



Cisco Smart+Connected Digital Signage Administrator Guide

Release 2.1

May, 2013

Cisco Systems, Inc.
www.cisco.com

Cisco has more than 200 offices worldwide.
Addresses, phone numbers, and fax numbers
are listed on the Cisco website at
www.cisco.com/go/offices.

Text Part Number: OL-29057-01

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

Cisco Smart+Connected Digital Signage Administrator Guide
© 2012 Cisco Systems, Inc. All rights reserved.



Preface iii

Audience iii

Organization iii

Conventions iv

Related Documentation iv

Obtaining Documentation and Submitting a Service Request v

CHAPTER 1

Getting Started 1-1

About the Smart+Connected DS 1-1

Solutions 1-1

Rich Text Editor 1-2

Logging In 1-2

CHAPTER 2

Emergency Notification 2-1

About Emergency Notification 2-1

Configuring EN Audio Notifications on the Cisco IP Phone 2-2

Using CUCM JTAPI 2-2

Using InformaCast 2-2

Configuring the Emergency Incident Messages 2-4

Managing the Emergency Incident Message Templates 2-4

Adding the Emergency Incident Message Templates 2-5

Editing the Emergency Incident Message Templates 2-6

Viewing the Emergency Incident Message Templates 2-7

Deleting the Emergency Incident Message Templates 2-7

Managing the EISignage Content 2-8

Adding the EISignage Content 2-8

Viewing the EISignage Content 2-9

Editing the EISignage Content 2-10

Managing the Emergency Incident Messages 2-10

Adding or Enabling the Emergency Incident Messages 2-10

Viewing the Emergency Incident Messages 2-12

Disabling the Emergency Incident Messages 2-13

Editing the Emergency Incident Messages 2-13

Deleting the Emergency Incident Messages 2-14

Text Part Number:

Send documentation comments to scc-docfeedback@cisco.com

CHAPTER 3

Information Signage 3-1

- About Information Signage 3-1
- Managing the News Content 3-2
 - Adding or Enabling the News Content 3-2
 - Viewing the News Content 3-4
 - Editing the News Content 3-4
 - Disabling the News Content 3-5
 - Deleting the News Content 3-6
- Managing the Content Links 3-6
 - Adding the Content Links 3-6
 - Viewing the Content Links 3-7
 - Editing the Content Links 3-8
 - Deleting the Content Links 3-9
- Managing Sequence 3-9
 - Adding Sequence 3-9
 - Viewing Sequence 3-11
 - Editing Sequence 3-11

CHAPTER 4

Tools 4-1

- Management 4-1
 - Refresh Data Collection 4-1
 - Refresh Energy Savings 4-1
 - Remove IP Phone Cache 4-1
 - Remove Location Property Cache 4-2
 - Remove Time Zone Cache 4-2
- Templates 4-2
 - Adding Templates 4-2
 - Viewing Templates 4-3
 - Editing a Template 4-4
 - Deleting Templates 4-5

CHAPTER 5

Smart+Connected Green Advisor 5-1

- About Smart+Connected GA 5-1
- Managing Green Fact 5-1
 - Adding a Green Fact 5-1
 - Viewing the Green Fact 5-2
 - Editing the Green Fact 5-3
 - Deleting the Green Fact 5-4

Send documentation comments to scc-docfeedback@cisco.com

Managing Usage Data	5-4
Adding the Usage Data	5-4
Viewing the Usage Data	5-5
Deleting the Usage Data	5-5
Managing GA Configurator	5-6
Creating a New Display	5-6
Viewing Existing Displays	5-8
Using the Location Selector	5-8
Using the Content Name	5-9
Editing Existing Displays	5-10
Deleting Existing Displays	5-11
Managing Widget Configuration	5-11
Adding a Widget Configuration	5-11
Viewing a Widget Configuration	5-12
Deleting a Widget Configuration	5-12

CHAPTER 6

Usage Scenarios 6-1

Smart+Connected EN Scenarios	6-1
Sending Emergency Incident Messages on the Digital Signage/IEC	6-1
Sending Emergency Incident Messages on IP Phones	6-2
Smart+Connected IS Scenarios	6-3
Displaying Meeting Details on the Floor Plan Display	6-3
Displaying Meeting Room Details on the Conference Room Plan Display	6-4
Displaying Meeting Room Details in Building View	6-5
Displaying News Content on the Digital Signage/IEC	6-6
Displaying External Content on the Digital Signage/IEC	6-6
Adding Sequence to Signage Content using DMM	6-7
Smart+Connected GA Scenarios	6-8
Displaying Green Advisor Content on the Digital Signage/IEC	6-8
Displaying the Telepresence Content	6-9

APPENDIX A

Troubleshooting A-1

Error Messages	A-1
Warning Messages	A-2

INDEX



Preface

This preface describes the audience, organization, and conventions of the Cisco Smart+Connected Digital Signage (Smart+Connected DS) Administration Guide and provides information about the related documentation and, how to obtain documentation and submit a service request.

- [Audience, page iii](#)
- [Organization, page iii](#)
- [Conventions, page iv](#)
- [Related Documentation, page iv](#)
- [Obtaining Documentation and Submitting a Service Request, page v](#)

Audience

This guide is meant for a system administrator who configures and maintains the Cisco Smart+Connected Digital Signage (Smart+Connected DS) solution.

Organization

This guide is organized as follows:

Chapter	Description
Chapter 1, “Getting Started”	Provides an overview of the Smart+Connected DS and describes how you can access the application.
Chapter 2, “Emergency Notification”	Describes how to create emergency messages and associate these messages to an emergency incident.
Chapter 3, “Information Signage”	Describes how to add, edit, and delete content displayed on the Information Signage.
Chapter 5, “Smart+Connected Green Advisor”	Describes how to add, edit, and delete content displayed on the Green Advisor Display.
Chapter 4, “Tools”	Describes how to manage data collection, IP phones, energy savings, and templates.

Chapter	Description
Chapter 6, “Usage Scenarios”	Describes how the changes that are made in the SDP and the Smart+Connected Meeting Spaces applications affect the end user’s experience.
Chapter A, “Troubleshooting”	Describes the issues you may face while working with the Smart+Connected DS application, and how to troubleshoot them.

Conventions

This guide uses the following conventions:

Convention	Indication
boldface font	Commands, keywords, and user-entered text appear in the bold font.
<i>italic</i> font	Document titles, new or emphasized terms, and arguments for which you supply values are in the <i>italic</i> font.
Option > Option	Used to select a series of menu options.



Note

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

Related Documentation

- *Cisco Smart+Connected Meeting Spaces and Cisco Smart+Connected Digital Signage Installation Guide*
- *Cisco Smart+Connected Digital Signage User Guide*
- *Release Notes for Cisco Smart+Connected Digital Signage*
- *Cisco Smart+Connected Meeting Spaces Administration Guide*
- *Cisco Smart+Connected Meeting Spaces User Guide*
- *Release Notes for Cisco Smart+Connected Meeting Spaces*
- *Cisco Service Delivery Platform Overview Guide*
- *Cisco Service Delivery Platform User Guide*
- *Cisco Service Delivery Platform Installation Guide*

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation, as an RSS feed and deliver content directly to your desktop using a reader application. The RSS feeds are a free service.



Getting Started

The Cisco Smart+Connected Digital Signage (Smart+Connected DS) is a solution that leverages the Cisco Service Delivery Platform (SDP). It provides features for the enhanced organizational communication using digital signage/Cisco Interactive Experience Client (IEC) and Cisco IP phones. The Smart+Connected DS leads to faster and widespread dissemination of information in real-time.

As an administrator, you can manage the overall configuration, maintenance, and content creation for the Smart+Connected DS solution through a web portal.

This chapter includes the following sections:

- [About the Smart+Connected DS, page 1-1](#)
- [Logging In, page 1-2](#)

About the Smart+Connected DS

The Smart+Connected DS application allows 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.

This section includes the following topics:

- [Solutions, page 1-1](#)
- [Rich Text Editor, page 1-2](#)

Solutions

The Smart+Connected DS application comprises the following solutions:

- Cisco Smart+Connected Emergency Notification (Smart+Connected EN)—Allows you to communicate emergency notification messages or communication to end users during an emergency or crisis. While you can broadcast important information, such as evacuation routes, floor plan, warnings, and emergency contact details on the digital signage/IEC, you can also broadcast audio notifications and text messages on the Cisco IP phones. In addition, the configured infrastructure can be utilized to send non-critical, but essential messages and instructions, such as notifications on how to utilize the available setup under an emergency situation.

Send documentation comments to scc-docfeedback@cisco.com


- Cisco Smart+Connected Information Signage (Smart+Connected IS)—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 a sequence that can be configured in the solution. In addition, the sequence can be a combination that includes both, internal and external URLs.
- Cisco Smart+Connected Green Advisor (Smart+Connected GA)—Allows you to display the energy consumption data, display energy saving tips, and green information on the digital signage/IEC in a graphical format. The representation in the digital signage/IEC, provides the end users with easy to read concise data in a graphical form, that can aid in comparing the current and historical energy consumption data.
- Tools—Enable you to manage data collection, energy saving, and the IP phone cache. Tools also enable you to add and delete the templates for News Content, Green Advisor, and Emergency Notification.

Before using the Smart+Connected DS application, you must add users, locations, and devices in the SDP application. Also, you must associate devices to the specific locations. For more information on how to add users, locations, and devices and associating devices to locations, see the *Cisco Service Delivery Platform Administrator Guide*.

Rich Text Editor

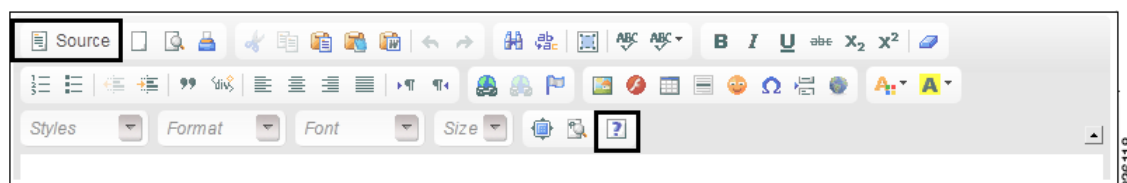
In the Smart+Connected DS application, you can use the rich text editor to create content that you want to display on the digital signage/IEC. This editor allows you to do a visual editing of the content, in addition to editing the source level (HTML source) editing (see [Figure 1-1](#)). This information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

Figure 1-1 Rich Text Editor



Logging In

You can log in to the Smart+Connected DS application using any of the browsers certified for the application. For a list of the certified web browsers, see the *Cisco Smart+Connected Digital Signage Installation Guide*.

Before logging in, ensure that you have the credentials. Your default login credentials are as follows:

- Username—superadmin
- Password—superadmin

Send documentation comments to scc-docfeedback@cisco.com

You can change your password by logging in to the SDP application if necessary. For more information on how to change your password, see the “Changing the User Password” section in the *Cisco Service Delivery Platform Administrator Guide*.

If you want other users to access the application, you have to create additional roles and users by logging in to the Cisco Service Delivery Platform (SDP). For more information on how to add users and assign roles to them, see the *Cisco Service Delivery Platform Administrator Guide*.

To log in to the Smart+Connected DS application, perform the following steps:

Step 1 Open a web browser and enter the URL (<http://host-name:domain-port/solutions>) for the Smart+Connected DS application.

The Smart+Connected DS login page appears.

Step 2 Enter the username and password.

Step 3 Click **Login**.

The Smart+Connected DS home page appears.

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



Emergency Notification

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

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

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.

Send documentation comments to scc-docfeedback@cisco.com

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

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 2-2](#)
- [Using InformaCast, page 2-2](#)

Using CUCM JTAPI

To add audio or text messages using CUCM JTAPI, see the [“Adding the Emergency Incident Message Templates”](#) section on page 2-5.

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

Send documentation comments to scc-docfeedback@cisco.com

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.

Send documentation comments to scc-docfeedback@cisco.com

**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 2-10](#).

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 2-4](#)
- [Managing the EISignage Content, page 2-8](#)
- [Managing the Emergency Incident Messages, page 2-10](#)

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 2-5](#)
- [Editing the Emergency Incident Message Templates, page 2-6](#)
- [Viewing the Emergency Incident Message Templates, page 2-7](#)
- [Deleting the Emergency Incident Message Templates, page 2-7](#)

Send documentation comments to scc-docfeedback@cisco.com

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 2-1 displays the Message Templates tab > Message List area.

Figure 2-1 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

- 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 4-2](#).

- 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.

Send documentation comments to scc-docfeedback@cisco.com

- 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 2-10](#).

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 2-10](#).
- Step 4** Click **Save**.

Send documentation comments to scc-docfeedback@cisco.com

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 2-10](#).

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 2-6](#).
-

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.

Send documentation comments to scc-docfeedback@cisco.com

- 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 2-8](#)
- [Viewing the EISignage Content, page 2-9](#)
- [Editing the EISignage Content, page 2-10](#)

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**.

Send documentation comments to scc-docfeedback@cisco.com

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

Figure 2-2 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.

Send documentation comments to scc-docfeedback@cisco.com

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 2-8](#).

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 2-10](#)
- [Viewing the Emergency Incident Messages, page 2-12](#)
- [Disabling the Emergency Incident Messages, page 2-13](#)
- [Editing the Emergency Incident Messages, page 2-13](#)
- [Deleting the Emergency Incident Messages, page 2-14](#)

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**.

Send documentation comments to scc-docfeedback@cisco.com

Figure 2-3 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 2-3 *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.

Send documentation comments to scc-docfeedback@cisco.com

- 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 2-5.

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 2-12.

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.

Send documentation comments to scc-docfeedback@cisco.com

- 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 2-13](#).
-

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 2-13](#).
-

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.

Send documentation comments to scc-docfeedback@cisco.com

For more information on how to modify the selected message details, see the [“Adding or Enabling the Emergency Incident Messages” section on page 2-10](#).

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.
-



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 3-1](#)
- [Managing the News Content, page 3-2](#)
- [Managing the Content Links, page 3-6](#)
- [Managing Sequence, page 3-9](#)

About Information Signage

The Smart+Connected IS solution allows you to broadcast news and other useful information on the digital signage/IEC. 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.

Send documentation comments to scc-docfeedback@cisco.com

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 details, floor plan, green advisor, and building view. 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 3-2](#)
- [Viewing the News Content, page 3-4](#)
- [Editing the News Content, page 3-4](#)
- [Disabling the News Content, page 3-5](#)
- [Deleting the News Content, page 3-6](#)

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.

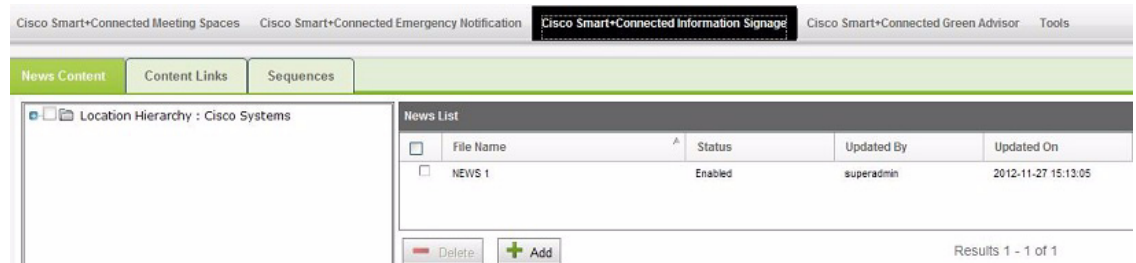
To add the news content or other useful information, perform the following steps:

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

Send documentation comments to scc-docfeedback@cisco.com

Figure 3-1 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 3-1 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 [“Templates” section on page 4-2](#).
- 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 3-9](#).

If you want to disable the news content, see the [“Disabling the News Content” section on page 3-5](#).

Send documentation comments to scc-docfeedback@cisco.com

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 3-4](#).

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**.

Send documentation comments to scc-docfeedback@cisco.com

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 [“Templates” section on page 4-2](#).

- 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 3-5](#).

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.

Send documentation comments to scc-docfeedback@cisco.com

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 3-6](#)
- [Viewing the Content Links, page 3-7](#)
- [Editing the Content Links, page 3-8](#)
- [Deleting the Content Links, page 3-9](#)

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**.

Send documentation comments to scc-docfeedback@cisco.com

Figure 3-2 displays the Content Links tab. The Content Links area displays the content links that have been added to the Smart+Connected DS application.

Figure 3-2 **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 details, floor plan, green advisor, and building view.
- 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 3-9](#).

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.

Send documentation comments to scc-docfeedback@cisco.com

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 details, floor plan, green advisor, and building view.
 - 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 3-8](#).
-

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 details, floor plan, green advisor, and building view.
 - Enter a title for the content link in the Title field.

Send documentation comments to scc-docfeedback@cisco.com

- 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 3-9](#)
- [Viewing Sequence, page 3-11](#)
- [Editing Sequence, page 3-11](#)

Adding Sequence

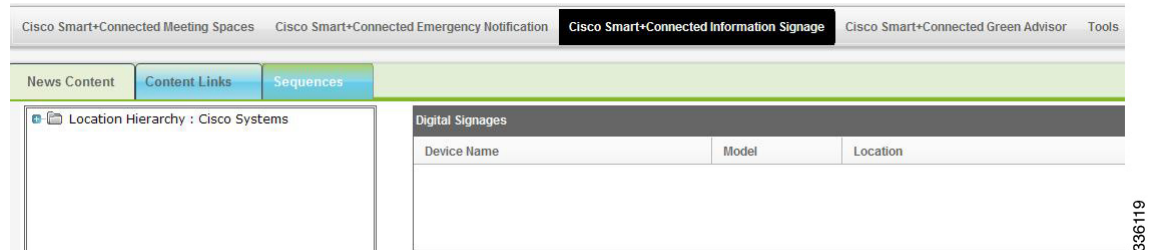
To add sequence to the content links, perform the following steps:

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

Send documentation comments to scc-docfeedback@cisco.com

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

Figure 3-3 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.

Send documentation comments to scc-docfeedback@cisco.com



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 3-11](#).

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 3-11](#).

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.


Send documentation comments to scc-docfeedback@cisco.com


- 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.



Tools

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

- [Management, page 4-1](#)
- [Templates, page 4-2](#)

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 4-1](#)
- [Refresh Energy Savings, page 4-1](#)
- [Remove IP Phone Cache, page 4-1](#)
- [Remove Location Property Cache, page 4-2](#)
- [Remove Time Zone Cache, page 4-2](#)

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:

Send documentation comments to scc-docfeedback@cisco.com

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


Adding Templates

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

To create a template, perform the following steps:

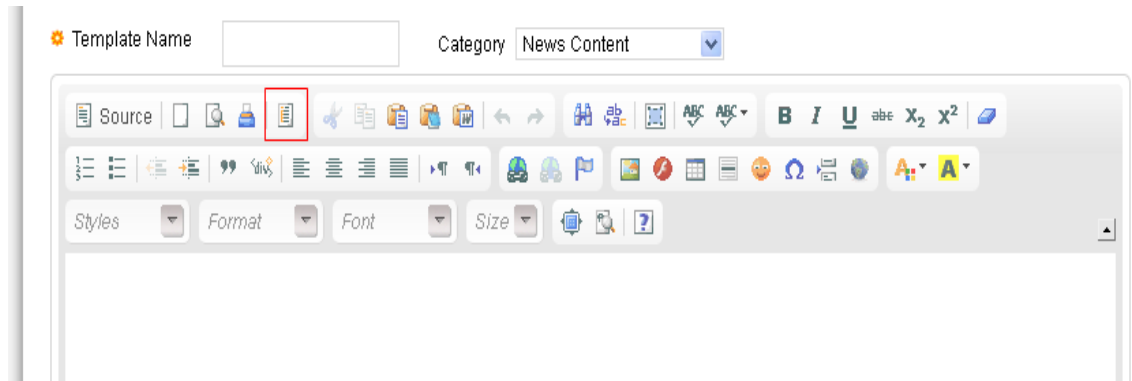
-
- Step 1** In the Smart+Connected DS home page, choose **Tools > Templates**.
The Template section appears.
- Step 2** In the Templates page, click **Add**.
The rich text editor appears.
- Step 3** In the rich text editor, enter the **Template Name**.
- Step 4** From the Category drop-down list, choose 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.

Send documentation comments to scc-docfeedback@cisco.com

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 4-1](#)). 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 4-1](#) displays the icons in the rich text editor.

Figure 4-1 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**.

Send documentation comments to scc-docfeedback@cisco.com

The Template section appears.

Table 4-1 displays the components of the Templates page.

Table 4-1 **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.
-

Send documentation comments to scc-docfeedback@cisco.com

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.
-



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 5-1](#)
- [Managing Green Fact, page 5-1](#)
- [Managing Usage Data, page 5-4](#)
- [Managing GA Configurator, page 5-6](#)

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 5-1](#)
- [Viewing the Green Fact, page 5-2](#)
- [Editing the Green Fact, page 5-3](#)
- [Deleting the Green Fact, page 5-4](#)

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. |
| Step 3 | In the File name field, enter the a name for the Green Fact. |

Send documentation comments to scc-docfeedback@cisco.com

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 4-2](#).

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.

Send documentation comments to scc-docfeedback@cisco.com

Table 5-1 displays the components of the Green Content page.

Table 5-1 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.

Send documentation comments to scc-docfeedback@cisco.com

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

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.

Send documentation comments to scc-docfeedback@cisco.com

- 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 5-2 displays the components of the Usage Data page.

Table 5-2 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**.

Send documentation comments to scc-docfeedback@cisco.com

- 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 5-6](#)
- [Viewing Existing Displays, page 5-8](#)
- [Editing Existing Displays, page 5-10](#)
- [Deleting Existing Displays, page 5-11](#)
- [Managing Widget Configuration, page 5-11](#)

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 5-3](#) for more information on these widgets.


Send documentation comments to scc-docfeedback@cisco.com

**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 5-3 **List of Widgets**

Green Context	Explanation
Energy Consumption	Displays the energy consumption data for a specified location.
Carbon Emission	Displays the amount of CO ₂ 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.

Send documentation comments to scc-docfeedback@cisco.com

**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 5-8](#)
- [Using the Content Name, page 5-9](#)

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.

Send documentation comments to scc-docfeedback@cisco.com

The GA content table appears. Table 5-4 lists the components of the GA content table.

Table 5-4 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.  Note Only the GA content that is enabled is displayed on the digital signage/IEC based on the sequence configuration.
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.

Send documentation comments to scc-docfeedback@cisco.com

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 5-4](#) 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**.

Send documentation comments to scc-docfeedback@cisco.com

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 5-11](#)
- [Viewing a Widget Configuration, page 5-12](#)
- [Deleting a Widget Configuration, page 5-12](#)

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:

Send documentation comments to scc-docfeedback@cisco.com

- 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**.

Send documentation comments to scc-docfeedback@cisco.com

- 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.
-



Usage Scenarios

This chapter provides a holistic information on all the key tasks that you can perform using the following solutions of the Cisco Smart+Connected Digital Signage (Smart+Connected DS) application:

- Cisco Smart+Connected Emergency Notification (Smart+Connected EN)
- Cisco Smart+Connected Information Signage (Smart+Connected IS)
- Cisco Smart+Connected Green Advisor (Smart+Connected GA)

You can also easily navigate to the sections that provide information on all sub-tasks that need to be performed in order to achieve the key tasks.

- [Smart+Connected EN Scenarios, page 6-1](#)
- [Smart+Connected IS Scenarios, page 6-3](#)
- [Smart+Connected GA Scenarios, page 6-8](#)

Smart+Connected EN Scenarios

- [Sending Emergency Incident Messages on the Digital Signage/IEC, page 6-1](#)
- [Sending Emergency Incident Messages on IP Phones, page 6-2](#)

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>

Send documentation comments to scc-docfeedback@cisco.com

Order	Tasks	See
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>
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 4-2
6	Create the emergency incident message template	"Adding the Emergency Incident Message Templates" section on page 2-5
7	Create the emergency incident message, associate with location(s), and enable the message	"Adding or Enabling the Emergency Incident Messages" section on page 2-10

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

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 2-5

Send documentation comments to scc-docfeedback@cisco.com

Order	Tasks	See
6	Enable the emergency incident message	“Adding or Enabling the Emergency Incident Messages” section on page 2-10
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>

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

Smart+Connected IS Scenarios

- [Displaying Meeting Details on the Floor Plan Display, page 6-3](#)
- [Displaying Meeting Room Details on the Conference Room Plan Display, page 6-4](#)
- [Displaying Meeting Room Details in Building View, page 6-5](#)
- [Displaying News Content on the Digital Signage/IEC, page 6-6](#)
- [Displaying External Content on the Digital Signage/IEC, page 6-6](#)
- [Adding Sequence to Signage Content using DMM, page 6-7](#)

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>

Send documentation comments to scc-docfeedback@cisco.com

Order	Tasks	See
6	Create a content link for the added 'floor plan'.	“Adding the Content Links” section on page 3-6
7	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 3-9
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.


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 3-6
7	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 3-9
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.

Send documentation comments to scc-docfeedback@cisco.com

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 3-6
7	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 3-9
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.

Send documentation comments to scc-docfeedback@cisco.com

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 3-2
6	Create a content link for the added news content.	“Adding the Content Links” section on page 3-6
7	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 3-9

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

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>

Send documentation comments to scc-docfeedback@cisco.com

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.	“Adding the Content Links” section on page 3-6
6	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 3-9

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

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).	<p>“Adding Devices” section in the <i>Cisco Smart+Connected Meeting Spaces & Cisco Smart+Connected Digital Signage Installation Guide</i></p> <p>After adding, the DMP device created for the location is automatically displayed in the Digital Signage tab.</p> <p>For the DMM integration, you must provide the MAC ID of the DMP device.</p>
5	Create a content link for the signage content.	“Adding the Content Links” section on page 3-6
6	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 3-9

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

Send documentation comments to scc-docfeedback@cisco.com


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

- [Displaying Green Advisor Content on the Digital Signage/IEC](#), page 6-8
- [Displaying the Telepresence Content](#), page 6-9

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 5-1
6	Create a content link for the added GA content.	"Adding the Content Links" section on page 3-6
7	Add sequence to the added content link and provide the duration of display.	"Adding Sequence" section on page 3-9

Send documentation comments to scc-docfeedback@cisco.com

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 5-6
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 5-4

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

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 5-6
2	Configure the telepresence content using the usage data.	“Adding the Usage Data” section on page 5-4
3	Create a content link for the telepresence content.	“Adding the Content Links” section on page 3-6
4	Add sequence to the added content link and provide the duration of display.	“Adding Sequence” section on page 3-9



Troubleshooting

This chapter provides solutions to the problems that you may encounter while working with the Smart+Connected Digital Signage application.

- [Error Messages, page A-1](#)
- [Warning Messages, page A-2](#)

Error Messages

Problem 1

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 2

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.

Problem 3

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 4

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 5

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.

Send documentation comments to scc-docfeedback@cisco.com

Problem 6

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 7

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

Problem 1

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**.

Problem 2

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 3

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 4

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 5

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 6

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**.



A

- about [3-1](#)
 - emergency incident message [2-1](#)
 - green advisor [5-1](#)
 - information signage [3-1](#)
 - overview [4-1](#)
 - Smart+Connected IS [3-1](#)
- adding
 - content links [3-6](#)
 - EISignage content [2-8](#)
 - emergency incident message [2-10](#)
 - emergency incident message template [2-5](#)
 - green advisor [5-1](#)
 - news [3-2](#)
 - sequence [3-9](#)
 - template [4-2](#)
 - usage data [5-4](#)
 - widget configuration [5-11](#)

C

- Cisco Interactive Experience Client [1-1](#)
- configuring
 - emergency incident message [2-4](#)
- content links
 - adding [3-6](#)
 - deleting [3-9](#)
 - editing [3-8](#)
 - managing [3-6](#)
 - viewing [3-7](#)

D

- deleting
 - green advisor [5-4](#)
- deleting
 - content links [3-9](#)
 - emergency incident message [2-14](#)
 - emergency incident message template [2-7](#)
 - existing displays [5-11](#)
 - news [3-6](#)
 - template [4-5](#)
 - usage data [5-5](#)
 - widget configuration [5-12](#)
- digital signage
 - information signage [3-1](#)
- disabling
 - emergency incident message [2-13](#)

E

- editing
 - content links [3-8](#)
 - EISignage content [2-10](#)
 - emergency incident message [2-13](#)
 - emergency incident message template [2-6](#)
 - existing displays [5-10](#)
 - green advisor [5-3](#)
 - news [3-4, 3-5](#)
 - sequence [3-11](#)
 - template [4-4](#)
- EISignage content
 - adding [2-8](#)
 - editing [2-10](#)

Send documentation comments to scc-docfeedback@cisco.com

managing [2-8](#)

viewing [2-9](#)

emergency incident message

about [2-1](#)

adding [2-10](#)

alert [2-1](#)

configuring [2-4](#)

deleting [2-14](#)

disabling [2-13](#)

editing [2-13](#)

managing [2-10](#)

notification [2-1](#)

viewing [2-12](#)

emergency incident message template

adding [2-5](#)

deleting [2-7](#)

editing [2-6](#)

managing [2-4](#)

viewing [2-7](#)

G

GA configurator

managing [5-6](#)

green advisor [5-1](#)

about [5-1](#)

managing [5-1](#)

managing usage data [5-4](#)

viewing [5-2](#)

green fact

adding [5-1](#)

deleting [5-4](#)

editing [5-3](#)

I

Interactive Experience Client (IEC) [1-1](#)

M

managing

content links [3-6](#)

EISignage content [2-8](#)

emergency incident message [2-10](#)

emergency incident message template [2-4](#)

GA configurator [5-6](#)

green advisor [5-1](#)

news [3-2](#)

sequence [3-9](#)

tools [4-1](#)

usage data [5-4](#)

widget configuration [5-11](#)

managing emergency incident

deleting [2-14](#)

modifying

content links [3-8](#)

EISignage content [2-10](#)

emergency incident message [2-13](#)

emergency incident message template [2-6](#)

green advisor [5-3](#)

news [3-4, 3-5](#)

sequence [3-11](#)

template [4-4](#)

N

news

adding [3-2](#)

deleting [3-6](#)

editing [3-4, 3-5](#)

managing [3-2](#)

viewing [3-4](#)

O

overview

Smart+Connected GA [5-1](#)

Send documentation comments to scc-docfeedback@cisco.com

Smart+Connected IS [3-1](#)

tools [4-1](#)

P

password

default superadmin credentials [1-2](#)

S

sequence

adding [3-9](#)

editing [3-11](#)

managing [3-9](#)

viewing [3-11](#)

Smart+Connected DS

credentials for logging [1-2](#)

information signage [3-1](#)

logging in [1-2](#)

troubleshooting [A-1](#)

usage scenarios [6-1](#)

Smart+Connected EN [6-1](#)

Smart+Connected GA [6-8](#)

Smart+Connected IS [6-3](#)

Smart+Connected EN

configuring emergency incident message [2-4](#)

managing EISignage content [2-8](#)

managing emergency incident message [2-10](#)

managing emergency incident message template [2-4](#)

usage scenarios or key tasks [6-1](#)

Smart+Connected GA

about [5-1](#)

managing [5-1](#)

managing GA configurator [5-6](#)

managing green advisor [5-1](#)

managing usage data [5-4](#)

usage scenarios or key tasks [6-8](#)

Smart+Connected IS [3-1](#)

managing content links [3-6](#)

managing news content [3-2](#)

managing sequence [3-9](#)

usage scenarios or key tasks [6-3](#)

T

template

adding [4-2](#)

deleting [4-5](#)

editing [4-4](#)

managing [4-2](#)

viewing [4-3](#)

tools

about [4-1](#)

managing [4-1](#)

managing template [4-2](#)

troubleshooting

error message [A-1](#)

warning message [A-2](#)

U

usage data

adding [5-4](#)

deleting [5-5](#)

managing [5-4](#)

viewing [5-5](#)

V

viewing

content links [3-7](#)

EISignage content [2-9](#)

emergency incident message [2-12](#)

emergency incident message template [2-7](#)

existing display [5-8](#)

green advisor [5-2](#)

Send documentation comments to scc-docfeedback@cisco.com

news [3-4](#)
sequence [3-11](#)
template [4-3](#)
usage data [5-5](#)
widget configuration [5-12](#)

W

widget configuration
 adding [5-11](#)
 deleting [5-12](#)
 managing [5-11](#)
 viewing [5-12](#)