [Scenario 6: Adding Sequence to Signage Content using DMM, page 13-14](#)


Scenario 1: Displaying Meeting Details on the Floor Plan Display

Order	Tasks	See
1	<ul style="list-style-type: none"> • Import a DMP certificate for the DMP if it uses HTTPS. • Import the certificate for the Exchange 	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
2	Create location(s) ¹ as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
3	Create a device ‘Digital Media Player’ for the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
4	Configure adapter properties for DMP Bean in the database.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
5	Add ‘floor plan’ as the signage content.	“Adding Signage Content” section in the <i>Cisco Smart+Connected Meeting Spaces Administrator Guide</i>
6	Create a content link for the added ‘floor plan’.	“Adding the Content Links” section on page 10-6
7	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 10-9
8	Book the conference room through a mail client or a Cisco IP Phone.	“Adding Configurations” section in the <i>Cisco Smart+Connected Meeting Spaces Administrator Guide</i>

1. Locations can be mean either conference rooms, floor plan, or a building.

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Scenario 2: Displaying Meeting Room Details on the Conference Room Plan Display

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
2	Create location(s) ¹ as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
3	Create a device ‘Digital Media Player’ for the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
4	Configure adapter properties for DMP Bean in the database.  Note You must perform this step only if the DMP adaptor was not configured earlier.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
5	Add ‘conference room plan’ as the signage content and select the Primary Conference Room check box to make the room as a primary preference.	“Adding Signage Content” section in the <i>Cisco Smart+Connected Meeting Spaces Administrator Guide</i>
6	Create a content link for the added ‘conference room plan’ signage content.	“Adding the Content Links” section on page 10-6
7	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 10-9
8	Book the conference room through a mail client or a Cisco IP Phone.	“Adding Configurations” section in the <i>Cisco Smart+Connected Meeting Spaces Administrator Guide</i>

1. Locations can be mean either conference rooms, floor plan, or a building.

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Scenario 3: Displaying Meeting Room Details in Building View

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
2	Create location(s) ¹ as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
3	Create a device ‘Digital Media Player’ for the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
4	Configure adapter properties for DMP Bean in the database.  Note You must perform this step only if the DMP adaptor was not configured earlier.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
5	Add ‘building view’ as the signage content.	“Adding Signage Content” section in the <i>Cisco Smart+Connected Meeting Spaces Administrator Guide</i>
6	Create a content link for the added ‘building view’ signage content.	“Adding the Content Links” section on page 10-6
7	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 10-9
8	Book the building through an e-mail exchange or IP Phone.	“Adding Configurations” section in the <i>Cisco Smart+Connected Meeting Spaces Administrator Guide</i>

1. Locations can be mean either conference rooms, floor plan, or a building.

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Scenario 4: Displaying News Content on the Digital Signage/IEC

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
2	Create location(s) ¹ as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
3	Create a device ‘Digital Media Player’ for the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
4	Configure adapter properties for DMP Bean in the database.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
5	Add and enable the news content for displaying on the digital signage/IEC.	“Adding or Enabling the News Content” section on page 10-2
6	Create a content link for the added news content.	“Adding the Content Links” section on page 10-6
7	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 10-9

1. Locations can be mean either conference rooms, floor plan, or a building.

Scenario 5: Displaying External Content on the Digital Signage/IEC

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
2	Create location(s) ¹ as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
3	Create a device ‘Digital Media Player’ for the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>

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Order	Tasks (continued)	See (continued)
4	Configure adapter properties for DMP Bean in the database.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
5	Create a content link for external URLs, such as Google, Yahoo, YouTube, and so on.	“Viewing the Content Links” section on page 10-7
6	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 10-9

1. Locations can be mean either conference rooms, floor plan, or a building.

Scenario 6: Adding Sequence to Signage Content using DMM

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	“Importing SSL Certificates” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
2	Create location(s) ¹ as required in the location hierarchy.	“Adding Locations” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
3	Configure adapter properties for DMM Bean in the database.	“Configuring Adapter Properties” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
4	Add a device ‘Digital Media Player’ to the required location(s).	“Adding Devices” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i> After adding, the DMP device created for the location is automatically displayed in the Digital Signage tab. For the DMM integration, you must provide the MAC ID of the DMP device.
5	Create a content link for the signage content.	“Adding the Content Links” section on page 10-6
6	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 10-9

1. Locations can be mean either conference rooms, floor plan, or a building.

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Note

There should be no entry of ADAPTER_INSTANCE_ID of the DMP Bean (5004) in the adapter tables of the database, if the DMM adaptor is to be used.'

Smart+Connected GA Scenarios

- [Scenario 1: Displaying Green Advisor Content on the Digital Signage/IEC, page 13-15](#)
- [Scenario 2: Displaying the Telepresence Content, page 13-16](#)

Scenario 1: Displaying Green Advisor Content on the Digital Signage/IEC

Order	Tasks	See
1	Import a DMP certificate for the DMP if it uses HTTPS.	"Importing SSL Certificates" section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
2	Create location(s) ¹ as required in the location hierarchy.	"Adding Locations" section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
3	Create a device 'Digital Media Player' for the required location(s).	"Adding Devices" section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
4	Configure adapter properties for DMP Bean in the database.	"Configuring Adapter Properties" section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i>
5	Create a green advisor (GA) content for the required location(s).	"Adding a Green Fact" section on page 11-1
6	Create a content link for the added GA content.	"Adding the Content Links" section on page 10-6
7	Add sequence to the added content link and provide the duration of display.	"Adding Sequence" section on page 10-9

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Order	Tasks	See
8	Create a new display of the GA content to appear on the digital signage/IEC by choosing the appropriate widget.	“Creating a New Display” section on page 11-6
9	Display data for the widgets energy, water, and gas consumption in one of the following ways: <ul style="list-style-type: none"> Set up data collection. Manually configure data using the usage data. 	<ul style="list-style-type: none"> To set up data collection, see the “Setting up Data Collection” section in the <i>Cisco Smart+Connected Digital Signage Installation Guide</i> To manually configure data using the usage data, see the “Adding the Usage Data” section on page 11-4

- Locations can be mean either conference rooms, floor plan, or a building.

Scenario 2: Displaying the Telepresence Content

Order	Tasks	See
1	Create a new display by assigning the widget as ‘Telepresence’.	“Creating a New Display” section on page 11-6
2	Configure the telepresence content using the usage data.	“Adding the Usage Data” section on page 11-4
3	Create a content link for the telepresence content.	“Adding the Content Links” section on page 10-6
4	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 10-9



Troubleshooting

This appendix describes the errors and warnings that may be encountered when working with the Smart+Connected MS application and the corresponding solutions to these errors and warnings.

- [Error Messages, page A-1](#)
- [Warning Messages, page A-3](#)

Error Messages

This section lists the error messages that may be displayed on the IP phones and the suggested solutions.

Problem 1

Message: "HTTP Error[404]!"...

"Requesting".

Solution Check the deployment status of the application and make sure that the application is deployed and accessible.

Problem 2

Message: "Case not created"

Solution Ensure that the product categories 1, 2, and 3 are specified when creating a fault item on the Fault Menu tab of the Smart+Connected MS portal, and that these match exactly with the options that are available in the trouble ticketing system.

Problem 3

Message: "Light controls are not available for this location."

Solution Check the configuration of the light device in the SDP. Check if the properties of the device in the SDP match those entered in the Building Management System (BMS). Check the status of the light device in the BMS. If the BMS gateway is unresponsive, restart the BMS.

Problem 4

Message: "Blind Controls not available."

Solution Check the configuration of the device in the SDP. Check if the properties of the device in the SDP match those entered in the BMS. Check the status of the blinds device in the BMS. If the BMS gateway is unresponsive, restart the BMS.

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Problem 5

Message: "Thermostat set point controls are not available for this location."

Solution Check the configuration of the device in the SDP. Check if the properties of the device in the SDP match those entered in the BMS. Check the status of the VAV device in the BMS. If the BMS gateway is unresponsive, restart the BMS.

Problem 6

Message: "Service not enabled."

Solution Create a configuration in the Smart+Connected MS portal and assign the configuration to the location.

Problem 7

Message: "Audio Visual Controls are not available for this location."

Solution Check if the adapter property details for the audio/video adapter are correct. Also, check if the A/V device is created for the location.

Problem 8

Message: You notice that the conference room details are not displayed on the IP phone.

Solution Enter the exchange server details in the SDP_ADAPTER_PROPERTIES table in the database. Ensure that meeting details are enabled in the configuration which is assigned to the location. Check if any bookings have been made for the conference room. No meetings details would be seen on the IP phone unless at least one booking has been done for the room.

Problem 9

Message: The Blinds feature does not work.

Solution Check the device configuration in the SDP. Also check the BMS configuration in SSP_ADAPTER_PROPERTIES table. Check the device property value in the SSP_DEVICE_PROPERTY table in the database.

Problem 10

Message: The light devices behave erratically.

Solution Check the device configuration in the SDP. Also, check the BMS adapter property values in the SDP_ADAPTER_PROPERTIES table in the database.

Problem 11

Message: Add an Incident Message.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Emergency Incident tab when you add an emergency notification without entering the Incident Message.

Problem 12

Message: Some messages are not deleted as they are attached to some incidents.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab when you try to delete a message which is attached to other incidents. Messages attached to other incidents cannot be deleted.

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Problem 13

Message: Same location selected for some other message.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Emergency Incident tab when you try to associate multiple emergency incident messages to the same location.

Problem 14

Message: You cannot edit an active incident.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab. Editing is possible for a disabled incident only.

Problem 15

Message: You cannot delete an active incident.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab. Deletion is possible for a disabled incident only.

Problem 16

Message: You do not have enough permission to delete some/all of these items.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab when the user with inappropriate permissions tries to delete the messages.

Problem 17

Message: There is some Emergency Display in some of the selected locations. Do you want to override them?

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Emergency Incident tab when you try to send multiple messages to a selected location.

Warning Messages

This section lists the warning messages that may be displayed, their descriptions, and solutions:

Problem 1

Message: "Enter a valid display time."

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Menu tab when adding the display time.

Solution Enter a whole number (such as 1,2, 3) in the Display Time (Minutes) field. Entering zero or decimal values is not allowed.

Problem 2

Message: "Select at least one configuration to delete."

This warning appears when you click Delete on the Configurations tab.

Solution By default, the Delete button is disabled if no configuration is selected from the list. However, the button is enabled when a configuration is selected. You must ensure that you check the check box for at least one configuration before you click Delete.

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Problem 3

Message: “Set the room positions.”

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you choose Floor Plan from the Template drop-down list on the Details tab, add conference room(s) on the Rooms tab, and then click **Save**.

Solution On the Signage Content tab > Rooms tab, click Set Room Position. Drag and drop the icons for the selected room(s) to a desired position on the floor plan image. Click Map Positions, and click Save.

Problem 4

Message: “Select at least one primary room.”

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you forget to choose at least one conference room as the primary room in the Included Rooms list.

Solution On the Rooms tab, add at least one conference room to the Included Rooms list. Click the room name and check the Primary Room check box. Click Save.

Problem 5

Message: “Select the floor plan image.”

This warning message appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you choose Floor Plan from the Template drop-down list, and click **Save** without uploading an image for the floor plan.

Solution Choose Signage Content tab > Details tab > Image, click Browse and add an image for the floor plan. Click Upload and then click Save.

Problem 6

Message: “Select the template.”

This warning appears on the Cisco Smart+Connected Meeting Spaces > Signage Content tab when you click Save on the Details tab or Rooms tab without selecting a template.

Solution On the Signage Content tab > Details tab, choose an option from the Template drop-down list before you make any other changes on the Details or Room tab and click Save.

Problem 7

Message: “Aircon Minutes should be Equal or Multiple of Scheduler Interval Time”

This warning appears on the Cisco Smart+Connected Meeting Spaces > Configurations tab > Energy Saving tab when you to add Aircon to the Included Resources list and click Save.

Solution On the Configurations > Energy Savings tab, click Aircon in the Included Resources list. Enter a number, which is equal to/multiple of the value you gave in the Energy Saving Scheduler Interval, in the Minutes field. Click Save.

Problem 8

Message: Please enter the File Name.

Solution Displayed while adding the News Content in the Cisco Smart+Connected Information Signage > News Contents tab if you leave the File Name field empty. Enter the file name and other required data in all the fields and click **Save**.

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Problem 9

Message: You must enter the story or select an image to be displayed.

Solution Displayed while adding the News Content in the Cisco Smart+Connected Information Signage > News Contents tab if you click **Save**, leaving the Story and Title fields empty.

Problem 10

Message: Please select location for the News.

Solution Displayed while adding the News Content in the Cisco Smart+Connected Information Signage > News Contents tab if you click **Save** without selecting a location after entering the data in all the fields.

Problem 11

Message: Please complete Content Type fields.

Solution Displayed while adding Content Link Details in the Cisco Smart+Connected Information Signage > Content Links tab when you enter data in all other fields, but leave the Content Type field blank, and click **Save**.

Problem 12

Message: Please enter valid duration for the content link.

Solution Displayed while adding Content Link Details in the Cisco Smart+Connected Information Signage > Content Links tab when you enter "0" in the Refresh Rate (Secs) field and click **Save**.

Problem 13

Message: You are about to delete the selected Content Links, do you want to continue?

Displayed while deleting a content link in the Cisco Smart+Connected Information Signage > Content Links tab when you check the relevant content link(s), and click **Delete**.



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